

Business Correspondence Skills	
Duration	3 hours
Group size	6 delegates
Format	Interactive workshop
Content	<p>Introductory Quiz: awareness raising exercise</p> <p>Introduction of the ABC rules for writing - Accuracy, Brevity & Clarity</p> <p>English grammar - a brief review of the finer points (grammar, punctuation and spelling)</p> <p>Purpose and planning - structure, planning and editing, understanding your audience</p> <p>Email Exercise - "round robin" group writing and editing exercise to consolidate understanding of basic rules; followed by feedback and discussion</p> <p>Appropriateness of language - style & tone; active vs. passive</p> <p>Exercise - gap fill exercise to raise awareness of register, style and formal terminology/expressions used in business correspondence; followed by feedback and discussion</p> <p>Final exercise: correction activity to improve and re-write all aspects of a sample business letter, (e.g. register, punctuation, organisation and clarity)</p> <p>Glossary and summary</p>
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