

Working Smarter! 2010

Plain English Business Writing Skills

Clear, Concise, Reader-focused

Plain English business writing ensures our message gets across more effectively to a wider audience and increases the chance of achieving our outcomes. The business environment is typically time-poor so we must concentrate on efficiently expressing our message rather than attempting to impress our audience!

Content:

- Principles of good writing
- Plain English conventions
- Practical grammar and punctuation refresher
- Planning and preparation
- Targeting the reader
- Common styles (letters, memos, briefs, and executive summaries)
- Editing and proofreading

Learning Outcomes for Participants

- ▲ Use 'Plain English'- write in a way that is clearer and more meaningful to readers
- ▲ Refresh punctuation and grammar skills and use active and passive voice appropriately
- ▲ Plan your document to ensure your message is accurately communicated
- ▲ Establish your writing purpose and use the most appropriate structure and layout
- ▲ Apply techniques for targeting the reader and reflecting diversity
- ▲ Evaluate and self edit your documents

Information for Participants from the ACT Real Estate Industry:

Participants will achieve 8 of the required 12 points of professional development to meet the ACT Office of Regulatory Services (ORS) conditions for the renewal of a licence or certificate of registration as set out in the Agents Regulation (Continuing Professional Development Guideline 2008). This workshop fulfils the learning requirements under the Commissioner for Fair Trading's – Agents (Continuing Professional Development) Guideline 2008.



Suzana Evans

*Diploma of Management
Diploma of VET Registration and Management
Certificate IV in Government (Personnel Security)
Certificate IV in Training and Assessment
Certified Practitioner Herrmann Brain Dominance Instrument (HBDI)
Certified Practitioner Enneagram
BPS103 Industrial Psychology*

Suzana has 10 years experience in the Learning & Development (L&D) field; both as a senior manager in the Australian Public Service and as a Training Manager and Consultant in the private sector.

Her particular strength as a trainer is her ability to adapt the level of training to suit the staff she is working with and to make potentially 'dull' topics come to life.

She has particular expertise in:

- ▲ Communication
- ▲ Performance Management
- ▲ Working in Government
- ▲ Diversity
- ▲ Conflict Management
- ▲ Team Effectiveness
- ▲ Business Writing

Workshop Details

When: 20 August 2010

Time: 8.30am – 4.30pm

Where: WISDOM Learning Centre
Fairbairn ACT

Investment: \$550 (incl GST) including all materials, gourmet lunch, morning & afternoon tea

CPD Points: 8

Registration:

www.wisdomlearning.com.au