



Workshop Overview

Writing is a critical skill within business that few seek to improve once they enter the workplace. Anyone who wishes to create more professional, effective written communications would benefit from the subjects covered, especially letters and e-mails, so that they achieve the results they want. Particular emphasis is given to responding to letters and complaints.



Benefits

By the end of this workshop, you should have improved your ability to write persuasively and concisely, conveying your meaning more powerfully to the reader whilst creating a structure that tells a compelling story and keeps the reader engaged.

Outcomes & Content

- ✓ Write better, more effective correspondence
- ✓ Plan, write and edit, easier and faster
- ✓ Make it easier for their readers to read
- ✓ Practice writing responses to difficult letters
- ✓ Use the principles of plain English



Who should attend ?

This essential writing skills workshop is designed for individual contributors, staff assistants, team leaders, supervisors, managers and executives, its for those needing refreshers in punctuation and style and also how to effectively deal with complaints in writing.

