

## Business Writing & Grammar

This workshop will help employees do important work by writing the documents that let you business overcome “writer’s block,” learn to recognize and avoid common mistakes and receive a tool-kit of proven techniques for delivering information powerfully, persuasively and professionally. Bring a sample written piece for self-evaluation. By the end of the two-day session the participants will be able to:

- Identify their target audience
- Write with ease, simplicity, and clarity
- Write in a positive and friendly tone
- Develop effective openings and closings
- Avoid or get rid of writers’ block
- Use the Mind Mapping technique for organizing your ideas
- Understand how to deliver bad news in a good way
- Link ideas with transitional phrases
- Learn the Seven General Concepts
- Write better E-Mails, Memos and Reports
- Update and improve your writing style for more effective and persuasive e-mails, memos, letters and reports
- Organize your documents with your readers’ in mind
- Create reader-friendly layouts to highlight important information
- Craft sentences that get and hold your readers’ attention.
- Edit your writing for clarity and ease of reading
- Avoid archaic expressions and common grammar, punctuation & usage errors

**Date:** March 10 & 11, 2010  
**Time:** 8:30am – 12:30pm  
**Cost:** \$275.00 (includes Gregg Reference Manual)  
\$150.00 additional for each additional participant  
**Location:** FIU, Biscayne Bay Campus – WUC 157

## Business and Telephone Etiquette

Have you ever felt awkward in a business situation because you simply did not know how to respond? Come to this class to learn more about what is proper and expected of you. In an era when companies are competing on the basis of service, manners are much more than a social nicety; they are a crucial business skill. In fact, good manners are good business. This no-nonsense “manners reference” refreshes readers on everyday etiquette and makes sure they’re on their best behavior. It provides quick guidance on such pertinent and timely topics as: telephone, e-mail, and Internet etiquette, table manners, grooming and business dress, written communications, gift giving, resumes and interviews, making introductions, public speaking, networking, etc.

Class Learning Objectives...

- Learn how to behave in various business situations
- Gain understanding of how you are perceived based upon your behavior
- How to establish proper meeting etiquette
- Tips for positioning people to come prepared to add value to your meeting
- How to balance the contributions of attendees
- Proven methods to lead a meeting to keep it on topic and avoid going over schedule
- Rules of thumb for using the right format and tools for effective decision making
- Ways to work with functionally diverse teams
- Different approaches for leading formal and informal meetings

**Date:** February 4, 2010  
**Time:** 8:30am – 1:00pm  
**Cost:** \$75.00 per participant  
\$50.00 additional for each additional participant  
**Location:** FIU, Biscayne Bay Campus – WUC 157



## Other programs offered:

**Administrative Professional Certificate Program –**  
January 27, 28, & 29, 2010  
FIU, Biscayne Bay Campus - WUC 157

**Grant Writing Certification Program**  
October 2010  
To Be Announced

**Customer Service Essentials –**  
February 25, 2010  
FIU, Biscayne Bay Campus - WUC 157

**Office Professionalism –**  
March 25, 2010  
FIU, Biscayne Bay Campus - WUC 157

**Records Management Certification –**  
January 28 & 29, 2010  
FIU, Biscayne Bay Campus - WUC 157

**Time and Stress Management –**  
March 16, 2010  
FIU, Biscayne Bay Campus - WUC 157

**Trigger-Proof Your Way to Success:  
12 Tools to Keep Your Cool and  
Confidence in the Workplace**  
April 8, 2010  
FIU, Biscayne Bay Campus – WUC 157