



Course Outline

Theme	Contents
1	<ul style="list-style-type: none"> ◆ Basics of Business Writing – Three-step Writing Process ◆ Determine Your Tone <ul style="list-style-type: none"> ● Formal / Informal / Neutral ● Choose Right Expressions for Your Tone ◆ Develop Key Phrases for a Good Subject Line
2	<p>Adaptive Techniques</p> <ul style="list-style-type: none"> ● Audience Benefits ● Polite “You” View ● Positive Language / Expressions
3	<p>Revising Skills (Editing for Conciseness)</p> <ul style="list-style-type: none"> ● Concise Wordings ● Wordy Prepositional Phrases ● Long Lead-Ins ● Outdated Expressions ● Redundant Words / Styles ● Needless Adverbs ● Fillers
4	<p>How to Improve e-Mail Readability</p> <ul style="list-style-type: none"> ● Listing Techniques ● Parallelism ● Balancing
5	<ul style="list-style-type: none"> ◆ Negative News (Vocabulary Learning) <ul style="list-style-type: none"> ● Making Complaints ● Making Apologies ◆ Negative News (Transformation) <ul style="list-style-type: none"> ● Strategies for Breaking Negative News ● De-emphasizing Bad News
6	<ul style="list-style-type: none"> ◆ Different Types of e-Mail <ul style="list-style-type: none"> ● Typical e-Mail Request Message ● e-Mail that Inform ◆ Different e-Mail Format <ul style="list-style-type: none"> ● Information Report ● Progress Report ● Feasibility Report ● Summary Report