

## Successful Business Writing Online Learning Certificate Program Course List

*This program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented NYS employees. Participants are required to complete all twelve of the following courses and achieve a passing grade of 70% or higher in each course.*

### 1. Abbreviating, Capitalizing, and Using Numbers (0.4 Hours)

No doubt you've had to use abbreviations, capital letters, and numbers in your business writing. But are you using them correctly? This course presents the basic rules related to capital letters, abbreviations, and numbers. It covers abbreviations of titles, names, locations, and countries, as well as how to capitalize direct quotes, titles, names of organizations, and product names, among other elements. In addition, you will be introduced to the forms and uses of numbers with dates and time, money, fractions, and symbols.

### 2. Clarity and Conciseness in Business Writing (0.3 Hours)

Being clear and concise in business writing isn't always easy. But writing well is essential in the workplace if you want what you write to be read, understood, and acted upon. In this course, you'll learn how improving your communication skills through better writing techniques can make your message clear and comprehensible. You'll learn how your written communication is more effective when you understand the importance of using familiar, concrete, and specific language. You'll also explore tips for being more concise in your writing and best practices for organizing content.

### 3. Creating Well-Constructed Sentences (0.4 Hours)

Syntax is the grammatical term for arranging words to create logical phrases, clauses, and sentences. Well-constructed sentences express an idea by using the parts of speech in a logical and clear order. A misplaced modifier might get a chuckle out of the reader, but it doesn't help your reputation or that of your company. In this course, you'll review basic sentence construction, including how to develop sentences that are logical, clear, and powerful – the basis of any sound business document. The course examines the parts of a sentence – the subject and predicate, for example – and distinguishes between phrases and clauses. It shows the importance of subject-verb agreement, as well as agreement between pronouns and their antecedents. You'll also find out how to identify and fix common types of sentence errors.

### 4. Editing and Proofreading (Business) Documents (0.4 Hours)

Have you ever distributed a document or message only to find later that you forgot to include a key point or correct an embarrassing spelling error? Taking the time to edit

and proofread your writing will help you produce more focused, polished, and effective business documents. This course describes how to edit and proofread effectively, covering key areas such as tone, structure, clarity, and accuracy, as well as common grammar, punctuation, and spelling mistakes.

#### 5. Getting the Details Right: Spelling Basics (0.3 Hours)

Spelling errors are all too common. A wrong letter here, an extra letter there, and your reader loses faith. Knowing the rules, as well as the exceptions, when it comes to details like spelling can help you write clearly without errors. This course explains how to spell words with prefixes and suffixes and how to form the plural and possessive forms of words. It also covers general rules on how to spell correctly and presents tips to help you become a better speller.

#### 6. Outlook Office 365 (Windows): Proofing Email (0.3 Hours)

With Outlook's suite of proofing and review tools, you can be sure that the emails you send will be clear, accessible, and error-free. Learn how to check your spelling and grammar, use the lookup, translation, and thesaurus tools, and make your message accessible to all recipients.

#### 7. Taking Effective and Professional Notes (0.3 Hours)

Skilled notetaking can make you more productive in business situations. Writing notes and engaging in written communication also provide an effective record to review when necessary. In this course, you'll learn tools, techniques, and grammar strategies for effective notetaking in interviews and meetings. You'll also learn ways to write notes that help you learn and recall information to make it easier to communicate to others.

#### 8. Troublesome Words and Phrases: Common Usage Mistakes in Writing (0.3 Hours)

The many nuances and conventions in the English language make it diverse and interesting; however, when it comes to writing well, they can also cause some difficulties. For better writing skills, you must familiarize yourself with some of the most common errors of usage. In this course, you'll learn how to use commonly confused words correctly, including word pairs that sound alike and those that have related meanings. You'll explore often misused verbs – for example, affect and effect or apprise and appraise – that can impede professional business writing. You'll also learn some idiomatic combinations of verbs and prepositions that can be confusing and will put your communication skills to the test.

#### 9. Using Punctuation Marks (0.3 Hours)

Punctuation is the collection of marks used to separate sentences and their parts. Appropriate punctuation will make your meaning clear and less likely to be misinterpreted. This course covers the standard rules and guidelines for using punctuation marks, including the correct use of periods, question marks, and exclamation points. It also covers how to correctly use commas, one of the most common punctuation marks. The course includes rules for using different connecting

and separating marks, such as colons, semicolons, dashes, and hyphens. In addition, it shows how to properly use apostrophes, parentheses, brackets, and quotation marks.

### 10. Using the Parts of Speech (0.3 Hours)

Effective business writing is one of the most important communication skills in the workplace today. By writing well, using clear sentences and correct grammar, you can ensure your message is communicated to and understood by your intended audience. Unfortunately, the opposite is also true – poorly structured sentences can not only cause confusion but may also damage your reputation. In this course, you'll learn about the fundamental elements for better writing – the parts of speech. These are the building blocks of sentences, so learning about them can help you skillfully combine words into meaningful sentences. This course describes the eight parts of speech and shows how to use them effectively and correctly.

### 11. Writing Effective E-mails and Instant Messages (0.3 Hours)

Email has become an indispensable communication tool for organizations and plays a vital role in how they conduct business and maintain their operations. As a result, one of the most important communication skills to have in the workplace today is email etiquette. It can help ensure you get messages across quickly, appropriately, and concisely. In this course, you'll learn some tried and tested guidelines for writing emails. You'll explore the fundamental elements of written communication that every email should contain, and the importance of keeping emails concise. The course also covers the etiquette associated with using instant messaging programs as an extension of email.

### 12. Writing with a Professional Mindset (0.5 Hours)

In an era where written communication is pervasive, a professional mindset can set you apart and make you a valued asset in your organization. Writing professionally, clearly, lucidly, and concisely will help you align your written communication with the goals of your organization and demonstrate your competence and commitment to clear and effective communication. In this course, you'll learn the essential aspects of effective professional communication and strategies to craft effective and professional written communication. You'll also learn how various channels of communication can be optimized for impactful professional writing and explore best practices for improving your professional writing skills.

## Foundational Competencies

Workplace development competencies are job-based skills employees need to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the Workforce Development Competencies page at <https://nyscseapartnership.org/workforce-development-competencies>.

This certificate assists you in developing competency in *Verbal and Written Communication*.