**POWER UP YOUR ENGLISH SERIES: EFFECTIVE LETTERS AND EMAILS**

**COURSE DESCRIPTION**

Communication skills are among, if not the most, important skills public officers require in their job. Letters and emails sent out exemplify the level of professionalism of public officers and their organisations. This course will provide participants with practical skills and knowledge required to write effective letters and emails in English that will enhance communication, especially to organisations outside of the civil service. The course will cover aspects of developing a modern, professional, and reader-friendly style including using the correct tone and writing in clear and logical structure.

**COURSE OBJECTIVES**

Upon completion of the course, participants should be able to:

* write letters and emails in a clear and logical structure;
* write the different parts of a letter effectively – opening, body, close; and
* use appropriate language for letters and emails.

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|  | **Session I**  **8.30 am - 10.30 am** | **M**  **O**  **R**  **N**  **I**  **N**  **G**  **B**  **R**  **E**  **A**  **K** | **Session II**  **11.00 am - 12.30 pm** | **L**  **U**  **N**  **C**  **H**  **B**  **R**  **E**  **A**  **K** | **Session III**  **2.00 pm - 4.00 pm** |
| **Day 1**  **(22/8/2023)** | **8.30 am – 9.00 am**  Registration &  Ice Breaking Session | **LETTER I: UNDERSTANDING THE MECHANICS OF LETTER WRITING**   * Format and parts of a letter   Traditional vs. modern business writing | **LETTER II: HAVING A GOOD BUSINESS STYLE**   * Achieving the right tone |
| **9.00 am – 10.30 am**  **COURSE OVERVIEW AND INTRODUCTION TO LETTERS AND EMAILS**   * Importance of good writing skills * Writing in modern business style |
| **Day 2**  **(23/8/2023)** | **LETTER III: WRITING IN A CLEAR AND LOGICAL STRUCTURE**   * Organising your message | **GRAMMAR**   * Comparison between tenses * Polite expressions: Active vs. passive voice | **EMAIL I: WRITING PROFESSIONAL BUSINESS EMAIL**   * Rules for professional business email |
| **Day 3**  **(24/8/2023)** | **LETTERS AND EMAILS I**  **TASK:** Writing letters and emails based on given situations. | **LETTERS & EMAILS II**   * Presentation & feedback of participants’ letters & emails * End of course |  |