

Business Communications Study Guide

- Audit Report vs. Status Report
- Biennial
- Capitalization
- Comparison Language
- E-Mail Etiquette
- Error Checking
- Grammar
- Nonverbal Communications
- Nonverbal Symbols in an Oral Presentation
- Objective of a Message
- Organizing Letters with Negative Message
- Preliminary Part of a Formal Report
- Personal Pronouns
- Personal Space
- Proofreading Methods
- Punctuation
- Purpose of Collection Letters
- Purpose of Transitional Words
- Receiving Honest Feedback
- Small Group Speaking Etiquette
- Spelling
- Terminology---Nonverbal Message
- The W's for Written Communication
- Transitive Verbs
- Tone of Voice
- Types of Resumes
- Whom vs. Who, Him vs. He
- Words To Be Avoided When Editing Copy