



Business Letter Writing

One Day Training Course

Course Aims:

Delegates will learn the standards, rules, structures and techniques that make for effective, unambiguous communications that will promote a professional and caring company image.

Course Outline:

Business Letters

- Effective letters
- House styles

Preparing to Write

- The purpose
- The subject
- The recipient
- The recipient's knowledge
- The recipient's needs
- Gathering information

Planning the Structure

- The use of sentences
- The use of paragraphs
- The structure
- Making a plan

Producing a first draft

- Overcoming writer's block
- Tips for getting started
- Producing a first draft

Producing a final draft

- Editing
- Grammar
- Punctuation
- Spelling
- Clarity
- Brevity
- Style
- Format

Proof-reading

- How to proof-read
- What to look for
- Correcting mistakes

Target Audience:

Anybody whose work involves writing or checking letters.

Assumed Knowledge/ Pre-requisites:

Company standards in respect of letter layout, format and style.

Alternative Course/s:

Consider attending Business Letter Writing with Word if a company/private course is required.

Recommended Follow-up Course/s:

Word Introduction, Intermediate or Advanced.