Soft skills

Writing to Be Read: Emails, Minutes, Reports

One day to write professional texts that are read to the end and get a reply. Participants learn to put the essential first, write a clear email subject line, produce minutes that fix decisions and owners, and build a report that a busy decision-maker can read. The exercises use their own writing, rewritten during the day.

Duration : 1 day

Objectives

1. Identify what makes professional writing hard to read: a buried message, long sentences, jargon, a missing request
2. Structure a text by putting the essential first: conclusion, request, deadline
3. Write clear emails: explicit subject line, the right recipients, one request per message, suitable tone
4. Write meeting minutes that fix decisions, actions, owners and deadlines
5. Build a report or summary note that a decision-maker can read

Programme

Day 1 — morning

• How people read at work: skimming, on a phone, between two meetings

• The essential first: the principle and how it applies to every kind of writing

• Short sentences, concrete words, precise figures, acronyms explained

• Emails: subject line, recipients and copies, request, deadline, tone, for a client, a supplier or your hierarchy

Day 1 — afternoon (workshop)

• Meeting minutes: a record of decisions and an action table rather than a narrative

• Report and summary note: summary at the top, outline, appendices, layout

• Proofreading: a checklist before sending

• Workshop: rewriting your own emails, minutes or reports, with cross-review

Teaching methods

• Rewriting of real texts brought by participants, anonymised if needed

• Short timed exercises: summarise a report in five lines, rewrite an email subject line

• Cases from industrial situations: production meeting minutes, incident report, reply to a customer complaint

• Cross-review between participants using a shared grid

• Templates for minutes and summary notes given to each participant

Assessment and documents

Knowledge test and an assessed rewrite of a real text, post-training evaluation at D+1. Each participant receives a numbered certificate verifiable online; the company receives the training report and the templates produced during the workshop.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

To get information moving at the right time and to the right people, see the half day “Informing at the Right Time: Keeping Information Flowing”. To present a written file to management, “Presenting to and Convincing an Executive Committee” takes over.

Practical information

Duration	1 day
Audience	Managers, technicians, assistants, team leaders and anyone who writes emails, minutes or reports
Prerequisites	No prerequisites; bring two or three recent texts
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Is this a spelling or grammar course?

No. The day deals with structure, clarity and effective writing. A good working level of French is enough; language points are addressed only when they get in the way of understanding.

Do the texts brought stay confidential?

Yes. Participants can mask names, figures and references before the session. Only the structure of the text is worked on, and the texts do not appear in the training report.

Does the course cover technical reports?

Yes for structure and readability: summary at the top, conclusions separated from findings, appendices. The rules specific to an audit report, such as wording findings and evidence, are covered in the internal auditor courses in the catalogue.

What if we write with an artificial intelligence assistant?

The course teaches you to check that a text produced with a tool follows the same rules: essential first, clear request, accurate facts, tone suited to the reader. Proofreading and correcting remain the author’s responsibility.