



ADMIN AND CORPORATE TRAINING

ENGLISH WRITING SKILLS

DURATION

3 Days

PURPOSE OF THIS COURSE

English is the language of business and therefore of communication across our global world, thus the ability to write and speak the language effectively is essential. The main aim of this course is to give all participants the skills and so the confidence, to write business documents in English.

CERTIFICATION

On successful completion of the programme, the participant will receive the Law Society of SA/L.E.A.D's Certificate in English Business Writing.

WHO SHOULD ATTEND

Staff members who would like to improve their English writing ability, particularly those individuals who are second language users of English but are nevertheless required to prepare professional and precise business correspondence with confidence.

WHAT PREVIOUS STUDENTS SAID

- "I now understand the common mistakes that we all make on a daily basis around the office when we communicate either verbally or in writing."
- "I will improve everything I do at work due to attending this course".
- "I will now write letters and memos that are concise, direct and to the point."
- "I will write emails correctly and keep it simple at all times."
- "I will proofread more and write business letters and emails with confidence".





LEARNING OUTCOMES

After completion of this training the participant should be able to:

- ❖ Understand that English is a living language and why it can be regarded as a universal language.
- ❖ Identify parts of speech and understand the unique function of nouns, adjectives, verbs, adverbs, prepositions and articles, in a sentence.
- ❖ Write short, simple sentences that are grammatically correct.
- ❖ Identify the differences between active and passive voice.
- ❖ Identify the 3 steps for successful written communication: Why, What, Whom.
- ❖ Improve business writing skills.
- ❖ Learn appropriate phrases for use in business writing.
- ❖ Use diplomatic English in a business environment.
- ❖ Understand e-mail writing and know the etiquette that applies.
- ❖ Learn appropriate formal and informal phrases for use in email writing.
- ❖ Plan their business writing, by identifying and collecting all relevant information.
- ❖ Compose a piece of business writing, by identifying and collecting all relevant information.
- ❖ Compose a piece of business writing using appropriate language, concentrating on active voice rather than passive.
- ❖ Organize a text by using grammatically correct sentences and paragraphs.
- ❖ Edit their own work to ensure that jargon and clichés are omitted and appropriate tone and style is used for the particular business writing.
- ❖ Learn critical thinking skills to be used in the workplace.

LEARNING THAT IS ASSUMED TO BE IN PLACE

Participants need to have a basic knowledge of English as a written language.





COURSE OUTLINE

- ❖ Grammar – revisit the rules of proper grammar.
 - Subject/verb relationships, prepositions.
 - Spelling and punctuation.
 - Common errors.
 - Sentences and paragraphs.
 - Business vocabulary and appropriate phrases.
 - Tone and inappropriate language.
 - Parts of speech.
 - Words – their importance, jargon and colloquialisms.
 - Critical thinking skills.
- ❖ Formats
 - Formal letters and informal letters.
 - Memos.
 - Faxes.
 - Emails.
 - Report writing.

The skills as listed above are designed to improve the **written** communication process in the business world. Throughout this presentation the participants will be encouraged to bear in mind **why** they are communicating, **who** will be receiving the communication and **what** is being communicated. This will allow them to decide which format is the most appropriate for them to use.

METHODOLOGY

This course is designed to revise the basic rules of English grammar and to put these into practice. It requires a large degree of learner participation both orally and textually. Skills will be practiced on a continual basis throughout the 3 days of training.

