

## Effective Business Writing & Grammar Essentials

**Length:** 1/2 Day

**Summary:** In this course you will learn how to write effective business documents and grammar essentials.

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### COURSE CONTENT

#### 1: WRITING EMAIL AND OTHER ELECTRONIC COMMUNICATION

- Organize Your Materials
- Write an Email
- Write Instant Messages

#### 2: WRITING EFFECTIVE BUSINESS COMMUNICATION

- Analyze Your Audience
- Write an Internal Announcement
- Write an Email Responding to Routine Requests
- Write an Email to Respond Positively to Customer Complaints
- Write Bad-News Messages

#### 3: IDENTIFYING NOUNS, PRONOUNS, AND VERBS

- Identify Nouns
- Identify Pronouns
- Identify Verbs

#### 5: IDENTIFYING ADJECTIVES AND ADVERBS

- Use Adjectives
- Use Adverbs

#### 6: IDENTIFYING PREPOSITIONS, CONJUNCTIONS, AND INTERJECTIONS

- Use Prepositions, Conjunctions and Interjections

#### 7: IDENTIFYING RULES

- Monitor Sentences
- Monitor Modifiers
- Avoid Common Errors