

Writing Skills for Executive Assistants

One on One (1/2 day), Small or Large Groups (1/2 to 1 day)

As an Executive Assistant your communication skills must be at the highest level! The documents that leave your in-box not only reflect you but also your Senior Executive and your Branch. With more emphasis on good record-keeping and accountability the ability to write well is more important than ever. Your tasks may include writing letters, emails, draft Ministerials, minutes or even researching material to develop a PowerPoint presentation. The ability to proofread other staff's documents and provide feedback may be another expected task!

If you want to feel more confident and add value to your Senior Executive or Branch or simply to expand your skills set, then this workshop is for you! Invest in your career and come and have a fun day improving your writing skills!

This one day writing skills workshop provides you with the tools so you can effectively carry out the tasks expected in the Executive Assistant's (EA) role. The workshop is particularly valuable for those who are new in the role or who are considering moving into an EA role. You will expand your knowledge of the elements of writing in Plain English, writing on-line, Ministerial letters, writing an agenda, minute-taking, editing, proofreading and providing feedback to other staff in your Branch. This course is also valuable for those EAs who would like to refresh or hone their writing skills.

Participants will learn:

- The value of analysing your audience – breakdowns in communication
- The Power of Plain English
 - active versus passive voice
 - nouns and verbs
 - first and second person pronouns
 - sentence length and structure.
- Common punctuation mistakes
- Emails – how to plan and structure a message to get the best response
- Ministerials – how to respond to a basic ministerial
- Agendas
- Minute taking – what do I write down?
- PowerPoint presentation – how to research and choose material to include in developing a presentation
- Proofreading – how to pick up those careless errors!
- Feedback – how to provide upward feedback and maintain good working relationships

SCHEDULE

9:00am	Welcome. Ice-breaker
9.15am	<ul style="list-style-type: none"> • Benefits of being a good writer? <ul style="list-style-type: none"> - Increased productivity? - Marketing yourself and your Branch • Communication - Barriers <ul style="list-style-type: none"> - Spoken word versus written word - How does communication breakdown? • Know your reader <ul style="list-style-type: none"> - How to write for your reader <p>In this module we discuss the benefits of being a good writer, why it can be more challenging than speaking and how we can overcome some of the communication barriers with the written word.</p>
10.00am	<ul style="list-style-type: none"> • Defining your objectives – what is the task and what response do you want? • The Importance of Planning <p>In this module we discuss how important it is to understand the task at hand and to define an objective. Participants will also learn a number of methods they can use to organise their thoughts including mind mapping</p>
10:30am	<i>Morning Tea (15 Minutes)</i>
10.45am	<p>Plain English. What is it and why do we use it?</p> <ul style="list-style-type: none"> • Active versus passive • Wordiness and Word Substitutes • Nouns & Verbs • Sentences - variation • Building Paragraphs <p>Through practical exercises, participants will learn the elements of writing in Plain English and its benefits to the reader.</p>
12.40pm	<i>Lunch (45 minutes)</i>
1.30pm	<ul style="list-style-type: none"> • Grammar, spelling and punctuation – common errors <p>Through a group activity, participants will learn about common errors including subject/verb usage, spelling mistakes and punctuation.</p>
2.10pm	<ul style="list-style-type: none"> • Emails, letters and writing on line - advantages and disadvantages <p>Participants will learn how to write emails and letters on-line with clarity, positive language and courtesy.</p>
2.40pm	<ul style="list-style-type: none"> • Ministerials <p>Participants will discuss the challenges of writing a good ministerial, and what the elements are of a good ministerial response.</p>



3.00pm	<i>Afternoon Tea (15 minutes)</i>
3.15pm	<ul style="list-style-type: none"> • Minute taking <p>Participants will develop a template and learn what to record when writing minutes.</p>
3.45pm	<ul style="list-style-type: none"> • PowerPoint presentation – research and development <p>Participants will learn how to write notes from a document to develop an effective PowerPoint presentation.</p>
4.15pm	<ul style="list-style-type: none"> • Edit, proofread and provide upward feedback <p>Participants will learn how to proofread and edit for logical flow of ideas, grammar and punctuation. They will also learn how to provide upward feedback of this information to maintain positive working relationships.</p>
4.45pm	<i>Evaluation and Close</i>

Testimonials

“Very friendly, wonderful trainer. Really enjoyed the practical games, scrabble & bingo.”

“Easy to understand and relaxing atmosphere. This is definitely a worthwhile course.”

“The best things was learning to be confident about what I write and knowing I now have the skills to write it. Sue is a fantastic trainer and has helped me a lot in the past 2 sessions.” – Jessica Heinle, Defence

“Sue was so easy to understand and enthusiastic with her workshop delivery” – Karen Guthrie, Defence

“Excellent Course – Well presented by Sue with good contributions by all members” – Stephen Gillow, AQIS.

“The best writing course I have attended” – Stacey Gibson, DAFF.

“Sue Willis is a great presenter. Keeps it fun while we learn” – Glenn Cowling, AusIndustry.

“The whole content was very well presented by Sue” – Jenny Best, Defence

“The workshop broadened my knowledge of writing and gave me confidence that what I am doing is OK” – Susan Taylor, Defence



Enrolment Form – Writing Skills for Executive Assistants

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to bookings@acorntraining.com.au

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the session.