

**Derek Hendrikz Consulting Presents:**

# **Business writing**

<b>Duration:</b>	2-days
<b>Max. Participants:</b>	20
<b>Facilitators:</b>	1
<b>NQF Level:</b>	4
<b>Total Credits:</b>	5
<b>SETQAA Accreditation:</b>	Services SETA – Decision Number 2072

## **About the workshop:**

The programme requires learners to follow a process in writing texts and reports required in business. It is intended to promote clear, unambiguous communication in plain language and to improve the quality of written reports and other texts that are specific to a business environment. Also business writing requiring a particular format will be addressed. The programme enables learners to recognise and effectively use textual conventions and features specific to business texts.

## **The workshop outcome:**

On completion of this workshop the learner will be able to write effective business reports and texts.

## **SETQAA Accreditation:**

For accreditation purposes the learner will have to prove competence in the following unit standard:

<b>Unit Standards:</b>	<b>Unit Standard Number:</b>	<b>Credits:</b>
Use the writing process to compose texts required in the business environment.	12153	5

The learner will be assessed on the following specific outcomes:

1. Use textual features and conventions specific to business texts for effective writing.
2. Identify and collect information needed to write a text specific to a particular function.
3. Compose a text using plain language for a specific function.
4. Organise and structure a text appropriately for a business function.
5. Present a written text for a particular function in a business environment.

## **Training methodology:**

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace.

As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

## Programme:

Time:	Day 1:	Day 2:
08:00-10:00	Introduction to business writing.	Creating effective documents.
10:00-10:30	<i>Convenience Break</i>	
10:30-12:30	Working with business text.	Presenting business documents.
12:30-13:30	<i>Lunch</i>	
13:30-15:00	Understanding business documents.	Do's and don'ts of business writing.
15:00-15:15	<i>Convenience Break</i>	
15:15-16:00	Day Review	Day Review

## Who Should Attend?

- Managers & supervisors.
- Personal Assistants and Secretaries.
- Administration Clerks.
- Any person interested in practising effective business writing skills.

## Day 1:

*Introduction to business writing*

- The art of successful business writing.
- Understanding the basics.
- Establishing relationships through writing.

*Working with business text*

- Spelling & punctuation.
- Working with verbs.
- Abbreviation & capitalisation.

*Understanding business documents*

- Various types of business documents.
- The structure of reports.
- The structure of business letters.
- Working with memos.

## Day 2:

*Creating effective documents*

- Organising your thoughts.
- Creating structure.
- Working with paragraphs.
- Working with drafts.
- Creating effective 'flow'.
- The executive summary.

---

*Presenting business documents*

- Format of the well presented document.
- Presentation pitfalls.

---

*Do's and don'ts of business writing*

- Business writing and politics.
- Avoiding prejudice.

**Derek Hendrikz Consulting cc:**

(1977/060793/23)

- Tel: 012 567 2824
- Fax: 012 543 3292
- E-mail: [hello@derekhendrikz.com](mailto:hello@derekhendrikz.com)
- URL: [www.derekhendrikz.co.za](http://www.derekhendrikz.co.za)
- P. O. Box 14557, Sinoville, 0129, South Africa



**Beyond Comparison!**