



UNIVERSITY CENTER FOR
EXCELLENCE IN WRITING
Florida Atlantic University

Business Communications Training Program Overview and Costs

The Community Center for Excellence in Writing (CCEW) welcomes this opportunity to provide communications consulting services to businesses in the local area.

These services consist of:

- 1) Overall workplace needs assessments for communication/writing that determines strengths and weaknesses in the organization
- 2) Customized group training to help the employees become more effective writers
- 3) Individualized tutoring sessions if group support is not sufficient

Needs assessments identify common concerns. A typical assessment involves a document review process, interviews with supervisors and selected employees, and analysis of employee writing samples. Such assessments typically take eight-ten hours to complete, depending on business or unit size, including preparation and evaluation time.

The cost of the needs assessment and customized group training is \$250 per hour for up to 12 employees (\$200 per hour if 6 or less per group). These costs are based on the need for two hours of preparation time for each hour of assessment and individualized instruction. A typical assessment and training process would be about 35 – 50 hours of work spread over the course of four weeks. The class duration is flexible based on the business' needs.

Common concerns are addressed in group workshop settings. If additional support is necessary, we offer one-on-one individualized consulting for \$65 an hour plus a \$100 individual assessment package. Typically, employees sign up for 5, 10, or 20 session packages depending on the level of need based on the assessment report. The individual assessment package provides baseline assessment, mid-term progress report, and an outcomes report at the end of the individual consultations.

We use common workplace documents from your business to address both higher order concerns—critical thinking and analytical abilities—and lower order concerns—clarity, conciseness, accuracy, correctness, and verbosity.

Times, location, and dates are determined by the business and consultant availability. Payments are made via our web site and should be paid in full before the start of the classes or individual sessions.

We welcome the opportunity to discuss this program and how it can meet your specific company and employee needs. Better writing improves any business. For more information, please contact Chuck Epstein, CCEW Coordination at epsteinc@fau.edu and by phone at 253-226-6339.

www.fau.edu/ccew

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