

5. Writing Professionally



Well written communication is efficient. It saves time and money in a world where all of these are at a premium.

We all want our staff to communicate professionally with everyone from their first day; with clients, suppliers, colleagues and stakeholders. This Skillpod will cover how your staff can achieve optimal outcomes when they are both sending and responding to written communications.

The Subtle Power of an Email

We will discuss how we can use words to influence and persuade others.

Make Me a Sandwich

Responding to unpleasant communications can be difficult. We will give your staff the tools to respond in a manner that increases the chances of a positive outcome for all parties.

Contact lene@theglassceilingproject.com to help your staff write more professionally.

“Lene is a compulsive communicator, thoughtful and articulate. A wordsmith...”

Mark Northwood, FCA