

## Writing with Confidence

*This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees. It was designed to develop the practical skills necessary to improve the writing skills of employees in any setting. Participants will be required to successfully complete all nine of the following courses and achieve a passing grade of 70% or higher in each course. It is recommended that the courses be completed in the order they are displayed below.*

### ***Business Writing: Know Your Readers and Your Purpose***

***1 Hour***

To write effective and appropriate business messages, you need to know your readers and your purpose for writing. This course addresses ways to identify your readers and to create messages that convey the appropriate tone for different reader roles. It also outlines how to write effectively for the three most common reasons for writing a business document — to inform, respond, or persuade.

### ***Business Writing: How to Write Clearly and Concisely***

***1 Hour***

This course describes ways to make your writing more clear. Specifically, it covers the importance of using short, familiar words, appropriate connotations, concrete and specific language, and transitional words and phrases. The course also discusses ways to be more concise and explains some best practices for organizing content logically and appropriately.

### ***Business Writing: Editing and Proofreading***

***1 Hour***

This course highlights the importance of editing and proofreading your business documents. It describes some key areas to consider when editing — like tone, structure, clarity, and accuracy. You will also explore ways to proofread effectively. In particular, you will find out about some of the most common grammar, punctuation, and spelling mistakes that people make.

### ***Business Grammar: Parts of Speech***

***1 Hour***

This course defines the functions of the eight parts of speech: nouns, pronouns, verbs, adverbs, adjectives, prepositions, interjections, and conjunctions. In particular, it focuses on how to use them effectively and correctly.

### ***Business Grammar: Working with Words***

***1 Hour***

This course explains how to use words correctly, including some key rules on how to spell correctly. It covers rules for properly constructing prefixes and suffixes. In addition, the course describes how to form plurals and possessives correctly, and it presents spelling rules and tips to help you become a better speller.

### ***Business Grammar: The Mechanics of Writing***

***1 Hour***

This course presents the basic rules for using 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.

**Business Grammar: Punctuation****1 Hour**

In this course, you'll review the standard rules and guidelines for using punctuation appropriately. You'll start by reviewing how to correctly apply end punctuation, including the correct use and rules for periods, question marks, and exclamation points. You'll also find out how to correctly use commas, one of the most common punctuation marks. The course also describes 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.

**Business Grammar: Sentence Construction****1 Hour**

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 some of the most common types of sentence errors.

**Business Grammar: Common Usage Errors****1 Hour**

This course describes how to use commonly confused words correctly, including word pairs that sound alike and those that have related meanings. It also covers verbs that are often misused, for example, affect and effect or apprise and appraise. In addition, the course reviews some idiomatic combinations of verbs and prepositions that can be confusing.

**Foundational Competencies**

Workplace development competencies are job-based skills employees need in order 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. This certificate assisted you in developing the following competencies:



Professionalism and Self-Management



Reading and Locating Information