

The aim of this workshop is to equip you with the skills to write clearly and concisely and in a customer friendly manner

Who should attend?

All those who need to write to customers, colleagues or suppliers in their job and wish to improve their business writing skills

Benefits:

By the end of the workshop you will be able to:

- Utilise 'Plain English' when writing in a business context
- Structure your letters and emails in the most effective way
- Produce written documents that are clear and concise and written in a customer friendly way

Course Overview:

- What is effective written communication?
- Identifying your objective
- Keeping it short and simple
- Planning the content to get your message across
- Letter layout and e-mail etiquette
- Punctuation and grammar
- The essential building blocks of a sentence
- Practice sessions
- Action planning

Style of the Course:

The course is highly active and participative. During the workshop participants undertake activities, exercises and discussions to help them put what they learn into practice

Course Length:

One day Workshop 09.00 to 17.00 with an hour for lunch.

Effective Business Writing - Customer Experience

Written by Administrator

Monday, 21 February 2011 14:48 - Last Updated Tuesday, 26 November 2013 16:43

We can run this course for you in-company at favourable rates for 4 or more people. Please contact us on **01628 526535** or [email us](#) .