

Written Communication

course description:

Effective writing is, as ever, a powerful weapon and at times writing is the only way to get your message across. In a business environment, producing convincing written communication is an essential skill. This applies both internally with colleagues and externally with customers. The focus of the training is on how to maximise the effectiveness of your chosen written communication, whichever method you have selected.

The course is to show participants how to produce clear and well-structured documents that communicate effectively. The course covers many aspects of writing skills: emails, letters, reports, documentation for meetings, using “Plain English” and effective techniques for responding to complaints. In agreement with you, documentary formats and actual examples from your own working environment can be used as a basis for the training.

course objectives

By the end of the course, participants will be able to:

- judge which is the appropriate document type to use for the intended purpose
- write in a positive, clear and persuasive way
- construct sentences and paragraphs that communicate effectively
- structure documents that are interesting and retain the reader’s attention
- recognise and avoid the causes of poor communication
- use email and other document forms effectively

target audience

This course is suitable for a wide range of experience and skill levels and is specifically targeted in response to the needs of the delegates. It is therefore suitable for anyone who communicates in writing at any level. It is very helpful for those who need to communicate effectively with external clients and for managers and supervisors who need to make the most of their written communication.

duration

1 day for up to 12 participants

Registration Form

Written Communication Luxembourg, 24 March 2010

Form to be completed by training department / line manager:

Name: _____ First Name: _____

Company: _____

Position: _____

Telephone: _____ Fax: _____

Email: _____

Register the following person for the training course:

Name / first name / position

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Billing Address: _____

I have read and accept the terms and conditions.

Signature: _____ Date: _____

Please return this form by fax to : +352 – 22 55 99 99 or +352 22 06 39



Terms & Conditions:

Fees

The rate for the training course is 400 Euro per person per day. The fee includes all supporting material, lunch and refreshments.

Payment

The course fee must be paid in full on receipt of invoice. An invoice will be dispatched after completion of training.

Cancellation Policy

Courses that have been booked may be cancelled up to 10 business days before the scheduled date. If the course is cancelled after that time, it will be subject to a cancellation fee of 50% of the fees due up to 5 business days before the scheduled date and 100% after that time.

fast training reserves the right to delay or cancel training course at any time without liability. In these circumstances, participants will be offered an alternative date.

Contacts:

For further information, please contact the fast training team:

Telephone: +352 22 55 99 – 50

Fax: +352 22 55 99 – 99

Email: info@fast.lu



Registration Form

Transitioning from team member to team leader Luxembourg, 15 March 2010

Form to be completed by training department / line manager:

Name: _____ First Name: _____

Company: _____

Position: _____

Telephone: _____ Fax: _____

Email: _____

Register the following person for the training course:

Name / first name / position

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Billing Address: _____

I have read and accept the terms and conditions.

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