



Business Writing

Course Overview

Effective communication in today's business environment includes communicating clearly and efficiently using written information. Although the days of hard copy memorandums are long past, email, instant messaging, reports, presentations and proposals must all be written in clear concise language. Wordiness or poor grammar can not be a barrier to communication.

Key Outcomes

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

- » Use an effective business writing style
- » Determine email, instant message, phone call
- » Identify a core message
- » Create a standard meeting minutes email template

Course Outline

Business Writing Style

- » Active versus passive voice
- » Reduce the number of words
- » Using lists
- » When is punctuation important

Selecting the format

- » Identify when email is important
- » End an email chain with a phone call
- » Appropriate uses of instant messaging

Core Messages

- » Keep emails on target
- » Identify extra information
- » Using Reply To All
- » Using the subject line

At-a-Glance:

Course Length:

1 day

Course Number & Level:

208.BW1 – Development

Professional Development Units (PDUs): 7**Continuing Education Units (CEUs):**

0.7

PMBOK® Guide Knowledge Areas Covered:

- » Project Communication Management

Tracks:

- » Business Analyst

Standard meeting minutes

- » Why have a standard subject line
- » Formatting the message
- » Setting email expectations with the project team