



Writing for the Workplace: a 6-hour Workshop Series Example Outline

Background

In many workplace situations, it is important to know how to write emails, letters, memos and reports effectively. Successful written communication requires not only language ability in terms of grammar, vocabulary and mechanics (i.e. punctuation and spelling) but also knowledge of tone, formality, and style conventions. Lack of awareness and skill in these elements of clear and effective writing can lead to confusion, frustration, lost productivity and even lost sales.

The Writing for the Workplace workshops are designed for people who:

- Would like to strengthen their English writing skills for work purposes,
- Are looking for work or are already working, and
- Who have upper intermediate English (CLB 5) or above
- Are comfortable using computers and/or mobile devices
- Have some prior experience writing emails, letters and other types of work-related communication

Description of Workshops

The workshops are an opportunity for EAL adults to develop their English writing skills for workplace purposes. Participants will discuss and explore principles of effective writing, practice writing common workplace communications and receive feedback on their writing.

There are three workshops in total, and each workshop is 2 hours each in length:

Workshop 1: Overview of written communication for the workplace

- Different types of workplace writing
- Clear writing: principles, considerations and strategies
- Common challenges when writing in English and ways to address them
- Self-review: reflection, goal setting
- Group agreements and planning for workshop 2 and 3
- Consolidation activities to prepare for workshop 2





Workshop 2: Writing e-mails

- Elements of an effective email: purpose, audience, style, tone, formatting and layout
- Practice with examples: identifying strengths and weaknesses, revision and rewriting
- Focus on specific language skills (to be determined as a group and based on diagnostic written samples), e.g. tone, formality, formatting and layout, grammar, vocabulary.

Workshop 3: Letters

- Elements of an effective letter: purpose, audience, style, tone, formatting and layout
- Practice with examples: identifying strengths and weaknesses, revision and rewriting
- Focus on specific language skills (to be determined as a group and based on diagnostic written samples), e.g. tone, formality, formatting and layout, grammar, vocabulary.

Participants will be asked to bring their own real-life work communications to be able to work with content that is relevant and applicable to their own situations. Additional materials and examples will also be provided.

Additional feedback and support in the form of one-to-one coaching would be available to participants who would like more individual attention.

Learning Outcomes

At the end of all 3 workshops, participants will be able to:

1. Identify elements of effective written communication, including purpose, tone, style, formatting and layout
2. Identify principles of effective written communication, including planning, editing, and revision
3. Use the elements and principles of effective written communication in their own writing

