

# Business-writing skills

(AC-RMBWS)

11–12 March 2014

Course Director: Sandra Mollentze

## Objective

The aim of this course is to enhance the technical writing skills of course participants. The intention is to guide course participants to write well-structured and appropriately worded documents that get the required attention and the desired results. The focus is on topics that largely relate to economics and/or central banking operations.

## Content

The following topics will be discussed in detail:

- Understanding communication
- Written business communication
- Grammar in written communication
- Appropriate styles for writing
- Effective planning and document structuring
  - Correspondence (letters and facsimiles)
  - Memorandums
  - Submissions
  - Email messages
  - Minutes
  - Business reports
  - Corporate identity
  - Other forms of business communication.

## Target group

This course is intended for

- newly appointed employees of the South African Reserve Bank who need to understand Bank standards (house style);
- individuals who are expected to correspond with internal and external stakeholders;
- individuals who are studying towards development programmes or postgraduate degrees; and
- candidates who have enrolled for the Programme in Advanced International and Central Banking, a qualification offered by the University of South Africa (Unisa) in collaboration with the SARB College.

## Format

This course will be facilitated by experts in this particular field who will combine instruction with planned exercises. The practical exercises that will be completed by participants will be used to enhance and support the development of their writing skills.

