



***Write to the Point I™:***  
**English Writing Skills for Non-Executives**

***Course Objective***

In this 2-day intensive programme, participants will learn to employ professional business writing skills to produce high quality and effective business communications that will promote a professional image for the organization. This programme focuses on the less complex genres of business writing and aims to produce all-rounded support staff members who are able to write and express themselves well.

***Course Methodology***

Sharing by the trainer takes up only 30% of total class time. The remaining class time will be utilized for individual and paired activities, coaching and peer evaluation. Participants will typically do written exercises after each key module is expounded.

***Course Syllabus***

<i>Module 1</i> <b>Basics of Writing &amp; English Review</b>	Identifying the common problems encountered in writing, defining good writing, reviewing key elements of English grammar for writing, highlighting common errors in grammar & punctuation
<i>Module 2</i> <b>Business Language</b>	Introduction to common terms, phrases & idioms used in a business environment (customized based on department)
<i>Module 3</i> <b>Writing Effective E-mails</b>	Introduction to e-mail writing – basic format, common phrases & e-mail etiquette
<i>Module 4</i> <b>Writing Effective E-mails II</b>	Special focus on 1 or 2 categories of e-mail writing based on objective (customized based on department)
<i>Module 5</i> <b>Writing Simple Memos</b>	Introduction to memo writing – basic format & useful tips
<i>Module 6</i> <b>Writing Simple Memos II</b>	Special focus on 1 or 2 categories of memo writing based on objective (customized based on department)
<i>Module 7</i> <b>Taking Telephone Messages</b>	How to write simple telephone messages
<i>Module 8</i> <b>Taking Notes at Meetings</b>	How to take basic notes when attending office meetings