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Unit 1: PERSONNEL CORRESPONDENCE

Letters calling candidates for written test, drafting interview letters, offer of appointment, order of appointment, show cause notices, letters of dismissal and discharge.

Unit 2: SECRETARIAL CORRESPONDENCE

Correspondence with shareholders and debenture holders relating to dividends and interest, transfer and transmission of shares

Unit 3: INTER-DEPARTMENTAL COMMUNICATION

Internal memos, office circulars, office orders, Communication with regional/branch offices.

Unit 4: MODERN COMMUNICATION DEVICES

Internet, teleconferencing, Mobile Phones, Computers, Laptops, Close circuit TVs. Desktop Publishing, Electronic Mail (e-mail), SMS Messages, Audio Conferencing, Video Conferencing, E-Commerce, Fax, Photocopying, Printing, Electronic Storage Devices.

Unit 5: PUBLIC RELATIONS

Meaning, importance and Elements of Public relations, Corporate Brand Building, Image Management, Event Management and Media Management.