



## Writing for Web Chat

Learn the grammar, punctuation and sentence construction rules needed to write professional web chat.

**Course duration: 3 hours**

### GRAMMAR

**Learn about the most common grammatical errors and how to check for and correct them.**

Estimated duration: 30 minutes

- LESSON 1: PRONOUN REFERENCE AGREEMENT (10 MINUTES)**
- Define pronoun reference agreement problem.
  - Identify when pronoun reference agreement problems exist in text.
  - Practise correcting faulty pronoun reference agreement problems.
- LESSON 2: SUBJECT VERB AGREEMENT (10 MINUTES)**
- Define subject verb agreement problem.
  - Identify when subject verb agreement problems exist in text.
  - Practise correcting faulty subject verb agreement problems.
- LESSON 3: VAGUE WORD AND PRONOUN REFERENCE (10 MINUTES)**
- Define vague word and pronoun reference problem.
  - Identify vague word and pronoun problems in text.
  - Practise correcting vague word and pronoun reference problems.

### PUNCTUATION AND CASE

**Learn how to edit sentences according to the rules for punctuating words and sentences. Also learn how to use case correctly and consistently.**

Estimated duration: 1 hours 10 minutes

- LESSON 1: APOSTROPHES (15 MINUTES)**
- Learn the rules for correct use of apostrophes.
  - Identify and correct faulty apostrophe use.
- LESSON 2: COMMAS (20 MINUTES)**
- Learn the rules for correct use of commas.
  - Identify and correct faulty comma use.
- LESSON 3: COMMON PUNCTUATION MARKS (15 MINUTES)**
- Learn the rules for correct use of full stops, semicolons, colons, hyphens, dashes and slashes.
  - Identify and correct faulty use of these punctuation marks in text.
- LESSON 4: QUESTION AND EXCLAMATION MARKS (10 MINUTES)**
- Learn the rules for correct use of question marks and exclamation marks.
  - Identify and correct faulty use of these punctuation marks in text.
- LESSON 5: CASE (10 MINUTES)**
- Learn the rules for correct use of case in common nouns, proper nouns and titles.
  - Identify and correct faulty case usage

# SENTENCES

**Learn how to edit to ensure good sentence construction and how to check for correct use of the active voice. Practise editing your writing to ensure an overall consistent style.**

Estimated duration: 45 minutes

**LESSON 1: SENTENCE CONSTRUCTION (35 MINUTES)**

- Learn what the read aloud test (RAT) is and how to use it effectively.
- Understand the importance of good sentence construction in business writing.
- Define the three elements of a complete sentence (or independent clause).
- Learn the three basic sentence construction faults.
- Identify and repair the three sentence construction faults.

**LESSON 2: ACTIVE AND PASSIVE VOICE (10 MINUTES)**

- Learn what active and passive voice means.
- Understand why the preference in business correspondence is the active voice.
- Learn the situations where it is more appropriate to use the passive voice.
- Learn to identify the active and passive voice.
- Practise identifying active and passive voice and their appropriate use.

# WORD CHOICES AND SPELLING

**Learn to use correct word choices in commonly abused, misused, confused and misspelled words.**

Estimated duration: 35 minutes

**LESSON 1: WORD CHOICES (20 MINUTES)**

- Identify the commonly abused, misused and confused words when writing.
- Practise identifying and correcting faulty word choices and spelling mistakes.

**LESSON 2: SPELLING (15 MINUTES)**

- Identify the most common spelling, typing and word use mistakes when writing.
- Identify and correct faulty spelling.