

# Business Writing Skills & Netiquette

## Course Overview

These sections are to enrich your writing skills especially how to write effective e-mails as a means of communication. We will go over how to compose online correspondence (e-mails) by using the correct grammar and punctuation marks, improving writing style and tone, and developing efficient writing habits. This is in addition to discussing some e-mail netiquettes.

## Course Outline

### Session 1:

- How Do People Communicate?
- Fundamentals of Business Writing
- Composing Online Correspondence
- Using Correct Language and Punctuation
- Improve your writing style
- Developing Efficient Writing Habits

### Session 2:

- Strategic uses of email
- The Elements of E-mail Netiquette:
  - General format
    - The basics
    - Character Spacing
    - Lists and Bullets
    - Tone
    - Addresses
  - Evaluating effectiveness
    - Downfalls of email
    - E-mail Business Netiquette Short List

### Session 3:

- How to Write a MEMO “Memorandum”
- Writing Business Letters
- Short Report Writing
- Meeting agenda
- Minutes of meeting

## **Learning Objectives**

Upon completion of this course, participants will be able to:

- Communicate better using written communication including e-mails
- Compose written and online correspondences
- Update and improve their business writing skills for more effective and persuasive communication
- Be familiar with netiquettes
- Apply and evaluate your e-mails

## **Who Should Attend**

- Managers & employees from all departments who would like to improve their Business Writing Skills
- Engineers & Scientists
- Admin staff : “Office Managers, Admin Assistant & Executive Secretary”

**Recommended:** Bring your Laptop and make sure that outlook 2010 is installed.

**Course Duration:** Two days from 9:00AM to 4:00PM

**Registration Deadline:** One week before the course date

## **Course Fees**

- 1500 EGP (Registration is confirmed only upon payment)
- Fees include materials and attendance certificate
- Complimentary coffee breaks and light lunch

## **Course Venue**

Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

## **For Registration**

- Logon to [www.topbusiness-hr.com/Course\\_Register](http://www.topbusiness-hr.com/Course_Register) to fill a registration form. Alternatively you can request a registration form by mail from: [training@topbusiness-hr.com](mailto:training@topbusiness-hr.com).
- Payment should be made one week prior to course.
- Payment by cheque in Top Business's name or cash to our address.

## **For More Information**

17, Abdel Wahab Selim Elbeshry St.,  
Sheraton Heliopolis, Cairo - Egypt

### **Hotline 16325**

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