

# Writing in a Business/Technical Environment

**Course No.**

1936

**Description**

This web-delivered course provides a blend of lecture, discussion, and practice activities to help learners improve their writing skills. Beginning with an emphasis on the basics of effective writing, in general, the focus shifts to an emphasis on the fundamentals of technical writing. Concepts learned will prepare learners to write clear and concise reports, memos, letters, email, and technical documentation.

**Purpose**

Provide instruction and practice in effective business and technical writing skills associated with a variety of writing tasks.

**Objectives**

1. Given instruction and practice in the fundamentals of good writing, learners will be able to apply the following as they complete various writing tasks:
  - The "Six C's" of good writing.
  - Apply 12 tips to improve writing.
  - Follow the three-step process of effective writing.
2. Given instruction and practice in the guidelines for technical writing, learners will be able to:
  - Use numbers, formulas, and equations effectively,
  - Apply rules of grammar, punctuation, abbreviation, and capitalization,
  - Adopt principles of style that are appropriate to the writing task,
  - Avoid common errors.
3. Given instruction and practice in the fundamentals of writing reports, memos, letters, emails, and documentation, learners will be able to complete writing tasks that follow the fundamentals of effective writing.

**Duration**

1/2 day

## Course Overview

### I. Session 1

- A. Introduction
  - Why is good writing important
  - What is the difference between business and technical writing?
- B. Fundamentals of good writing
  - Six C's of good writing
  - Twelve tips to improve your writing
  - The process: Organizing, drafting, and editing

### II. Session 2

- A. Guidelines for technical writing
  - Rules of grammar

### III. Session 3

- A. Guidelines for technical writing (continued)
  - Rules of abbreviation, punctuation, and capitalization
  - How to use numbers, equations, and formulas
- B. Principles of style

### IV. Session 4

- A. Applying the basics
  - Writing a report
  - Writing memos, letters, and email
  - Writing documentation

Reference: Blake, Gary & Robert W. Bly. **The Elements of Technical Writing: The essential guide to writing.** NY: MacMillan, 1993. ISBN: 0-02-013085-6

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#### About Keane

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