



## PROFESSIONAL REPORT WRITING SKILLS (2 DAYS)

### THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Present Information in Report Format
Unit Standard ID:	110023
NQF Level:	4
Credit Value:	6

### INTRODUCTION

The programme has been developed to assist delegates to grasp the essential components of various types of reports and their formats. Delegates are shown how to plan, write and edit reports for use as executive decision-making tools, including validation in order to present credible reports for management evaluation.

### REFERENCES

***“A very informative course – I really enjoyed it!” ~ Faizall Kassiem (Vodacom)***

***“Very Interesting, I’ll recommend the course to everyone.” ~ Freda Ndaba (National Prosecuting Authority)***

***“The course and information given was brilliant. The venue excellent!” ~ Judith Kay (Rand Mutual Assurance)***

***“One of the best and most informative courses I have attended – thanks!” ~ Marelize Snyman (Telkom SA)***

***“I was so impressed with the facilitator’s patience and interpersonal skills. She was well organized and gave a perfect presentation.” ~ Yuletide Nkuna (Khuthele Projects)***

### WHAT THIS COURSE CAN DO FOR YOU...

- Writing and improving the quality of business reports
- Compiling reports to ensure that content and format are appropriate
- Determining the focus of the report – deciding on correct content
- How to select format and structure to meet the readers needs
- Ensuring that the document sequence is logical and meaningful
- Presenting information differently: text, graphs, tables, and diagrams
- Organising and structuring a technical text appropriately
- Presenting the same information in different ways

## TARGET AUDIENCE

The course will benefit office professionals who are responsible for developing and presenting information in report format.

## COURSE CONTENT

### Introduction to Up-to-Date Report Writing

- Pre-course evaluation

### Up-Dated, Up-Graded Business Writing

- Basic rules
- Short sentences
- Paragraphing properly
- Subject headings
- Salutations and closes
- Block layout and open punctuation
- KISS – Keep it short and simple!

### Clarifying the Purpose and Type of Report

- Defining the difference between the purpose and objective of the report
- Types of business reports

### Planning to meet your Reader's Requirements

- Analysing your reader/s
- The Brief and Scope of the report

### Information Sourcing

- Collecting ideas
- Primary and secondary information
- Analysing the information
- Determining the solution accurately

### Liaising with Recipients and Distribution

- Editing and proof-reading
- Requirements of effective business report writing
- Presenting the report verbally with visual aids
- Distribution and follow-up

### Compiling an Investigative Report

- Utilising the report writing plan

## Compiling a Report for a Specific Function

- The order of writing the report
- The importance of structure
- Organising the report into sections/layers
- Recommended templates for business reports
- Short reports
- Long reports
- Frequently asked questions

## Personal Accountability & Commitment Plan

## TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



## **Personal Accountability & Commitment Plan**

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

## **KWELANGA BUSINESS & EXECUTIVE COACHING**

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

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