

*In-House
Workshops*

*Licensing
Programs*

*Public
Workshops*

*Personal
Coaching*

*Written
Communication*

*Oral
Presentations*

*Interpersonal
Skills*

*Personal
Productivity*

*Course
Development*

Books

Audios

Videos

Multimedia

Software

Business Writing for Support Staff

This 16-hour course prepares participants to compose "routine" letters, memos, and email and edit those of their supervisors. Additionally, participants learn to select appropriate formats for letters, memos, and longer documents, including the most effective use of headings, lists, and visuals. Finally, the workshop focuses on skills in editing for conciseness, clarity, style, and grammar.

Key Objectives

- **Compose "routine" letters, memos, and email**
- **Select and set up appropriate formats for reports and proposals**
- **Edit supervisors' first drafts for clarity and grammatical correctness**

Who Should Attend

Secretaries, administrative assistants, and others whose time is split between drafting their own correspondence and brief reports and editing the work of others

Materials/Texts

Participants will receive the text *E-Writing: 21st-Century Tools for Effective Communication* by Dianna Booher (Simon & Schuster/Pocket Books). They will spend approximately half the workshop time on practice exercises, using both consultant-provided exercises and their own samples.

Class Size

15-20 participants