

Effective Letter and Email Writing

This programme will provide guidance for staff who write letters and/or emails as part of their work and who need support to develop these skills. The course provides an overview of the basics of letter writing including writing clear English, assessing readability and different styles of writing.

Programme objectives

By the end of this programme, delegates will be able to:

1. Write letters and emails which are clear, concise and easy to read
2. Write in a style which is appropriate to different types of documents
3. Use a straightforward framework to help with the planning written work
4. Handle letters/emails of complaint sensitively and write appropriate responses
5. Use the Fog Index to assess readability
6. Punctuate accurately and appropriately.

Further information

The course demonstrates the importance of writing clearly, with the emphasis on using plain English and developing a logical framework to construct letters and emails.

The seminar can also incorporate any elements of in-house style that need to be promoted or reinforced.

Duration: Half day or one day