

Business Writing: Reports, Emails, and Letters for Secretaries

15 – 19 February 2027
Amsterdam

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Course Overview:

The Business Writing Reports, Emails, and Letters course is a practical one-week Business Writing Training Course designed specifically for first-level secretaries and administrative personnel working in healthcare environments. It develops the Professional Business Writing Skills required to prepare accurate, clear, courteous, and action-oriented workplace documents.

Participants will learn how to identify the purpose, reader, and required content before drafting any document. This audience-focused approach reflects the practical PRC model—Purpose, Reader, and Content—used in professional business writing. The course also emphasizes short sentences, familiar vocabulary, positive language, logical transitions, and the removal of unnecessary words.

Through integrated Report Writing Training Course, Email Writing Training Course, and Business Letter Writing Course modules, participants practise writing administrative reports, formal letters, internal memoranda, meeting minutes, requests, confirmations, complaints, apologies, and follow-up correspondence. Email activities cover informative subject lines, concise messages, professional openings and closings, clear action statements, attachment references, and appropriate email etiquette.

The course is contextualized for hospital administration and supports Business Writing for Healthcare Administrators, Medical Office Communication Skills, Hospital Correspondence Writing Training, and Professional Writing for First-Level Secretaries. Healthcare-based scenarios help participants communicate effectively with managers, departments, clinicians, patients, suppliers, and external stakeholders while protecting confidential information and maintaining an appropriate institutional tone.

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Target Audience:

- First-Level Secretaries
- Administrative Secretaries
- Medical Secretaries
- Department Secretaries
- Executive Secretariat Support Staff
- Administrative Coordinators
- Office Administrators
- Patient Services Coordinators
- Departmental Assistants
- Medical Office Support Personnel
- Newly appointed administrative employees
- Hospital employees responsible for reports, emails, letters, and meeting documentation

Targeted Organizational Departments:

- Executive and Departmental Secretariat Offices
- Hospital Administration
- Medical Administration
- Nursing Administration
- Human Resources
- Patient Affairs and Patient Experience
- Quality and Patient Safety
- Clinical Support Services
- Training and Professional Development
- Procurement and Supply Chain
- Finance and Administrative Services
- Corporate Communications
- Medical Records and Health Information Management
- Facilities and Support Services
- Research and Academic Affairs

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Targeted Industries:

- Hospitals and Specialist Medical Centres
- Healthcare and Clinical Services
- Government and Public-Sector Organizations
- Medical Research Institutions
- Academic Medical Centres
- Pharmaceutical and Biotechnology Organizations
- Health Insurance and Third-Party Administration
- Medical Laboratories and Diagnostic Centres
- Rehabilitation and Long-Term Care Facilities
- Non-profit Health and Humanitarian Organizations

Course Offerings:

By the end of this course, participants will be able to:

- Apply Professional Business Writing Skills to routine hospital correspondence.
- define the objective, audience, scope, and required action before writing.
- produce clear, concise, and logically structured workplace documents.
- prepare informative, analytical, progress, incident, and recommendation reports.
- write effective executive summaries, findings, conclusions, and recommendations.
- compose professional emails with meaningful subject lines and clear action statements.
- apply Email Etiquette for Healthcare Professionals in internal and external communication.
- prepare formal business letters using correct structure, salutations, tone, and closings.
- write internal memos, announcements, reminders, requests, confirmations, and follow-ups.
- prepare accurate minutes and administrative reports from meetings and discussions.
- adjust tone and terminology for managers, clinicians, employees, patients, and suppliers.
- use positive, respectful, and diplomatic wording when communicating sensitive information.
- improve Grammar and Style for Business Writing.
- identify and correct common grammar, punctuation, spelling, and word-choice errors.
- apply Proofreading and Editing Business Documents techniques before submission.
- protect confidential or sensitive healthcare information in written communication.
- transform lengthy or unclear writing into Clear and Concise Business Communication.

