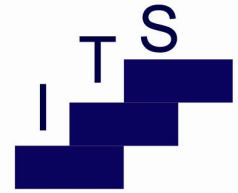


Written Communication

1-Day Course



Leading Education and Training in
Shipping and International Trade

Written Communication

Designed for staff wishing to improve their written communication skills, this course focuses in great detail on letter writing. Other forms of business writing will also be discussed extensively, including faxes; e-mails; memos and reports. In addition, the course will address common spelling and punctuation errors as a means of highlighting correct language use.

Course Overview

At the end of the course delegates will have:

- A working knowledge of the conventions for structuring, developing and writing letters. Special attention will be paid to layout, paragraphing, and ordering of information.
- A detailed 'Business Letters' pack will provide a valuable reference for writing business letters for various purposes (*an enquiry, replying to an enquiry, an offer, an order, standard shipping and forwarding correspondence, invoices, settlement of payment*). The 'Business Letters' pack provides information on the key elements of every main type of business letter, as well as common phrases suitable for the respective type of letter. This will enable course delegates with varying knowledge and experience in letter writing to use the reference pack as a basis for developing letters.
- An overview of the conventions for structuring, developing and writing faxes and e-mails.
- An understanding of the purpose, structure and content of memoranda.
- An appreciation of the key structural elements of business reports. Special attention will be paid to the organization of content, as well as the language of reports.
- A general overview of common spelling and punctuation errors as a means of highlighting correct language use.