

Writing Effective Business Letters

Training Outline

Course Length: 1 day

Course prerequisites: none

Overview

Today, business is hyper-competitive, and in order to compete, your employees need to effectively communicate using the written word. Whether it be an e-mail note or a formal letter from your organization, you need to ensure the written communication is concise and effective. If your employees can't write effectively, you stand to lose your current customers and not gain any new customers. This workshop is designed to provide your employees with the information they need to write effective business correspondence.

Course Content

Section I: So, What's All The Hype About Write In?

- Your Writing Reflects You
- Well-Written Letters are Easy to Read and Understand

Section II: Writing That Business Letter – So How's It Done?

- Plan, Plan, and Plan Some More
- Outlining and Organizing

Section III: Writing a First Draft

- What About the Garbage?
- Filling In the Blanks
- Style, Style, Style...What Style Should I Use?

Section IV: Editing and Proofreading

- Editing – The Tone of Your Letter and the Wording
- Proofreading

Section V: Grammar and Punctuation

- Grammar: Sentence Fragments; Pronouns; Agreement; and, Numbers