

# BUSINESS AND TECHNICAL REPORT WRITING (REF:OTSBTRW001)

## Course Objectives

Increase the individual's knowledge and skill levels in; Business correspondence, general report writing and technical report writing. Gain skills using methods, techniques and tools which will improve the delegates' effectiveness. Improve the individuals understanding of effective communication, structure, formats and style. Presentations on key areas will be reinforced during the "hands on" workshop sessions to develop methods and techniques which can be directly applied to the individuals own work situation. More effective use of computer applications software, to produce report templates and standard report structures.

## Course Description

The course details the key skills required by anyone required to produce written communication and reports. Writing techniques, style, layout, format and templates will be covered. Methods and techniques will also be demonstrated with regard to Use of applications integration to increase clarity and effectiveness. A variety of training methods are used on the course, including presentation, discussion, exercises, workshops and demonstrations.

## Who Should Attend

Anyone who is expected to produce written communication or reports.

## Pre-Requisites

Basic IT skills.

## Course Outcome

*At the end of this course delegates a good understanding of, methods and techniques used and a good insight how they can be applied in a work situation.*

Raise skill levels to produce effective business and Technical Report Writing.  
Understand the nature, purpose and structure of Report Writing from the perspective of the writer and the reader  
Effective use of a range of tools and techniques to improve Report Writing.  
Use these techniques to build an effective process that can be used to deliver professional results on a consistent basis.  
Understand the differences and effectiveness of different types of communication.  
Use of applications integration to increase clarity and effectiveness.  
Development and use of templates to cover general correspondence and report writing.

## Day 1

Introduction to report writing  
Who, what and why.  
Primary purpose  
Secondary purpose  
Communication  
Writing, process and techniques.  
Style  
Structure  
Content  
Class Workshop

## Day 2

Layout  
General formats  
Standardised formats and  
Templates  
Data content  
Information Mapping  
Illustrations  
Use of graphics

## Day 3

Information management  
Information transference  
Integration via IT applications  
Information sequencing  
Company policy  
Regulatory Implications  
Quality  
Course review and close

