



COURSE DESCRIPTION

Carefully worded business communication is both purposeful and easily understood. The recipient of such communication should be able to understand the message without guessing at the writer's intent, transposing misplaced words or deciphering poorly constructed sentences. Poor grammar is unprofessional and often associated with ignorance, laziness or haste. Error-riddled messages reflect poorly on yourself and your organization.

Live face-to-face instructor – still the best way to learn!

In this course, you will review the rules of grammar, identify common grammar errors, improve your use of punctuation, learn how to construct sentences, improve word choice, and refine your writing style. This will help you clearly articulate your ideas to others, streamline the directions and instructions that you deliver, and create impressive presentations and reports.

DETAILED COURSE OUTLINE

IDENTIFY NOUNS, PRONOUNS AND VERBS	IDENTIFYING RULES	IMPROVING WORD CHOICES
<ul style="list-style-type: none">➤ Common and proper nouns➤ Compound nouns➤ Uses of nouns➤ Types of pronouns➤ Frequently misused pronouns➤ Pronoun agreement➤ Its vs. It's➤ Transitive and intransitive verbs➤ Verb tenses➤ Active and passive voice	<ul style="list-style-type: none">➤ Singular and plural rules➤ Subject and verb agreement➤ Parallel sentence structure➤ Dangling modifiers➤ Misplaced modifiers➤ Double negatives➤ "To" and "Too"	<ul style="list-style-type: none">➤ Misused nouns➤ Misused business words➤ Misused verbs➤ Misused adjectives➤ Misused Adverbs➤ Synonyms and Antonyms➤ Homonyms➤ Troublesome Homonyms➤ More troublesome Homonyms
IDENTIFYING ADJECTIVES AND ADVERB	FACE-TO-FACE CUSTOMER SERVICE	BUILDING EFFECTIVE SENTENCES
<ul style="list-style-type: none">➤ Descriptive Adjectives➤ Limiting adjectives➤ Adverbs modifying verbs➤ Adverbs modifying sentences	<ul style="list-style-type: none">➤ Greeting the Customer➤ Dealing with Requests➤ Looking for Opportunities to Help➤ The Advantages and Disadvantages➤ Using Body Language to Your Advantage➤ Ending the Interaction	<ul style="list-style-type: none">➤ Articulating goals➤ Developing positive presentations➤ Measuring outcomes➤ Considering the audience➤ Formal and informal contexts➤ Email communication
IDENTIFYING PREPOSITIONS, CONJUNCTIONS, AND INTERJECTIONS	IDENTIFYING CORRECT PUNCTUATION	EDITING EFFECTIVELY
<ul style="list-style-type: none">➤ Types of prepositions➤ Prepositional phrases➤ Compound prepositions➤ Coordinating conjunctions➤ Subordinating conjunctions➤ Interjections with formal writing	<ul style="list-style-type: none">➤ Parentheses in sentences➤ Parentheses vs. brackets➤ Commas➤ Semicolons➤ Quotation marks➤ Numbers and symbols➤ Correct capitalization	<ul style="list-style-type: none">➤ Common spelling errors➤ Special cases➤ Errors of "-able" and "-ible"➤ "i" before "e"➤ Double consonants➤ Foreign words and phrases➤ Proofreading techniques➤ Edit techniques➤ Edit for brevity
AVOIDING HYPERCORRECTIONS	IDENTIFYING SENTENCE FRAGMENTS, RUN-ONS, AND COMMA SPLICES	
<ul style="list-style-type: none">➤ Hypercorrections➤ Achieve simplicity➤ Efficiency of expression	<ul style="list-style-type: none">➤ Problematic vs. acceptable fragments➤ Effective solutions➤ Run-ons➤ Comma Splices	