

# WRITING SKILLS WORKSHOPS FOR BUSINESS, TECHNICAL & EMAIL WRITERS

## Experience & Expertise

Nancy Flynn's Business Writing Institute™ has been training business, technical, and email writers for three decades. We offer workshops, webinars, and coaching to clients in the public and private sectors. From government agencies to corporations and associations, our clients represent every industry and profession. The Business Writing Institute and its sister company The ePolicy Institute™ are training divisions of Nancy Flynn Public Relations, Inc., a woman-owned small business (WOSB) founded in 1988.

## Interactive Training to Write Clearly and Effectively

- Half-day and full-day customized, industry-specific workshops.
- Participants' writing samples incorporated into exercises for relatable learning.
- Ample time for in-class exercises, group discussion, and hands-on instruction.
- Learn to write for results, understanding readers' needs and persuading them to act.
- Learn to create on-target business, technical, and email documents.
- Learn to write with precision, using correct language, tone, grammar, punctuation.
- Learn to reflect leadership skills and executive presence in writing.
- Value-added tools: *Writing Skills Workbook* and Nancy Flynn's *Writing Effective E-Mail*.

## Learn to Write Powerful, Legally Compliant Email

Nancy Flynn is the author of *Writing Effective E-Mail*, 3rd Edition & founder of the ePolicy Institute, the world's foremost email writing, policy, and compliance training firm. Writing Effective Email workshops teach participants to write clear, conversational email that maximizes communication while minimizing legal, regulatory, and other risks. For more about our electronic communication and compliance topics, visit [ePolicyInstitute.com](http://ePolicyInstitute.com).



## IN-DEMAND TOPICS

- Business Writing Skills
- Technical Writing Skills
- Writing Effective Email
- Writing Effective Electronic & HR Policies and Procedures
- Writing Powerful Presentations and Business Plans
- Grammar Rules for Business Writers
- LawWrite™ Business Writing Skills for Lawyers
- Electronic Communication & Compliance Topics
- Presentation Skills & Executive Presence

## Writers' Training for Anyone Who Writes on the Job

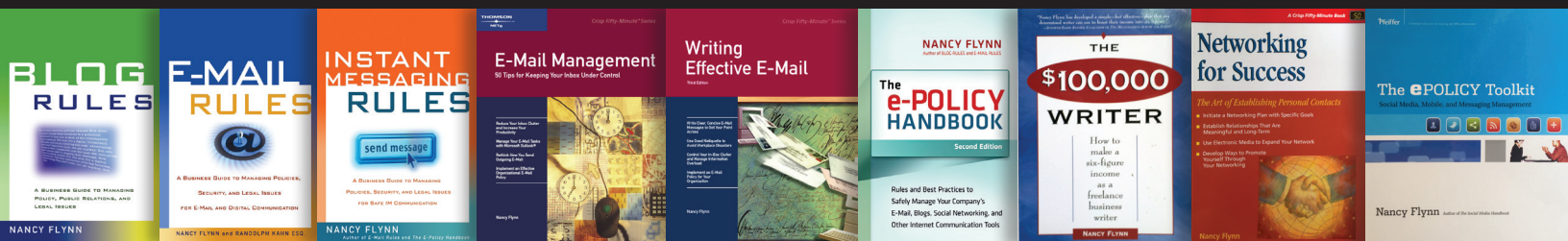
- Government Personnel
- Business Professionals & Staff
- Technical Writers & Engineers
- Executives & Emerging Leaders
- Healthcare Professionals
- Financial Professionals
- Legal & Law Enforcement Professionals
- Education Professionals

# WRITING COACH NANCY FLYNN

Founder of Nancy Flynn Public Relations, Inc., and its Business Writing Institute and ePolicy Institute training divisions, Nancy Flynn is a recognized expert in traditional and electronic communication. The author of 13 books published in six languages, her titles include *Writing Effective E-Mail*, *The ePolicy Toolkit*, and *The Social*



*Media Handbook*. An in-demand trainer and business writer, Nancy Flynn has helped clients worldwide improve their writing. An authority on e-policy and compliance, she is an expert witness for the government and law firms in Internet litigation. A go-to media source, she often is in the news. Nancy Flynn has taught business and technical writing at Ohio State University, where she pursued a Ph.D. in English.



**Nancy Flynn Wrote the Book on Business, Email & Policy Writing**

## Major Clients: Past Performance

**Government:** US Dept of Defense, Federal Trade Commission, World Bank, DC Water & Sewer Authority, State of New Mexico, Ohio Dept Transportation, Ohio E-Records Committee

**Education:** Ohio State University, University of Pittsburgh, Columbus City Schools, Ohio Assoc Secondary School Admins

**Corporate:** Mitsubishi Motors R&D of North America, Universal Studios, Microsoft, Symantec, World Airlines Customer Relations Assoc, Trans Alta, Limited Too, Hy-Tek

**Healthcare:** OhioHealth, Cardinal Health, Smith & Nephew, Analog Devices, Ontario Hospital Assoc, United Healthcare

**Financial Services:** Nationwide Insurance, OCC, Waha Capital, West LB Bank, Assurex Global, MA Bankers Assoc, Ohio Bankers League, Banks & Credit Unions Nationwide

**Legal & Law Enforcement:** Ohio Supreme Court, Ohio Juvenile Detention Directors, Ohio Assoc Court Administrators, American Bar Assoc, City & State Bar Associations Nationwide

## For a Quote, Contact Nancy Flynn

Nancy Flynn Public Relations, Inc.

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BusinessWritingInstitute.org  
ePolicyInstitute.com  
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## COMPANY DESIGNATIONS

- Corporate Name: Nancy Flynn Public Relations, Inc.
- DBA: Business Writing Institute™
- DBA: The ePolicyInstitute™
- DUNS: 933029808
- CAGE Code: 66LY9
- Woman-Owned Small Business
- For-Profit Corporation
- Established 1988
- Incorporated 1992
- All Major Credit Cards Accepted

## NAICS CODES

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|--------|---|
| 611430 | Professional & Management Development Training            |
| 541611 | Administrative Management & General Management Consulting |
| 541612 | HR Consulting Services                                    |
| 541613 | Marketing Consulting Services                             |
| 541820 | PR Agencies   |
| 561410 | Document Prep Services                                    |
| 711510 | Independent Artists, Writers & Performers                 |