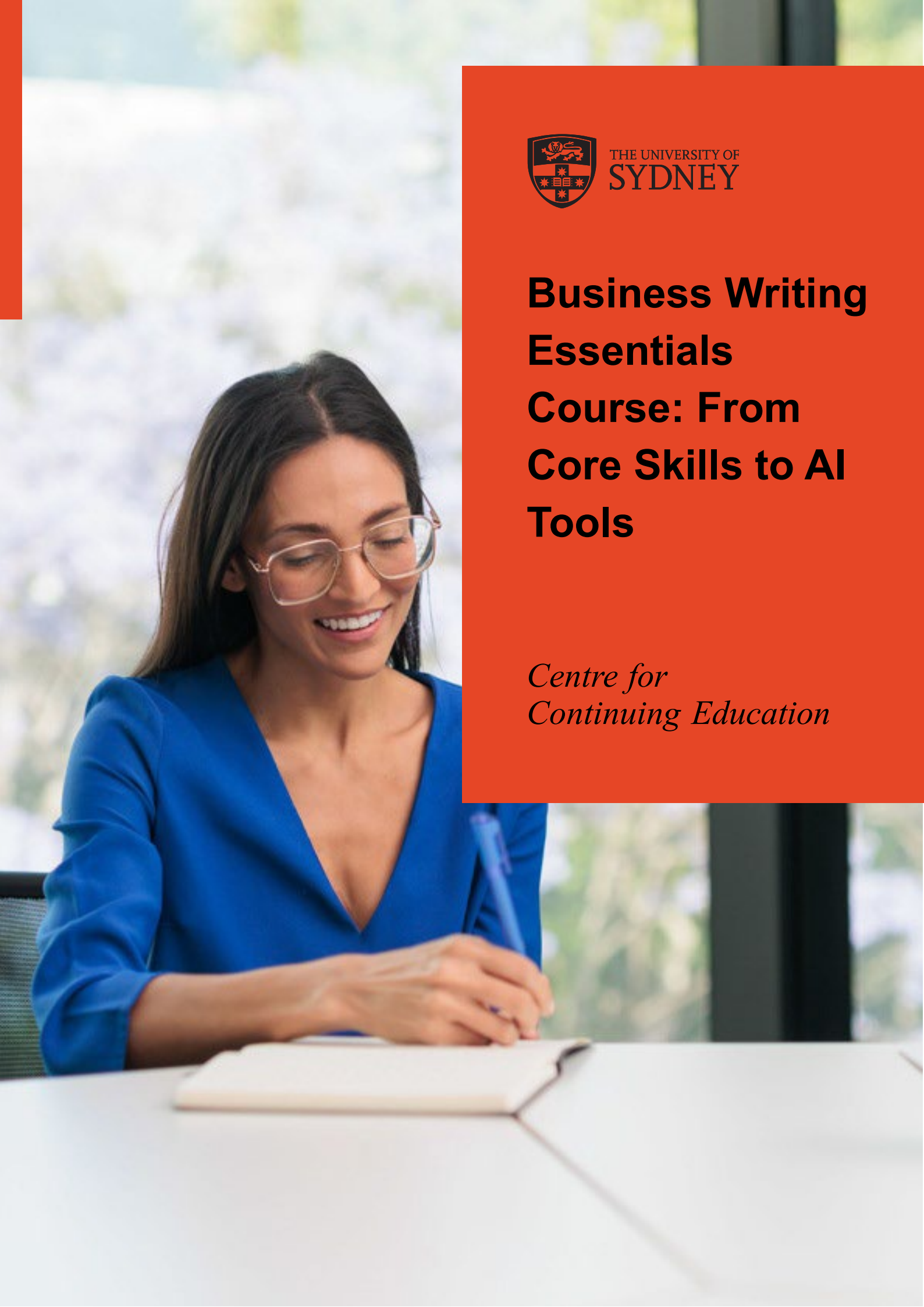




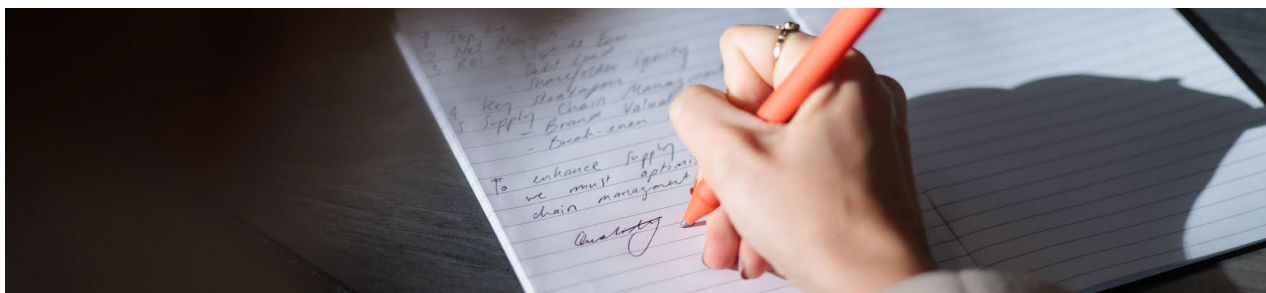
THE UNIVERSITY OF
SYDNEY

Business Writing Essentials Course: From Core Skills to AI Tools

*Centre for
Continuing Education*



Business Writing Essentials Course: From Core Skills to AI Tools



Artificial intelligence (AI) writing tools are transforming the way we write in the workplace. But how can professionals harness its power, while writing business emails, reports and other documents that reflect their own voice and expertise?

