



## 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 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-ridden messages reflect poorly on yourself and your organization.

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

In this 1-day 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

<h3>IDENTIFY NOUNS, PRONOUNS AND VERBS</h3> <ul style="list-style-type: none"> <li>Common and proper nouns</li> <li>Compound nouns</li> <li>Uses of nouns</li> <li>Types of pronouns</li> <li>Frequently misused pronouns</li> <li>Pronoun agreement</li> <li>Its vs. It's</li> <li>Transitive and intransitive verbs</li> <li>Verb tenses</li> <li>Active and passive voice</li> </ul>	<h3>IDENTIFYING RULES</h3> <ul style="list-style-type: none"> <li>Singular and plural rules</li> <li>Subject and verb agreement</li> <li>Parallel sentence structure</li> <li>Dangling modifiers</li> <li>Misplaced modifiers</li> <li>Double negatives</li> <li>"To" and "Too"</li> </ul>	<h3>IMPROVING WORD CHOICES</h3> <ul style="list-style-type: none"> <li>Misused nouns</li> <li>Misused business words</li> <li>Misused verbs</li> <li>Misused adjectives</li> <li>Misused Adverbs</li> <li>Synonyms and Antonyms</li> <li>Homonyms</li> <li>Troublesome Homonyms</li> <li>More troublesome Homonyms</li> </ul>
<h3>IDENTIFYING ADJECTIVES AND ADVERB</h3> <ul style="list-style-type: none"> <li>Descriptive Adjectives</li> <li>Limiting adjectives</li> <li>Adverbs modifying verbs</li> <li>Adverbs modifying sentences</li> </ul>	<h3>FACE-TO-FACE CUSTOMER SERVICE</h3> <ul style="list-style-type: none"> <li>Greeting the Customer</li> <li>Dealing with Requests</li> <li>Looking for Opportunities to Help</li> <li>The Advantages and Disadvantages</li> <li>Using Body Language to Your Advantage</li> <li>Ending the Interaction</li> </ul>	<h3>BUILDING EFFECTIVE SENTENCES</h3> <ul style="list-style-type: none"> <li>Articulating goals</li> <li>Developing positive presentations</li> <li>Measuring outcomes</li> <li>Considering the audience</li> <li>Formal and informal contexts</li> <li>Email communication</li> </ul>
<h3>IDENTIFYING PREPOSITIONS, CONJUNCTIONS, AND INTERJECTIONS</h3> <ul style="list-style-type: none"> <li>Types of prepositions</li> <li>Prepositional phrases</li> <li>Compound prepositions</li> <li>Coordinating conjunctions</li> <li>Subordinating conjunctions</li> <li>Interjections with formal writing</li> </ul>	<h3>IDENTIFYING CORRECT PUNCTUATION</h3> <ul style="list-style-type: none"> <li>Parentheses in sentences</li> <li>Parentheses vs. brackets</li> <li>Commas</li> <li>Semicolons</li> <li>Quotation marks</li> <li>Numbers and symbols</li> <li>Correct capitalization</li> </ul>	<h3>EDITING EFFECTIVELY</h3> <ul style="list-style-type: none"> <li>Common spelling errors</li> <li>Special cases</li> <li>Errors of "-able" and "-ible"</li> <li>"i" before "e"</li> <li>Double consonants</li> <li>Foreign words and phrases</li> <li>Proofreading techniques</li> <li>Edit techniques</li> <li>Edit for brevity</li> </ul>
<h3>AVOIDING HYPERCORRECTIONS</h3> <ul style="list-style-type: none"> <li>Hypercorrections</li> <li>Achieve simplicity</li> <li>Efficiency of expression</li> </ul>	<h3>IDENTIFYING SENTENCE FRAGMENTS, RUN-ONS, AND COMMA SPLICES</h3> <ul style="list-style-type: none"> <li>Problematic vs. acceptable fragments</li> <li>Effective solutions</li> <li>Run-ons</li> <li>Comma Splices</li> </ul>	