

# Business Report Writing Skills

## Outcomes

“Business Report Writing Skills”, a highly effective practical training programme is designed to empower any Secretary or Personal Assistant ...

- To produce clear, well-organised written communications
- With practical techniques to efficiently produce well-written reports and e-mails
- With skills to manage and administer the office efficiently.

Who should attend?	Duration
<ul style="list-style-type: none"> <li>• Receptionists</li> <li>• Personal Assistants</li> <li>• All Secretarial Staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Two-days.</li> </ul>

## Training Content

### Module 1: Introduction to Communication

*This module explains:*

- The need to communicate
- Characteristics of the Reader.

### Module 2: Ten Rules of Correct English

*This module explains:*

- The correct use of the Pronoun & Noun
- The correct use of the Participate Phrase
- The correct use of “and”
- The correct use of the comma and colon
- The correct positioning of words
- Correct Spelling
- Correct Word Division
- The correct use of the Passive Voice.

### Module 3: An English Usage Alphabet

### Module 4: The Writing Process

*This module explains:*

- The essay, thesis & report compared.

- Planning
- Gathering & Structuring material
- Writing paragraphs
- Special paragraphs
- Style & register
- The Title.

### Module 5: Reading Comprehension

*This module explains:*

- Skimming & Scanning
- Non-verbal signs
- Structure of the text & paragraphs
- Punctuation
- Inferences
- Reader anticipation
- Summarising

### Module 6: E-mail Communication

*This module consists of:*

- Choosing a title
- Fonts
- Importance of commas
- Using hyphens
- Abbreviations made easy
- The perils of jargon
- Gaining trust & confidence of readers.

- E-mail is not private
- Tips for e-mail etiquette.

#### **Module 7: Telephone Etiquette**

*This module explains:*

- Receiving phone calls
- Ten most frequent caller complaints
- Making phone calls
- Useful tips
- Handling rude or impatient callers.

#### **Module 8: Office Administration/Filing**

*This module explains:*

- Organised Chaos
- Devising the System
- Day-to-day Running
- The Triple-R rule in filing.