



COMPLETE BUSINESS & REPORT WRITING SKILLS (Using Word & Outlook) 2-Day Programme

COURSE DESCRIPTION

The Complete Report & Business Writing course (incorporating the use of MS Word & MS Outlook) combines the perfect balance of theory and practical, providing individuals with the skills they need to improve the planning, structuring and formatting of formal and informal reports and proposals.

This course will give you a better understanding of the key skills of written communication enabling you to write more concisely and effectively. You will learn clear guidelines for writing business letters, notes, emails, memos and reports. Not only that, on day two we will then practically apply your new skills taking a hands-on approach and using Microsoft Word & Microsoft Outlook giving you the total solution.

COURSE OVERVIEW

It is very important to you and your organisation to present a positive image when writing to others. This course will give you a better understanding of the key skills of written communication in order to write more concisely and effectively.

In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged.

This two-day workshop will help you to:

- ✓ Use the five C's of writing
- ✓ Ensure your writing meets basic grammatical standards, including word agreement, sentence construction, proper spelling, and punctuation
- ✓ Write business letters, reports, memos, and e-mails

COURSE DURATION

2 days

PRE-REQUISITES

Participants should have a good working knowledge of Microsoft Word. If this is not the case a basic MS Word course should be attended prior to booking this course.

Day One

Summary of Day One

- ✓ Using sentences and paragraphs to maintain clarity
- ✓ Choosing the right punctuation
- ✓ Spelling
- ✓ Good openings
- ✓ Grammar
- ✓ Building the main body of the document
- ✓ Logic and sequence
- ✓ Effective writing, using plain understandable words
- ✓ Effective endings
- ✓ Taking time to plan what you wish to communicate
- ✓ Sequencing ideas
- ✓ Avoiding jargon and clichés
- ✓ Keeping it businesslike & making it professional
- ✓ Adopting a polite, friendly, non-aggressive style

The **Four C's** of writing: clear, concise, complete, and correct. Writing in an **Active and Passive Voice**

Sentences, Paragraphs & Punctuation This session will discuss the structure of sentences and paragraphs and concentrate on common punctuation errors.

Readability Index The Gunning Fog Index, also called the readability index, determines the difficulty level of a written piece.

The Fifth C Courtesy is an important principle of good business writing. During this session, participants will examine and rank several business letters, helping them explore their own style and preference.

Practical & Inclusive Language It is important to use words that best reflect what you are trying to say. In this session, we will examine some common dilemmas (such as fewer vs. less) and suggested solutions. Another key part of writing is political correctness.

Writing Business Letters This session begins with the steps for writing a business letter, types of letters, and the parts of a business letter.

Reports Many people find writing business reports very difficult. This session will look at business reports in-depth using a lecture and a small group exercise.

Spelling and Proofreading Proofreading carelessly can spoil a writer's best efforts. This session will help participants identify common spelling errors and practice their proofreading skills.

E-mail Etiquette These days, e-mail has become a universal method of communication. However, there are many questions of etiquette and few answers. This session will discuss some common dilemmas and our recommended answers.

Day Two

Overview of MS Word Basics

- ✓ Overview of Speed Keys from Level One to perform everyday tasks more quickly
- ✓ Quick Editing & Formatting Tips

Basic Document Layout

- ✓ Setting Indents
- ✓ Setting and Using Tab Stops – How should they be used?

Document Control

- ✓ Page Breaks
- ✓ Changing Margins
- ✓ Changing the Page Setup
- ✓ Section Breaks
- ✓ Different Page Settings in the same document

Headers and Footers

- ✓ Creating Headers and FootersPage Numbering
- ✓ Different First Page
- ✓ Odd and Even Headers and Footers
- ✓ Alternating Headers and Footers (Sections)

Tables

- ✓ Creating a table
- ✓ Moving within a table
- ✓ Formatting a table
- ✓ Inserting / Deleting Rows and Columns
- ✓ Resizing Columns
- ✓ Setting tabs in a table
- ✓ Borders and Shading in Tables

Enhancing Overall Document

Appearance

- ✓ Paragraph Borders And Shading
- ✓ Page Borders

Consistent Document Formatting

- ✓ Using existing Styles
- ✓ Creating Styles
- ✓ Modifying Styles
- ✓ Deleting Styles
- ✓ Organising Styles / Sharing Styles
- ✓ Style Gallery

Table of Contents

- ✓ Create a Table of Contents using existing styles
- ✓ Create a Table of Contents using custom styles
- ✓ Updating a Table of Contents

Templates

- ✓ Using existing Templates
- ✓ Creating Basic Templates
- ✓ Modifying a template
- ✓ Building Form Templates
- ✓ Create Automated Fill-in Field Templates