

# Clear & Effective Writing Skills

This course helps Support Officers write clearly, simply, and professionally for daily work.

Participants will learn how to organise their thoughts before writing, know their target audience's preference, and choose the right words and tones to communicate their intent. Using real-life examples which they can relate to, the course shows how good writing can reduce mistakes and save time. Participants don't need a strong language background to attend this course because the focus is on clarity, not "perfect English".

By the end, they will feel more confident expressing themselves in writing at work.

**Duration/ Timing:**

1 day/ 9am to 5pm  
(including a 1-hour lunch break)

**Format:** In-person or Online

**Min. Class Size:** 18

**Max. Class Size:** 25

**Price:** \$200/ pax

# Learning Objectives

## Clear & Effective Writing Skills

By the end of the course, participants will be able to:

1. Leverage useful writing frameworks such as CAPS (Context, Audience, Purpose, Structure) to guide them in professional writing.
2. Produce clear and simple work documents such as Approval of Requirements, reports, meeting minutes, emails, etc to send the intended message across effectively.
3. Be sensitive to the reader's profile and preferences, and phrase the text in an empathetic way using the 3C framework (Clarity, Concise, Call to action).
4. Organise information in a logical and reader-friendly manner for efficient communication.
5. Tap on AI tools to enhance basic workplace language to sound more polished.

## Target Audience

Support Officers who carry out essential regular tasks that ensure operations and services are delivered efficiently and correctly.