Training Methodology:

This Reports, Emails, and Letters Training Course uses a highly practical methodology centered on authentic secretarial and healthcare administration scenarios. Each concept is introduced through a short instructor-led explanation, followed by demonstrations showing how weak or unclear writing can be transformed into professional correspondence.

Participants examine examples of reports, emails, letters, memoranda, meeting minutes, and administrative notices. They identify the document's objective, intended reader, tone, structure, information gaps, and required action. Report-writing activities follow a structured process: defining the issue, gathering relevant information, analysing it, organizing it, and writing the report.

Individual exercises include rewriting long sentences, correcting unclear subject lines, improving tone, organizing paragraphs, and proofreading business documents. Group work focuses on realistic hospital cases such as arranging meetings, requesting departmental information, responding to complaints, documenting operational issues, following up on delayed actions, and preparing concise management updates.

Role-based exercises allow participants to write for different readers, including executives, department heads, clinical personnel, patients, and external service providers. Peer review and facilitator feedback are used to evaluate accuracy, clarity, tone, structure, confidentiality, and actionability.

The course concludes with an integrated writing workshop in which participants produce a short administrative report, professional email, formal letter, and meeting record based on one connected healthcare case.

Course Toolbox:

Participants will receive insights, examples, and guided practice using:

- Business writing planning checklist
- Purpose–Reader–Content planning model
- Report structure guide
- Executive summary framework
- Findings and recommendations checklist
- Professional email structure guide
- Email subject-line checklist
- Formal business letter format examples
- Internal memo and notification examples
- Meeting minutes structure guide
- Healthcare correspondence case examples
- Tone and diplomacy reference guide
- Concise-writing checklist
- Grammar and punctuation review guide
- Proofreading and editing checklist
- Confidentiality and information-handling reminders
- Before-and-after document examples
- Integrated workplace writing exercises

These tools are not supplied as software or commercial products. The course provides practical insights, sample formats, demonstrations, and examples of tools relevant to professional business writing.

Course Agenda:

Day 1: Foundations of Professional Business Writing

- **Topic 1:** The Role of Business Writing for Secretaries in a Healthcare Environment
- **Topic 2:** Defining Purpose, Reader, Content, and Required Action
- **Topic 3:** Planning Documents Before Writing: Objectives, Scope, and Key Messages
- **Topic 4:** Clear and Concise Business Communication: Removing Unnecessary Words
- **Topic 5:** Grammar and Style for Business Writing: Sentence Structure and Paragraph Flow
- **Topic 6:** Selecting the Appropriate Tone for Managers, Colleagues, Patients, and External Parties
- **Reflection & Review:** Rewrite a lengthy hospital administration message into a concise, reader-focused document.

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Day 2: Professional Email Communication and Etiquette

- **Topic 1:** Structure of Professional Emails: Subject, Opening, Message, Action, and Closing
- **Topic 2:** Writing Clear and Informative Subject Lines
- **Topic 3:** Email Writing for Requests, Confirmations, Updates, Reminders, and Follow-Ups
- **Topic 4:** Email Etiquette for Healthcare Professionals: Tone, Timing, Recipients, CC, and Attachments
- **Topic 5:** Handling Sensitive, Urgent, or Negative Messages Professionally
- **Topic 6:** Editing Common Email Errors, Ambiguity, Informality, and Excessive Detail
- **Reflection & Review:** Draft and review a professional hospital email requesting departmental action.

Day 3: Effective Report Writing Skills

- **Topic 1:** Types of Administrative and Healthcare Reports
- **Topic 2:** Five Practical Stages of Report Writing: Define, Gather, Analyse, Organize, and Write
- **Topic 3:** Structuring Reports: Purpose, Scope, Background, Findings, and Supporting Information
- **Topic 4:** Writing Executive Summaries, Conclusions, and Recommendations
- **Topic 5:** Organizing Information Chronologically, Functionally, or by Problem and Solution
- **Topic 6:** Writing Progress Reports, Incident Summaries, Operational Updates, and Decision Reports
- **Reflection & Review:** Prepare a concise management report from a hospital-based administrative scenario.

