

Effective Writing Skills

Effective communication is a key skill for everyone working in insolvency and we aim to produce clear advice letters, emails and reports. We regularly have to convey complex or technical information to lots of different stakeholders (debtors, creditors, lawyers and co-owners to list just a few), with legal implications if we get it wrong.

How do you set out clearly, in jargon-free language, your message? Can you say what you mean? And get the outcome that you want? If you would like to hone your skills in this area, this course is for you. We will look at all the tools you can use to develop effective written communication within an insolvency framework.

CPD LEARNING OUTCOMES

- Writing for your reader
- How to convey meaning and tone
- How to be concise and clear
- Avoiding jargon and section numbers
- Getting your grammar right and understanding why it matters
- How to construct a letter or report

WHO SHOULD ATTEND

Anyone whose job involves producing emails, letters or reports, standard or non-standard, and anyone looking to brush up their written communication skills.

SPEAKER

Eileen Maclean MA Hons MIPA MABRP MBA director of Insolvency Support Services Limited

LOCATIONS AND DATES

Glasgow	Thursday 1 February 2018
Edinburgh	Thursday 13 September 2018

TIME

10.00am to 4.00pm

COST

Full day course: £295 + VAT

50% reduction for third delegate booking this course

Booking Form

BOOKING CONTACT

Title: _____ First Name: _____ Surname: _____

Firm: _____

Address: _____

Email: _____ Telephone: _____

DELEGATE DETAILS

DELEGATE 1	
Title:	
First Name:	
Surname:	
Email:	
Telephone:	
Dietary requirements	
Access requirements	
Course Title	Date

DELEGATE 2	
Title:	
First Name:	
Surname:	
Email:	
Telephone:	
Dietary requirements	
Access requirements	
Course Title	Date

DELEGATE 3	
Title:	
First Name:	
Surname:	
Email:	
Telephone:	
Dietary requirements	
Access requirements	
Course Title	Date

DELEGATE 4	
Title:	
First Name:	
Surname:	
Email:	
Telephone:	
Dietary requirements	
Access requirements	
Course Title	Date

Course Title	Date	Number of Delegates	Price per Module (excl. VAT)	Total Net Cost
				Total Net Cost
				Add VAT at 20%
				Gross Total to pay



ISS Training Courses

HOW TO BOOK AND PAY

By email to: courses@insolvencysupportservices.com

Or by post to: ISS Training, Insolvency Support Services, 12 Castle Terrace, Edinburgh EH1 2DP

You can pay online or by BACS using the following details:

Bank: Clydesdale Bank plc
Bank sort code: 82 - 45 - 05
Bank account number: 60031559

Or by cheque payable to Insolvency Support Services Limited (which should accompany your booking form). Please write the delegates' names on the rear of your cheque for identification purposes.

BOOKING CONDITIONS

Payment is due on booking. If the nominated delegate cannot attend, you may transfer the place to another individual at any point. Please inform us of the change as soon as possible. If you do not wish to transfer your place, you will receive 100% refund if cancelled at least 21 days before the date of each individual module or day's course. If you cancel within 21 days of the course, your fee will not be refunded. Please note that your contract is with Insolvency Support Services Limited trading as ISS Training.

DATA PROTECTION

ISS Training will use the information you provide on your booking form, and any additional information you may provide to us in the future, for administering our event. We will not disclose this information to any other person or organisation except in connection with the above purpose. All delegates are provided with a list of co-delegates' names and organisations but no further details.

REFUNDS AND CANCELLATIONS BY DELEGATE

Cancellations must be in writing. Please note that no refunds will be given outwith the time limits listed on your booking confirmation. Substitute participants are acceptable at any time and will incur no extra charges.

COURSE PAPERS

Course papers will be issued on the day of the course. This documentation is made available only to those attending the course. Course papers may not be reproduced without prior permission from Insolvency Support Services Limited.

COURSE DATE, PROGRAMME AND FEE CHANGES BY ISS

If the date or time of a course needs to be changed or the course is cancelled for reasons beyond our control, such as low enrolment numbers, we reserve the right to do so. We will notify delegates in writing of any changes as soon as possible. If a course is cancelled, or rescheduled to a date that the delegate cannot attend, and payment has already been made, the full course fees will be refunded in full.

Our training programme is constantly reviewed and updated and we reserve the right to amend the content, timing and cost of the programme as necessary.