In this foundational business writing workshop, we explore efficiency-boosting ways to use AI to brainstorm, probe and research your angle or audience. We pair this with timeless techniques to plan your writing, meet audience needs and develop a clear structure, keeping you in control of the final message. We also uncover the logic behind good writing craft, such as correct sentence grammar and plain English, then use AI selectively to finesse the writing for specific outcomes.

Fast-paced and fun, the course reinforces that clear thinking and social awareness are the keys to business writing success, not big words or jargon-heavy flourishes. The workshop includes multiple hands-on exercises, lively discussion and in-class feedback on the work you write.

The course is a useful lead-in to the more in-depth persuasive writing techniques covered in the Business Writing Masterclass: From Core Skills to AI Tools, and the specialist report-writing skills covered in the Effective Business Report Writing Course. It can be taken on its own or in conjunction with either course.



Course duration

1 session, 8 hours total



Time

9am - 5pm



Format

Face-to-face
or
Online in real-time



Dates

Browse available
[course dates](#)

Intended audience

This workshop is aimed at early or mid-career professionals who need to learn or improve their core skills in business writing. These include technical staff moving into managerial roles, people returning to the workforce after extended leave, or office managers wanting to adopt current best practice in their workplace.



Upon completion

Every participant receives a University of Sydney certificate of completion.



Aims

This course aims to provide you with the tools to write clearly and concisely in any setting, using AI selectively to enhance your original thinking. It also covers the latest conventions in grammar, style, formatting and other systems that govern good writing.



Outcomes

By the end of this course, you should be able to:

- understand the benefits of AI writing tools, as well as ethical, security and creative limitations
- cross-check that your writing addresses the purpose and audience correctly
- choose the right structure for the task at hand
- write clear and concise, jargon-free communications
- choose the right level of formality for that context
- edit your text for the four essential elements of good writing style.



Content

This course is organised in the sequence of steps typically use to plan, structure, write and review any piece of business communications.

AI writing overview

Establishing the limitations and benefits of AI, particularly in areas such as ethics, originality, accuracy and completeness.

Planning

Considering audience needs, reaffirming your objectives, and choosing the right level of formality before starting to write.

Introduction to reporting

An overview of the three structures (narrative, hierarchy and topic) to use in business documents such as short reports and memos. (You may wish to consider our full-day Business Report Writing Course, if report-writing is your priority).

Tool #1: Short summaries

The report structures introduced earlier can

help professionals to summarise from several sources. In this section, participants will complete several exercises summarising content using the given structures.

Refining expression

How to edit your writing in four fundamental areas: clear links, correct grammar, minimal jargon, and correct punctuation. This section includes several pair exercises and facilitator feedback that embed the learnings.

Tool #2: Emails

This unit introduces several frameworks to establish correct etiquette, suitable structure, appropriate level of tact, action-oriented subject lines and more. The real-life examples in the workbook are drawn from scenarios including stakeholder negotiation, conflict management and structured announcements.



"The tutor was very energetic, extremely knowledgeable and a pleasure to be taught by."

Dominic Bond

"I thought it was a very enjoyable and was well above my expectations. The tutor was great and very inspiring."

Amleth Lewis



Materials

Course materials, including a course booklet, are provided electronically.

Delivery style

You will learn through a variety of methods including open discussions, group exercises and individual written responses to a range of prompts.



Featured facilitators



Stephanie Oley

Stephanie is an experienced business writer and coach who has developed a sound method of teaching concise, jargon-free writing that tells the story and sets clear reader expectations. Her early career was in government and publishing, before she moved into business writing and coaching in 2006.

She has led various writing workshops and programs throughout both the government and private sectors. Some of her notable clients include the Reserve Bank of Australia, NSW Health, Woolworths, Transport for NSW, Credit Corp Group, Law Society of NSW, NHVR, and various Local Councils. In 2013 Stephanie followed her business nose to become partner at Sydney creative agency, The Offices, where she oversees day-to-day proposal writing, content marketing and a range of corporate client writing projects.

Stephanie has a Bachelor of Arts from The University of Sydney, majoring in Linguistics and English Literature, and holds a Cert IV in Training and Assessment. She is a member of the Sydney Chamber of Commerce and volunteers her writing expertise for a number of not-for-profit organisations.



Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



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We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

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