

# Effective Business Writing

**Prerequisites:** None

**Length:** One Day

**Summary:** You will organize and write effective business documents.

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## Course Content

### WRITING EMAIL AND OTHER ELECTRONIC COMMUNICATION

- Organize Your Materials
- Write an Email
- Write Instant Messages

### WRITING EFFECTIVE BUSINESS COMMUNICATION

- Analyze Your Audience
- Write an Internal Announcement
- Write an Email Responding to Routine Requests
- Write an Email to Respond Positively to Customer Complaints
- Write Bad-News Messages

### WRITING A BUSINESS LETTER

- Write a Business Letter
- Write a Thank-You Letter

### WRITING BUSINESS PROPOSALS

- Persuade Your Audience
  - Write an Executive Summary
  - Use Visuals
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