Day 4: Formal Letters, Memos, and Administrative Correspondence

- **Topic 1:** Formal Letter Writing Skills: Layout, References, Salutations, and Closings
- **Topic 2:** Writing Letters to Inform, Request, Confirm, Explain, Recommend, or Respond
- **Topic 3:** Professional Correspondence for Complaints, Apologies, Delays, and Sensitive Issues
- **Topic 4:** Internal Memo and Letter Writing for Policies, Announcements, and Instructions
- **Topic 5:** Writing Positive, Diplomatic, and Action-Oriented Messages
- **Topic 6:** Selecting the Appropriate Format: Email, Letter, Memo, or Short Report
- **Reflection & Review:** Convert one administrative issue into a formal letter and an internal memo.

Day 5: Minutes, Editing, and Integrated Workplace Application

- **Topic 1:** Minutes and Administrative Report Writing: Purpose, Structure, and Levels of Detail
- **Topic 2:** Recording Discussions, Decisions, Responsibilities, and Deadlines Accurately
- **Topic 3:** Proofreading and Editing Business Documents for Accuracy and Consistency
- **Topic 4:** Protecting Confidentiality in Healthcare Administrative Communication
- **Topic 5:** Integrated Writing Case: Report, Email, Letter, and Meeting Minutes
- **Topic 6:** Personal Business Writing Improvement Plan for First-Level Secretaries
- **Reflection & Review:** Review the complete document set for clarity, tone, accuracy, confidentiality, and required action.

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No formal qualifications are required. Participants should have a basic working knowledge of written English and some experience preparing emails, letters, reports, meeting notes, or administrative correspondence. The course is particularly suitable for first-level secretaries, medical secretaries, administrative assistants, and hospital employees seeking to improve their workplace writing.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4–5 hours, with breaks and interactive activities included. The total course duration spans one week, approximately 20–25 hours of instruction.

How is healthcare business writing different from medical or clinical writing?

Healthcare business writing supports administrative and operational communication, including reports, emails, letters, memos, meeting minutes, requests, and management updates. Medical or clinical writing may communicate scientific evidence, clinical findings, research, treatments, or patient-related information to specialist audiences. Medical communication requires the writer to organize and present complex information according to the needs of distinct audiences and applicable content or format requirements.

This course focuses primarily on administrative workplace writing. It introduces healthcare terminology and confidentiality considerations but does not train participants to produce scientific manuscripts or clinical case reports. Clinical case reports, for example, require a focused structure, factual chronology, clear learning points, and strict protection of patient identity.

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How This Course is Different from Other Business Writing Courses:

This Business Writing Course for Hospital Staff differs from general writing programmes because it is designed around the daily responsibilities of first-level secretaries and administrative employees in a specialist healthcare organization. Instead of teaching writing as an abstract language subject, it develops practical performance across the documents participants actually prepare: reports, emails, formal letters, internal memos, meeting minutes, reminders, requests, confirmations, and departmental updates.

The course integrates Business Writing for Healthcare Administrators with realistic communication situations involving executives, clinical departments, employees, patients, suppliers, and external stakeholders. Participants learn not only how to write correctly, but also how to determine what the reader already knows, what must be explained, what action is required, and how much detail is appropriate. This reader-focused approach is essential because healthcare communicators must present information differently for different audiences.

Another distinguishing feature is the combined emphasis on clarity, diplomacy, confidentiality, and administrative accuracy. Participants practise shortening sentences, using familiar words, organizing information logically, selecting a professional tone, and editing documents before submission. The course also treats reports, emails, letters, and minutes as connected components of one communication workflow rather than isolated formats.