



**PST TRAINING (PTY) LTD**

# PST Training (Pty) Ltd

Physical Address: Montrose Place, 2nd Floor, Bella Rosa Street, Rosenpark, Bellville, 7500

Phone: 021 914 0850

Fax: 086 634 6330

Cell: 082 894 6643

Email: info@psttraining.co.za

## Business Writing Essentials (incl. Report Writing)

### Overview

This course aims to empower participants with the skills and confidence to communicate effectively and professionally in a variety of business settings.

### Objectives

- The course aims to improve participants' ability to convey their ideas clearly and precisely.
- This course teaching techniques to eliminate ambiguity, unnecessary words, and complex language that can hinder understanding.
- Delegates learn how to maintain a professional tone and demeanor in their written communication.
- The course focuses on helping delegates to understand their audience's needs, preferences, and expectations.
- Effective business writing requires logical organization and coherent structure.
- For reports specifically, the course aims to instill best practices for producing high-quality, well-researched documents.

### Course Prerequisite

Read, Write & Understand English

### Language of Delivery

English

### Delivery Methods

Course is facilitated by a competent subject matter trainer, who utilises a combination of the following techniques to ensure that the session is practical and experiential: Discussion; Role Play; Exercises & Case Studies; Videos/DVD's; Games, Slide Shows & Written Questions.

### Who should attend?

Managers and Supervisors / Sales and Marketing Professionals / Customer Service Representatives / Technical and Engineering Staff / Human Resources Personnel / Finance and Accounting Professionals / Project Managers / Any Employee Who Writes.

### Course Outline

#### This course consists of the following 5 modules

<b>Module 1</b>	Getting Started; Writing Effectively; Common Spelling and Grammar Issues; Basic Concepts of Sentence Construction; Jargon, Technical Terms & Legalisms; Basic Concepts of Paragraph Construction; Ten Steps to Good Business Writing
<b>Module 2</b>	Basic Structure of Agendas; Writing Emails; Writing Business Letters; Writing Proposals
<b>Module 3</b>	Purpose of Business Reports; Requirements of Effective Reports; Factors that affect the Quality of Information; Information Sources; Confidentiality; Features of a Formal Report; Pointers for all Report Writing
<b>Module 4</b>	Creating a Report; Setting Clear Objectives; Structure the Report; Main Elements of a Report; Preparing to Write a Report; Use of Graphics in Reports; Dealing with Numbers; Presentation of a Report; Do's and Don'ts of Report Writing
<b>Module 5</b>	Features of a Written Document; Other Types of Documents; Organisational Features of Text; Proofreading - Techniques to Improve; Proofreading Skills; Printing & Publishing

### Additional Information

<b>Duration</b>	1 Day	
<b>Includes</b>	<ul style="list-style-type: none"> <li>• Comprehensive Manual</li> <li>• Lunch &amp; Refreshments (not applicable to on-site training)</li> <li>• Electronic Certificate (on successful completion of the course)</li> </ul>	<ul style="list-style-type: none"> <li>• Electronic Trainer Feedback Report</li> <li>• Electronic Delegate Feedback Questionnaire</li> </ul>