

# 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 write the most common business documents including Reports, Letters, Memorandum and Minutes of meeting by using the right format, 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
- 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
- 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 their 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”

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

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

### **Course Fees**

- 2850 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

T. +2 02 226 871 44 / +2 02 226 871 45

Ext. 440/1

F. +2 02 226 871 58

M. +2 010 229 20 433

[training@topbusiness-hr.com](mailto:training@topbusiness-hr.com)

[www.topbusiness-hr.com](http://www.topbusiness-hr.com)