



4D Training

Effective Business Communication

Overview

The ability to convey facts and information in a clear, concise, targeted and engaging manner is vital in business. This course will help you develop effective writing skills that convey a credible message and project a professional image.

Objective

By the end of this workshop, the attendee will understand how to:

- Put together a useful meeting agenda
- Take minutes of meetings and record action items
- Write effective emails and memos

Course outline

- The ABC of written communication
- Brush up on grammar and punctuation
- The art of note taking: listening, choosing relevant information and summarising
- The importance of the agenda
- The structure and format of business documents including minutes, emails and memos.
- Tips for speed writing

Duration:

One day