

Advanced Business Writing Skills

R 5,250.00

Duration: 20 Hours (Between 4 – 10 Days)

Venue: Client's premises or at ih Johannesburg

Course Content

- Structure and presentation
- Content and style
- Formal and informal letters
- Faxes, emails and memos
- Report writing
- Proposals
- Covering letters
- Linking words & cohesive devices
- The style and register of written Business English
- Appropriate written correspondence for:
 - Asking for information
 - Making an enquiry
 - Acknowledging / responding to an enquiry
 - Making / confirming / cancelling an order
 - Making excuses / apologies
 - Offering congratulations / condolences

Presentation Skills

R 2,700.00

Duration: 10 Hours (Between 2 – 5 Days)

Venue: Client's premises or at ih Johannesburg

Course Content

Introduction to Presentations Using your Voice

- Pausing, Emphasizing, Intonation

Planning and getting started

- Planning and purpose of the presentation
- The introduction
- Presentation techniques
- Timing
- The audience

Image, impact and making an impression

- Personal presentation and professionalism
- General principles on using visual aids
- Using visual aids effectively

The middle of the presentation

- Holding the audience's attention
- The body of the presentation
- Listing information
- Linking ideas and sequencing

Summarising and concluding

- Summarising the main points
- Ending the presentation effectively
- Inviting and handling discussion and questions

Report & Proposal Writing Skills

R 5,250.00

Duration: 20 Hours (Between 4 – 10 days)

Venue: Client's premises or at ih Johannesburg

Course Content

Introduction to Report & Proposal Writing

- Intention, tone, style and register
- Audience awareness

Planning

- Writing a rough draft
- Editing rough drafts
- The re-writing process
- Using linking words and compound nouns
- The passive and active voice
- Summarising information and using bullet points
- Coherence and cohesion
- Grammar of report writing (active voice/passive voice, reported speech etc)
- Collocations

Writing Focus

Style:

- Writing and formatting reports and proposals
- Using appropriate discourse

Accuracy:

- Using commas, full stops, colons, semi-colons and brackets correctly
- Spelling problem words correctly
- Selecting lexis more appropriately
- Using the relevant grammar adequately and more appropriately

Minute Taking in Meetings

R 5,250.00

Duration: 20 Hours (Between 4 – 10 days)

Venue: Client's premises or at ih Johannesburg

Course Content

The Role of a Minute Taker

- Discuss the role of a Minute Taker
- Explore common problems and solutions in small groups

The Skills of a Minute Taker

- An ability to listen
- Critical thinking skills
- Good organisation techniques

Meeting Agreements

- Discuss meeting agreements
- Three templates to take away and customise

Minutes Styles

- Formal meeting style
- Informal meeting style
- Action meeting style

What Do I Record?

- Participants will learn what to record during a meeting
- Techniques for Preparing Minutes
- Tools for creating minutes
- Organisation methods
- Techniques for writing drafts
- Proofreading tips

Taking Minutes in an Interactive Meeting

- Learn how their role as a minute-taker will be different in an Interactive meeting

The Minute Book

- Participants will learn how to build and maintain a minute book

Business Correspondence (SETA ACCREDITED)

R 5,350.00

Duration: 20 Hours (Between 4 – 10 days)

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Course Content

Types of Texts

- Types of business correspondence
- Letters, E-mails, Fax
- Styles of writing
- Functions of business correspondence

Identifying and collecting information

- Intended audience
- The Purpose of a Text
- Methods of collecting information
- Using bias-free language
- Reflecting and editing

Composing a text for a particular function

- Writing E-mails
- Writing a Report
- Writing a Business Proposal

Organising and structuring a text for a business function

- Plain language
- Paragraphing
- The passive voice

Presenting written text for a particular function

- Layout of Letters
- Layout of Reports
- Editing / Proofreading

Conducting a Structured Meeting (SETA ACCREDITED)

R 5,350.00

Duration: 20 Hours (Between 4 – 10 days)

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Course Content

The Agenda

- A Meeting Agenda
- Developing a Meeting Agenda
- Accomplish your Agenda
- Regularly scheduled Meetings
- How to develop an Agenda

The Minutes

- Types of Minutes
- The Purpose of Minutes
- Distributing the Minutes

Taking Minutes

- The Documents
- Recording the Minutes

Plan and Prepare Meeting Communications (SETA ACCREDITED)

R 5,350.00

Duration: 20 Hours (Between 4 – 10 days)

Venue: Client's premises or at ih Johannesburg

Course Content

Preparation for Meetings

- Standard Operating Procedure
- Introduction to Meetings
- Pre-Meeting Preparation and Documentation
- The Agenda
- Minutes

Conduct a Meeting

- Opening the Meeting
- Moving Forward
- During the Meeting
- Managing the Discussion
- Finishing and Closing the Meeting
- Recording the Minutes

Differing views

- Developing an Argument
- Developing a Complex Argument
- Interrupting Politely
- Asking for and Giving Opinions
- Agreeing and Disagreeing
- Summarising
- Paraphrasing

Presentation Skills (SETA ACCREDITED)

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Course Content

Presentations

- What is a Presentation?
- Recipe for Presentations
- The Language of Presentations

Interviews

- Interviews
- Formal Interviews
- Informal Interviews

Meetings

- Meetings
- Structure of Meetings
- Language of Meetings
- The Agenda
- Opening the Meeting
- Moving Forward
- During the Meeting
- Managing the Discussion
- Finishing and Closing the Meeting

Discussions

- What is a Discussion
- Developing an Argument
- Developing a Complex Argument
- Interrupting politely
- Asking for and Giving Opinions
- Agreeing and Disagreeing

Aids in oral/signed communication

- Equipment
- Cue cards
- Delivery
- Pronunciation and Articulation

Manipulative use of the language

- Facts & Opinions
- Contributor's Opinions
- Style