



Local Government Training Group

PROFESSIONAL EMAILS AND LETTER WRITING

The one-day course is designed to help administrative staff, who need to write professional emails and letters.

TRAINER: Dorothy Jones, Marlagh Training

Objectives

At the end of the course the delegates will understand:

- How to write to suit the audience, using plain English
- How to plan and structure their emails and letters
- The use of letters/e-mails to meet customer needs
- How to avoid common errors in grammar and punctuation
- How to put their point across effectively, concisely and professionally
- Ways to come to a satisfactory conclusion
- The protocol of emails and letters

Content

Introduction

- Writing – a tool for better communication

Who is the audience?

- Letters and emails – their aims and objectives
- Writing to suit the audience
- The need for a plan

Saying what needs to be said

- Getting the message across
- The use of language
- Plain English

Layout and grammar

- Protocols in the writing of letters and emails
- Common errors in grammar, spelling and punctuation
- Proof reading and editing your own work