

OUTLINE PROGRAMME

Report Writing

- 1 Notes on Communication Skills**
 - a. Understanding Good Communication
 - b. Enhancing Communication
- 2 How are Reports Different from Essays?**
- 3 Types of Report**
 - a. Extended formal report
 - b. Short formal report
 - c. Informal report
- 4 Seven Tips for Writing Better Reports**
- 5 Things to Remember when Writing your Report**
 - a. Language and style
 - b. Layout/headings
- 6 Writing your Report**
 - a. Consider your audience
 - b. Gather your information
 - c. Organise your report
- 7 Elements of Effective Business Report Writing**
 - a. Accurate
 - b. Objective
- 8 Use of Graphics in Business Reports**
- 9 Hints and Tips on Report Writing**
- 10 Questions to Ask when Designing your Report**
 - a. Coherence
 - b. Organisation
 - c. Presentation
 - d. Elements of Design
- 11 Checklist for Business Reports**
 - a. Grammar and Spelling
 - b. Organisation
 - c. Style
 - d. Presentation
- 12 Using MS Word to Enhance your Report**
 - a. Creating master documents
 - b. Styles
 - c. Creating a table of contents
 - d. Line spacing
 - e. Creating captions and references
 - f. Add captions
 - g. Creating a table of figures
 - h. Footnotes and endnotes
- 13 Business English**



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respect of claims management activities



28 September, 2008
Grosvenor House Associates (Cornwall) Limited
Registered in England No: 2430897
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