# Fine-tuning: Writing Skills for Managers

Do you 'vet' documents or need to give your team feedback on their writing? Does your own writing need fine-tuning? If so, this workshop is for you.

Through discussions and group work you will explore the conventions of modern business writing. You will practice vetting documents for clarity, conciseness, tone and grammar. You will also learn best practice for giving constructive feedback to your team.
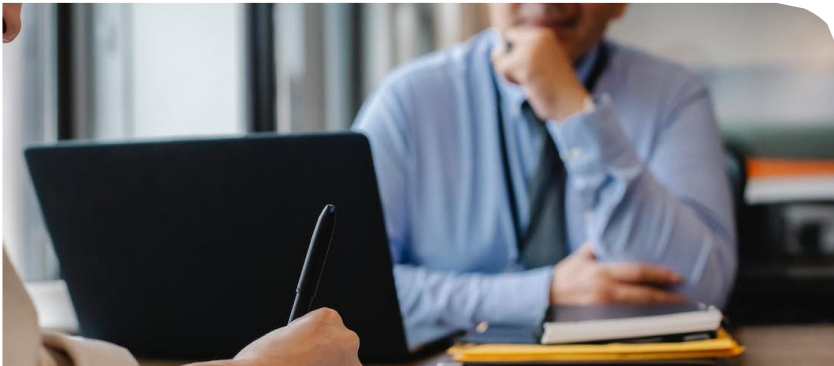
Outcomes
After taking this workshop, you should be better able to: • vet your staff's writing • fine-tune your own documents at work • act as a trusted mentor for team members and colleagues

This workshop is for you if...

You need to 'vet' documents at work or would like to fine-tune your own writing skills.

Fine-tuning: Writing Skills for Managers – Course outline

Module	Module content
Fine-tuning fundamentals	• What makes an effective business document? • The POWER writing process • The 5 Cs of modern business writing
Vetting for clarity and conciseness	• Plain English • Effective sentences • Modern document layout
Vetting for tone	• Using a conversational style • The 'you' approach • The power of positive language
Vetting for grammar	• Improving grammatical accuracy • Top 5 errors in Singapore • Online tools for checking grammar
Vetting emails and letters	• Saying 'no' effectively • Responding to complaints • Giving bad news
Vetting reports	• Direct and indirect structures • Using the active voice • Linking ideas
Giving feedback	• Pride of authorship • The benefits of feedback and two feedback models • Golden rules for giving constructive feedback