Business Correspondence for Frontline and Administrative Staff

Corporate Communications

Course Overview

Business Correspondence for Frontline and Administrative Staff: a 5-day professional training course from LTC Consultants, delivered in-classroom across...

What You Will Achieve

- Explain the core principles and current good practice in Business Correspondence for Frontline and Administrative Staff
- Apply practical tools and techniques for Business Correspondence for Frontline and Administrative Staff in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Business Correspondence for Frontline and Administrative Staff in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Executive assistants, office managers, administrators, coordinators and support professionals who keep organisations running.

Course Outline

1. Foundations of Business Correspondence for Frontline and Administrative Staff: principles, terminology and context
2. The business case: why Business Correspondence for Frontline and Administrative Staff matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 6 Nov 2026	Kampala	**$1,550**
9 to 13 Nov 2026	Johannesburg	**$1,395**
16 to 20 Nov 2026	Durban	**$1,550**

23 to 27 Nov 2026	Accra	**$1,650**
30 Nov to 4 Dec 2026	Online	**$750**
7 to 11 Dec 2026	Lagos	**$1,450**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.