

REPORT WRITING & EMAIL COMMUNICATION

REPORT WRITING:

Report Writing provides you with indispensable knowledge and skills to be able to write professional and scientific reports that conform to conventional formats and communicate their message as effectively and efficiently as possible to all stakeholders and/or decision makers. Good report-writing skills have become essential for managers and employees, and this course specifically looks into various report types that require certain research and interpretation methods. You will also become familiar with the different phases in the report-writing process, the main elements that are usually included in reports and the application of in-house styles for report writing.

Course Content:

Unit 1- 4 hours

Report types

- An overview of report types and their purposes
- Using a functional approach to report writing

Unit 2- 7 hours

Planning your report

- Studying the terms of reference
- Determining audience and purpose
- Gathering information
- Organising the facts
- Analysing and interpreting data
- Writing the report
- Formatting the report and inserting visuals
- Editing and revising the report

Unit 3-7 hours

Writing an effective report

- Content
- Main sections and subsections
- Language and style (paragraphs, linking phrases, tense)

Unit 4- 8 hours

Formatting and inserting visuals

- Using space efficiently
- Using visually pleasing and readable typography
- Formatting tables and captions
- Choosing appropriate pictures, graphs and charts

Unit 5- 6 hours

Editing and revising your report

- Checklists and rubrics for revision

Learning Outcomes:

- demonstrate an understanding of different report types, and in particular analytical reports that require research
- know how to interpret and respond to briefs/terms of reference
- be aware of the different phases in the report-writing process, and be able to apply them recursively
- know which main elements are regularly included in reports, and how they are typically ordered
- know which style, tense and level of formality to use, and how these are influenced by the (various) audience(s) that might read the report, and
- write a full-length analytical (scientific or professional) report in response to an authentic brief from the participant’s line-manager or supervisor

EMAIL COMMUNICATION:

Email is the most widely used tool for business communication at the workplace. We read and compose at least 50-60 emails a day on an average. Poorly written, unclear, misleading or ineffective emails not only cause a loss of time and productivity, but can also harm one’s reputation by leaving a poor impression on the reader.

It, therefore, becomes imperative that we make the best possible use of emails to communicate effectively at the workplace. To do so, you must keep in mind some basic email etiquette to draft the perfect official email.

CONTENT:

<p>Email Etiquette Training Course - Lesson 1 Introduction</p> <ul style="list-style-type: none"> • Evaluate Your Email Usage • Workshop Objectives 	<p>Email Etiquette Training Course - Lesson 2 Introduction to Email Etiquette</p> <ul style="list-style-type: none"> • Email is Never Secure • Big Brother May be Reading Your Email • Productivity is Lost When Cyber-Slackers Log-on • Email Misuse and Abuse May Get
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	<p>You Fired</p> <ul style="list-style-type: none"> • Email Can be Embarrassing • Email Abuse Impacts Revenues and Reputations • Email is Easily Misinterpreted
<p>Email Etiquette Training Course - Lesson 3 Create Structure for Success</p> <ul style="list-style-type: none"> • Forward-To-CC-BCC • Urgent • ! High Importance vs Low Importance • Subject • Salutation • Introduction – Body – Conclusion • Signature • Draft • Time Delays 	<p>Email Etiquette Training Course - Lesson 4 Rules of Thumb</p> <ul style="list-style-type: none"> • Effective Subject lines: Tell Me What You Need • One Page View Only • Average 15 Words per Sentence • As Short as Possible – Avoid Extra Words • 2 – 3 Lines per Paragraph Maximum
<p>Email Etiquette Training Course - Lesson 5 Grammar Perfect</p> <ul style="list-style-type: none"> • Using Spell Checker • Check for Simple Sentences • Use the Active Voice • Use of Punctuation • Use of Emoticons • Use of Text Talk 	<p>Email Etiquette Training Course - Lesson 6 Formatting your Email Message</p> <ul style="list-style-type: none"> • Email Style • Writing the Email • Selecting Your Format Settings • Choose the Right Font • Select Appropriate Colours • Enhancing Readability • Avoid All Upper – or Lowercase Letters • Arranging Text into Vertical Lists • Sending Attachments with Care
<p>Email Etiquette Training Course - Lesson 7 Broadcast Emails</p> <ul style="list-style-type: none"> • Branding • Importance of Branding and Consistent Subject Headings 	<p>Email Etiquette Training Course - Lesson 8 Proofreading Does Pay</p> <ul style="list-style-type: none"> • A Proofreading Primer • How Peer Review Can Help
<p>Email Etiquette Training Course - Lesson 9 Polishing Your Cyber Manners</p> <ul style="list-style-type: none"> • Watch your Cyber Language • Avoiding Sexist Language • Set the Right Tone 	<p>Email Etiquette Training Course - Lesson 10 Netiquette Guidelines</p> <ul style="list-style-type: none"> • Reviewing Netiquette Guidelines

<ul style="list-style-type: none">• Dodging Conversational Pitfalls• Extinguishing Flames	<ul style="list-style-type: none">• Netiquette Guidelines for Managers
<p>Email Etiquette Training Course - Lesson 11 Managing Email Overload</p> <ul style="list-style-type: none">• Controlling Your Inbox Clutter	<p>Email Etiquette Training Course - Lesson 12 Examples</p> <ul style="list-style-type: none">• The Good• The Bad• The Ugly