



BUSINESS COMMUNICATION SERIES

This course explains how to plan for a business writing task. It also addresses common writing problems, including commonly misused words and incorrect sentence grammar. It reviews some of the most common forms of written communication and the best style of composition for each and it also explains systematic, step-by-step overview of the process of planning, building, and creating good documentation.

COURSE 1: WRITING SKILLS

- Analyze and plan for a business writing task
- Choose precise words to convey the correct meaning
- Write clear and concise sentences and paragraphs
- Identify and correct common errors found in sentence structures
- Use commonly misused words correctly

COURSE 2: FORMS OF WRITING

- Identify the ways in which written communications develop their message
- Write neutral, positive, negative, and persuasive letters
- Write effective memos, short notices, faxes, and e-mail messages
- Compose formal, informal, informational, and analytical reports

COURSE 3: DOCUMENTATION

- Plan a documentation project
- Gather the necessary information about a documentation project
- Perform a task analysis
- Organize documentation
- Format standard components of documentation
- Write clear and effective documentation