



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 16 August 2026 To 20 August 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

In today's fast-paced business environment, clear and effective communication is essential. This 5-day professional course is designed to enhance your business writing and correspondence skills, enabling you to communicate confidently and efficiently in the workplace.

## Objectives

- Understand the fundamentals of effective business writing.
- Develop skills to write clear and concise business documents.
- Learn to tailor communication style to different audiences and purposes.
- Improve email etiquette and correspondence management.
- Enhance proofreading and editing skills for error-free documents.

## Course Outlines

### Day 1: Fundamentals of Business Writing

- Introduction to Business Communication
- Understanding Your Audience
- Clarity and Conciseness in Writing
- The Importance of Tone and Style
- Writing Professional Emails

### Day 2: Crafting Effective Business Documents

- Structure and Format of Business Reports
- Writing Persuasive Business Proposals
- Creating Impactful Memos and Circulars
- Developing Executive Summaries
- Essentials of Writing Business Letters

### Day 3: Tailoring Communication for Different Purposes

- Adapting Writing to Different Audiences
- Strategies for Informative Writing
- Persuasive Techniques in Business Writing
- Handling Sensitive and Negative Messaging
- Cross-Cultural Communication Considerations

### Day 4: Mastering Email and Correspondence Etiquette

- Principles of Professional Email Etiquette
- Managing Email Overload
- Handling Formal and Informal Correspondence
- Subject Lines and Call to Action
- Effective Follow-Up Techniques

### Day 5: Editing and Proofreading for Business

- Common Errors in Business Writing
- Proofreading Techniques and Tools
- Editing for Clarity and Consistency
- Using Feedback to Improve Writing
- Final Review and Practice Exercises