



Bosna i Hercegovina, Federacija Bosne i Hercegovine, AGENCIJA ZA DRŽAVNU SLUŽBU  
Босна и Херцеговина, Федерација Босне и Херцеговине, АГЕНЦИЈА ЗА ДРЖАВНУ СЛУЖБУ  
Bosnia and Herzegovina, Federation of Bosnia and Herzegovina, CIVIL SERVICE AGENCY

# „Osnove poslovne korespondencije na engleskom jeziku“

Online, oktobar 2023. godine

# DNEVNI RED

## PRVI MODUL - Understanding the Basics of Modern Business Writing: The 7Cs and Beyond (90 minutes)

- **Introduction to Business Correspondence**
  - Define what business correspondence is and its importance in the business world
- **Types of Business Correspondence**
  - Discuss different forms of business correspondence such as emails, letters, reports, etc.
- **Rules of Modern Business Writing**
  - Cover essential components-7Cs of effective writing
- **Planning and Structure of Emails and Letters**
  - Model for organising information in emails and letters
- **Style and Tone**
  - Make the message polite
- **Writing Concise Messages**
  - Remove all the excess and unnecessary words or phrases
- **Practice Exercise**



# DRUGI MODUL - Mastering Professional Correspondence: Navigating Emails, Netiquette, and Formal Letters (90 minutes)

- 7 Deadly Sins of Working with Emails & Netiquette
- Formats: Standard Greetings and Parts of the Formal Letter
- Using “Would” – Perhaps the Most Important Word in English
- Appropriate & Inappropriate Formal Letters
- Practice Exercise

## TREĆI MODUL - Meeting Minutes and Reports (90 minutes)

- Introduction to Reports and COPE (Clarity, Organisation, Precision and Economy)
- Report Writing Exercise
  - *Write a short report of 200-250 words according to the instructions*
- *Writing Minutes*
  - *Structure, Useful Language*
- *Practice Exercise I*
- *Practice Exercise II*

## KONTAKTI AGENCIJE



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