

## Emails and Everyday Documents

This 2-day course includes all the elements of **Business Writing Essentials**. It then continues with a series of writing applications and exercises to show you how to apply the 'toolkit' to your own document types.

You will get many opportunities to rewrite your business emails and other documents with feedback from our professional writing facilitator.

This is an interactive workshop using practical exercises, discussions and case studies.

### Who should attend?

For everyone who writes or edits various work documents.

### Content

- pre- and post-program assessment
- writing purpose—value to the reader
- organising your thoughts
- readability
- Plain English, active or passive voice, grammar
- structure and layout, including Front-Focus
- image, language and tone
- padding and punctuation
- evaluate documents quantitatively and qualitatively
- email etiquette

as well as writing application exercises covering:

- rewriting your own work documents by applying the Essentials
- self and peer group review
- 1:1 facilitator feedback
- Mind Mapping as a tool for document planning
- use of appropriate document structures
- the writing process – Plan, Write, Edit

### Outcomes

You will learn how to:

- establish your writing purpose and engage your readers
- write in a way that moves your readers to act
- significantly reduce your writing time
- write with greater confidence and look more professional
- be motivated to improve your writing performance
- construct your documents, paragraphs and sentences using correct grammar
- review and edit documents