



AVENTIS
LEARNING GROUP

Powerful Email Writing Course

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Introduction



Do you know that in general, we should keep our e-mails to the length of one screen?

If our messages are much longer than one screen, we should consider using another method of communicating (such as a phone call). Though email writing standards are still evolving, this course will share with you the basic guidelines to write better e-mails. Additionally, we are often bogged down with e-mails that are too long, wordy, and unclear. Instead of wasting time rewriting, clarifying and causing miscommunication – write it once, write it right, and get the job done the first time. This interactive and informative course that uses a blended-learning approach helps participants become more polished and professional in their email writing and documents to their colleagues, vendors, and customers.

Learning Outcomes

This highly effective e-mail writing course will equip you with simple yet effective e-mail writing techniques to structure and write professional e-mails to your bosses, colleagues and customers.

At the end of this course, you will be able to:

- Streamline your thought process and save time by focusing on what to write instead of how to write it;
- Eliminate numerous time-consuming revisions by organising your thoughts and structuring your sentences correctly, concisely and clearly;
- Present your message in a professional and reader-friendly format;
- E-mail etiquette that identify and avoid embarrassing common grammar mistakes in e-mails;
- Learn quick and easy editing techniques with practical writing tips;
- Write professional, respectful emails that drive action and reflect well on you, your team, and your company.

Course Outlines

Unit 1 Introduction

- Who do you work for?
- The writing process – using sentences and paragraphs effectively

Unit 2 Organising your writing

- Using sentences and paragraphs effectively;
- Reviewing sentences and correcting grammar mistakes;
- Writing accurately – Identifying common mistakes;
- Organising information.

Unit 3 Projecting the Right Image

- Adopting a modern writing style – writing positively;
- Personalising your writing – your attitude;
- Identifying old-fashioned words and phrases;
- Replying in different situations;
- Dealing with different/difficult situations;
- Email etiquette;
- E-mail guidelines.

Course Details



1 Day
9.00am - 5.00pm (Classroom)
9.30am - 4.30pm (Virtual)



Classroom Learning at
Holiday Inn Orchard City
Centre / **Virtual** via Zoom



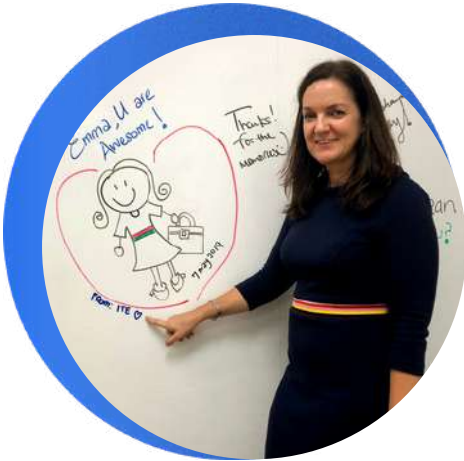
(65) 6720 3333
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\$635 Before GST



Trainer's Profile



Meet the Business and Communication Expert: Emma Jarman-Jones (MBA, Imperial College London in UK)

Emma Jarman-Jones specialises in developing and enhancing workplace communication skills. This work includes writing, speaking, interpersonal and management skills training. She has over 15 years of experience training in Singapore, as well as regionally in Malaysia, Thailand, Indonesia and Vietnam.

Emma has worked as an external consultant and trainer with both private and public sectors, designing, customising and delivering programmes, and coaching individuals. She believes in the potential of every person and is dedicated to providing the highest quality of training that will benefit the individual, as well as the organisation.

Emma holds an MBA from the Imperial College London in the United Kingdom. She has also completed a Diploma in Human Resource Development at the Singapore Institute of Management and is a certified People Developer Consultant.

Testimonials

“Great business courses by Emma! I walk away with some great tips and insights which are not just ideas that have no practical consideration. The class’s spirit of spontaneity and engagement is also very encouraging for my learning. Every trainer should be able to keep the attention of the class just like she has.”

– Jess Tang-Xin, Senior Admin Executive, Singapore Workforce Development Agency

“I loved Emma’s presentation style. She shares stories to help everyone relate to the business scenarios that we may encounter at work. She also simplifies concepts for everyone to understand easily. One of the best professional development courses I have been to. I will recommend my colleagues to join me for one of her other upcoming courses.”

– Razline Maria, Senior Business Associate, Shangri-la Hotel Singapore

“English has always been boring to me till I met Emma who has made her lesson fun, simple and interesting. I will recommend my colleagues to this course as I have gained powerful tips on writing an email with proper business Grammar. Thank you Emma!”

– Doris Lim, ITE College East