

# WRITING EFFECTIVE BUSINESS LETTERS & REPORTS



**Overview:** This workshop provides skills and knowledge working and guiding teams and individuals within business. We explore leadership styles and the role modelling effective of effective leaders on the standards of performance. We analyse the powerful techniques of a leader when influencing others in their business environment.

**Aim:** To enable participants to develop an effective plan for writing letters and memos that communicate the message effectively

**Agenda:**

- Defining the function of written communication in business
- Working with the fundamentals
- Using technology
- Clarifying the needs of the reader
- Identifying the aim of the document
- Developing the plan with practical examples/applications
- The functionality of the short report
- Reviewing format and structure of business reports
- Proof reading and editing for clarity
- Developing an action for implementing change

*Presented by Helene Bentley*

Helene has been conducting training for the past 18 years, both in Australia and South Africa. She holds her Diploma of Vocational Education Training and Training Design & Development. She is a competent author and instructional designer. Helene also lectures in law studies with University of SA.



Her talent to offer participants practical examples and case studies has ensured the training is maximised for the business operation.

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