

# Business Writing

## 1 Full Day

### Outline

#### Chapter 1: Writing Skills

- Basic Writing Skills
- Common Pitfalls
- Writing Guidelines
- The Writing Process
- Organizing a Formal Text

#### Chapter 2: Brief Communication Messages

- Memorandums
- Writing an Effective Email Message
- Personal Business Letters and Emails, Opening/Closing, Inviting, Accepting and Declining

#### Chapter 3: Solving Problems with Email

- Common Problems Associated with Email
- Do's and Don'ts
- Writing Skills for Emails
- Markers for Explaining, Exemplifying, Rephrasing, Etc.

#### Chapter 4: Business Letters and Reports

- Business Letters
- Positive Message Guideline
- Writing an Apology Letter
- Business Reports
- Signpost Around the Text

#### Appendix: Additional Guidelines