



**ZING365**  
Learning without limits

# BUSINESS WRITING: Essentials & Email Etiquette

## WHAT WE WILL COVER

- Fundamentals of written communication
- Skills required for effective written communications
- Identifying and overcoming barriers of written communication
- Grammar and punctuation best practice
- Common mistakes in business writing
- How to write clearly and concisely
- Writing purposes and getting your point across
- Email etiquette
- Structuring professional and concise emails



PART OF THE DWF GROUP

## SUMMARY

Effective written communication skills are essential in supporting your professional success.

The ability to write concise, polite emails that get to the point is important to be effective and efficient in your communication with others.

Understanding the right time to communicate through written channels is important to make sure you're successful in the aims of your message.

Vocabulary, grammar, spelling and punctuation are some of the fundamentals required to not only ensure your message makes sense, but to also build your professionalism with stakeholders across your business and with external customers.

This training will take you through the basics and email etiquette to build your confidence in your written communication.

## OBJECTIVES

**By the end of this course you will;**



Have more confidence in your grammar and punctuation in your written communications



How to proof read your emails to be more succinct in your message



Recognising the level of professionalism and vocabulary required for successful communication with stakeholders