

€ TRAINING

English Business Writing Skills





English Business Writing Skills

Introduction:

All business activities are governed by writing policies and procedures. Much effort is spent on looking at how to draft documents, and, while this is important, it sometimes overshadows the importance of the Policy or Procedure, and related documents such as Specifications and Standards.

The course will look at how these documents are created, and some of the main clauses that appear in them, all using real examples wherever possible.

The course will then consider methods to be used in drafting Policies and Procedures, and, in particular, how to avoid ambiguity and uncertainty. This is an area that generates large numbers of errors, and the aim of the course is to reduce the frequency of such errors and associated disputes.

The course will deal with Policy and Procedure documents written in the English language but will use techniques that have wide application to many types of documents.

Course Objectives:

At the end of this course the participants will be able to:

- Increase recognition of the use of Policy and Procedures
- Develop drafting skills, which will be useful tools in all types of documents
- Improve clarity of expression in documents
- Increase working knowledge of implications and potential problems with Policy and Procedures
- Better awareness of the commercial impact of drafting issues
- Improve the ability to reduce the risks
- Understand the different roles of documents
- Learn drafting skills that will be usable in a wide range of situations
- Have the chance to practice drafting skills in a non-threatening environment
- Improve your strategic thinking on how to develop Policy and Procedures documents
- Learn practical techniques for the drafting of Policy and Procedures
- Improve your understanding of contract wording in the English language
- Identify where things can go wrong, and learn how to avoid problems, or mitigate their effects through well-drafted documents and good management
- Improve your ability to interface with other professionals

Targeted Audience:

- Professionals who want to learn techniques to improve their writing skills
- Team leaders, supervisors, section heads, and managers
- Professionals who have an interest in written English
- Anyone who wants to become a leader in their work role
- Project, purchasing, finance & production officers and personnel
- Technical professionals including those in Maintenance, Engineering & Production
- Secretaries, clerks, administrative and support staff

Course Outlines:

Unit 1: Introduction to Policy & Procedure Writing:

Introduction

Why they are important

What makes a good Policy

The structure of Policy and Procedures

Writing styles

Incorporation of other documents

Unit 2: The Governance and Roles involved in Policy:

- The role of Policy and Procedures
- What needs to be included
- Who needs to be involved
- The review process
- The approval process
- Publication

Unit 3: How to Implement Policy & Procedures:

- Review of examples of Policy and Procedures
- Avoiding ambiguity
- Standards -ISO
- Communications
- How to ensure staff compliance
- Maintenance

Unit 4: Drafting Policy & Procedure:

- Drafting guides
- Best practice
- Useful tips
- Effective writing
- Commercials
- Drafting exercises, based on the documents reviewed

Unit 5: Case Studies and Workshops:

- Case Studies
- Groups
- Workshop objectives
- Workshop
- Final wrap-up
- Discussion