



### **Effective letters and e-mails**

A highly practical workshop aimed at anyone who needs to produce effective correspondence. The course will offer plenty of opportunities for attendees to try out letter writing techniques and get feedback.

The workshop will cover:

- Types of letter and e-mail.
- Different tones to adopt.
- Who are you writing to: what do they need to know?
- Letter writing conventions.
- E-mail etiquette
- Use of language and sentence construction.
- Structuring and laying out letters.
- Checking, editing and amending your writing.

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