



## Training Topics:

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### Business Writing

- Creating powerful presentations:
  - Getting to the point
    - Being concise
    - Paragraphing
    - Use of lists
    - Framing effective questions
  - Tone
    - Choosing the right tone
    - Conversational tone
  - Punctuation, grammar and spelling
  - Organizing your thoughts
  - Structuring paragraphs and sentences
  - Writing to keep the reader engaged
  - Softening a negative message
- E-Mail Etiquette
  - General etiquette
  - Sending effective messages
  - Form and tone of the messages
  - Responding to messages
  - Organizing the different parts of an email:

Greeting	Enclosures
Closing	CC & BCC
Subject Line	Screen Appearance
Spacing	Font
Replying	Flaming

## Training Hours:

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Our recommendation is for 8 hours of training



## Training Methodology:

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- PowerPoint will be used to teach concepts and show movie clips (where appropriate).
- Activities which enhance their understanding of theoretical concepts will be used.
- The training will be centered on experiential learning techniques.

## Resources Required:

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- MMM Training Solutions will conduct the training.
- Maximum number of participants to a class will be 15.
- The training will be conducted at a venue organized by your organization.
- The following will be provided by your organization:
  - Handouts will be printed/photocopied
  - The LCD projector
  - Audio speakers