



INTERPERSONAL SKILLS

Making it plain

Writing clear workplace communications

With information overload at an all-time high, your emails, letters and reports must stand out if they are to be read, and, more importantly, acted upon! As well as being clear and well-organised, they must be written with your reader in mind. This workshop will show you how to write to be read.

Who is the workshop for?

If you regularly write or review professional emails, letters or reports, you will gain valuable practical guidance and individual coaching during this workshop. It can also be tailored for non-native English speakers, with a greater emphasis on writing professional English as a foreign language. See *What's the word? Business English for non-native speakers*.

What can I learn?

- Find out your own strengths and areas for improvement in professional writing.
- Know the questions to be answered before you start to write.
- Learn what to include, what to leave out and how to organise content logically.
- Discover how to grab your reader's attention.
- See how layout techniques improve readability.
- Be able to structure sentences clearly and make your writing dynamic.
- Iron out common grammatical errors.
- Develop a direct, friendly, professional style.
- Know when and how to use illustrations, charts and diagrams.
- Use a simple process for self-review.

What can I expect?

Before the workshop we'll ask you to send us several documents you've recently written. We'll review these, then select activities and practice opportunities to meet the shared needs of participants. There will also be time for individual feedback and goal setting with your instructor.