



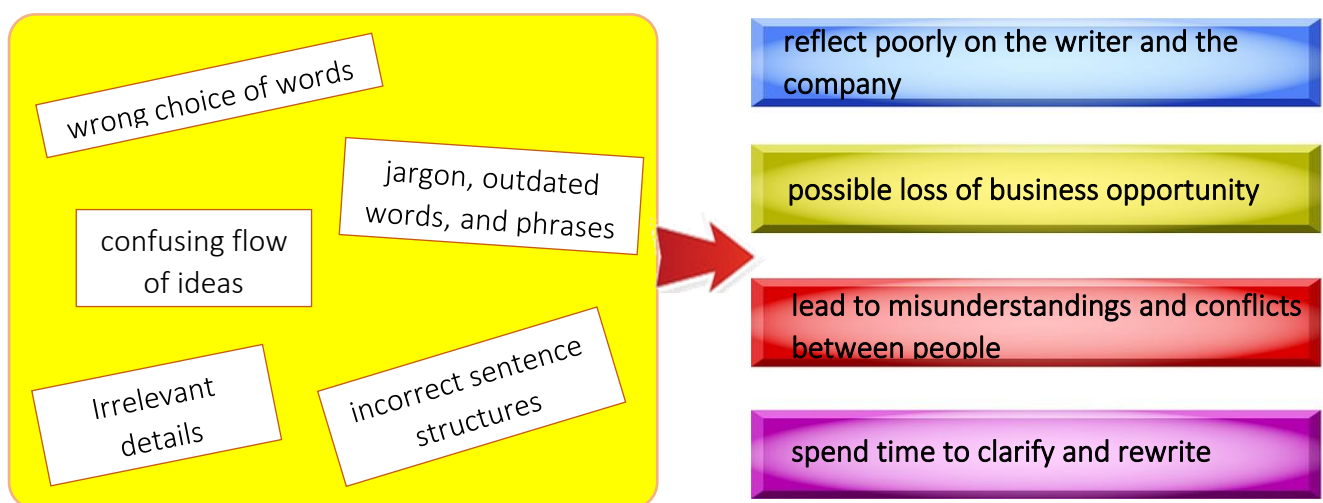
Professional Skills in Writing Emails and Letters

SSG-APPROVED TRAINING PROGRAM

Write with Confidence

(Synchronous e-Learning)

Skills to write clear and concise messages



Gain valuable techniques to achieve results

another module in the National
Professional Development
series

***Write with Confidence!* Acquire the tools and techniques to write emails and letters effectively.**



PROGRAM

CREATE MESSAGES THAT ARE SUITED TO THE STATED PURPOSE

- overview of the writing process in the digital age
- formal vs informal styles of writing
- business writing vs other types of writing

CORRECT CHOICE OF WORDS IN WRITING MESSAGES

- outdated words and phrases
- jargon, clichés, and buzzwords
- words – ambiguous meanings
- language: British and American English
- Singlish and Plain English

PROCESS OF CREATING CONTENT

- elements of an effective content
- paragraphing technique
- organising the flow of ideas for readability

IDENTIFYING AND CORRECTING GRAMMATICAL ERRORS

- adverbs, adjectives, and modifiers
- verbs and their uses
- rules for applying subject-verb agreement in sentences
- correct use of tenses

RULES FOR FORMING SENTENCE STRUCTURES

- basic sentence structures
- phrases
- types and purposes of voice

FORMATS AND THEIR ELEMENTS – EMAILS AND LETTERS

- templates for routine and non-routine messages
- email and letter formats
- writing effective messages – applying the 7 steps to writing messages to meet workplace needs

METHODOLOGY

Presentations, Guided Discussions, Case Studies, Practice Exercises, and Group Discussions

COURSE ADMINISTRATIVE DETAILS

PREREQUISITES	<p>Education: minimum 'secondary' level</p> <p>Language: able to speak, and write in English at a proficiency level not lower than WPL Level 3 or equivalent</p>
WHO SHOULD ATTEND	<p>Staff working in marketing, sales, human resource, administration, customer service, technical support, call centre, service and sales support, operations, accounts, purchasing, and finance.</p> <p>Staff who need to write messages to colleagues, bosses, vendors, and customers.</p>
COURSE DURATION AND FEE	<p>Duration: 16 hours</p> <p>Course Fee (<i>before SSG Training Grant</i>): \$450</p> <p>Course Fee (<i>after SSG Training Grant</i>):</p> <p style="padding-left: 40px;">MCE/SME: \$135</p> <p style="padding-left: 40px;">Singaporean 40 years old and above: \$135</p> <p style="padding-left: 40px;">Singaporean below 40 years/PR: \$225</p>
COURSE REFERENCE	TGS-2020505052
SSG FUNDING	2 August 2022
SSG TRAINING GRANTS	SSG <i>terms and conditions</i> apply.
ABSENTEE PAYROLL	Available for company-sponsored participants
SKILLSFUTURE CREDIT	Participants who have SkillsFuture Credit Account can pay the net course fee from their SkillsFuture Credit Account.
CERTIFICATE	On successful completion of the course and meeting SSG's terms and conditions on attendance and assessments, participants will earn a WSQ Statement of Attainment .
TRAINING VENUE (in person)	150 Orchard Road #04-12 Orchard Plaza Singapore 238841 (nearest MRT: Somerset Station/Dhoby Ghaut Station)
VIRTUAL DELIVERY	Synchronous (Zoom)

Contact Details	Impact Management Seminars Pte Ltd (198905401C)
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