

Business Writing

- Understanding your reader's needs:
- Writing to answer the reader's question, "What is in it for me?"
- Writing to keep the reader engaged
- Understanding the objective
- Organizing your thoughts:
- Getting to the point
- Inductive vs. Deductive approach
- The ABC of writing
- Paragraphing
- Use of lists

Team Meeting business Etiquette

- Meeting agenda
- Meeting roles
- Who facilitates
- Who attends
- Who minutes