



Business Writing and Grammar Refresher

(Up to 16 Hrs.)

Customized Solutions

- Facilitator intro and program overview; benefits and outcomes
- Introductions, including #1 writing challenge
- Writing pre-test (to assess current strengths and gaps)
- Impact of poor communication in workplace (*group activity*)
- Basic tips for clear, concise writing
 - What words you choose
 - Sentence structure and being brief v. being clear in your writing
- Grammar rules
 - Noun/verb agreement and placement in sentences
 - Pronoun use
 - Possessives and contractions
 - Punctuation
 - Abbreviations and contractions
 - Spelling
 - Capitalization
 - Numbers (figures or words)
- *Writing activities*
 - Complete/incomplete sentences
 - Sentence length
 - Run-ons and fragments
- *Writing activities*
- The five-part writing process – plan, draft, revise, format, proofread
 - Direct vs. Indirect style
 - Audience analysis
 - Outlining
- *Writing activities*
- Commonly misused words
- The Four-Part writing formula
 - Hey! You. See? So
 - Get your point across quickly and clearly
- Proofreading tips and techniques
- Memos – when to use, what to include, format, organization, tone, etc.
- Letters – when to use, what to include, format, organization, tone, etc.
- E-mails – when to use, what to include, format, organization, tone, etc.
- *Writing/re-writing activities*
- Finishing touches on all writing:
 - Headers
 - White space
 - Paragraphs
 - Graphics
- Post-test
- Final review, evaluations