

Academy of Training

Writing Skills for EAs and Business Support Staff

Overview

To discharge their responsibilities effectively, EAs and Business Support Staff must be proficient in many areas. They must be technically competent, well organised and professional. They must also be willing to develop new skills to extend the range of services and support they are able to provide.

While first class oral communication skills are essential, the ability to communicate effectively, both orally and in writing can add a dimension to our role which enhances not only the range and quality of service we provide but also personal job satisfaction and career prospects.

Objective

The objective of this one-day workshop is to assist EAs and Business Support Staff in developing all the key skills for effective business writing, with particular emphasis being given to letters, minutes and other internal written communications, including e-mails.

Content

Topics included in this workshop include:

Writing it Right

- The keys to effective written communication
- Particular requirements of written communication
- Crystal clear objectives and a reader focus
- Keeping it simple, keeping it focused
- Grammar, punctuation and spelling.

Business letters, e-mails and internal memos

- Writing for the reader
- Structure, tone and style
- Short words, short sentences, short paragraphs
- Choosing your words
- Composition - sentences, paragraphs, punctuation
- Avoiding jargon, clichés and hackneyed phrases.

Writing Minutes and Reports

- Preparation and recording discussion
- Planning, structure and layout

- Editing techniques.

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