

Effective Business Writing

Length: ½ Day

Summary: You will organize and write effective business documents.

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: WRITING A BUSINESS LETTER

- Write a Business Letter
- Write a Thank-You Letter