
Email and Report Writing Skills

21 - 25 Dec 2026
Kuala Lumpur





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Effective Email and Report Writing is a five-day senior written communication course delivered by Mars Training Centre at international venues in London, Dubai, Rome, Amman and Kuala Lumpur — designed for senior managers, directors and senior professionals whose daily inbox shapes the productivity of their team and whose written reports drive senior decisions.

Email and reports are the two written forms a senior leader cannot escape. Email is the most consumed document in any modern organisation: a senior leader who writes unclear email creates expensive, recurring friction across their team. Reports are the documents senior decisions are made from: a poorly written report does not get the decision the business needs. This programme is built for senior professionals who want both forms working hard for them.

Across five focused days you will work on the disciplines that separate competent corporate writing from senior-level writing: structuring email so a busy reader can act in thirty seconds, drafting reports that get read past the executive summary, applying plain English without losing weight, handling difficult written communication, and building the editorial habits that turn drafts into final documents. The programme is delivered by experienced senior writers with corporate and consulting backgrounds.

What You Will Learn

- Draft email that a busy senior reader can act on in under one minute.
- Structure long reports so that an executive can read only the first page and decide.
- Apply the pyramid principle to email, reports and proposals.
- Write executive summaries that survive a ninety-second skim.
- Handle difficult email — bad news, escalations, disagreements — well.
- Use plain English at senior level without losing substance.
- Manage your inbox so it serves you rather than runs you.
- Adapt tone for internal, external, customer and regulator audiences.
- Edit your own writing and your team's writing with discipline.
- Apply British business-writing conventions consistently and confidently.

How You Will Benefit

You will leave with practical structures and habits to make your email and reports work harder, together with a Mars Certificate of Completion.

Your organisation will gain a senior professional whose email moves work forward, whose reports earn decisions on the first read, and whose written standard raises the standard of the people around them.



Who This Programme Is For

This programme is designed for senior professionals, including senior managers and directors with heavy email and report workloads; heads of function preparing committee, board and steering reports; senior project, programme and transformation directors; senior consultants drafting client emails and deliverables; senior policy professionals in government and regulators; senior in-house lawyers and compliance leads who write for the business; senior commercial managers handling customer and supplier correspondence; and senior managers in family business preparing internal reports. The seniority floor is senior manager or director level and above.

How the Week Unfolds

Day one establishes the senior writer's foundations, treating structure and clarity of thought as the source of good writing rather than grammar alone. Day two focuses on email at senior level: subject lines, the first three lines, the ask, triage, tone across internal and external audiences, and inbox discipline. Day three covers report structure and the executive summary — what an executive summary is and is not, recommendation-driven structure, and the anatomy of a report that earns a decision on first read. Day four moves to long reports and difficult writing: sustaining an argument at length, bad news, escalation, disagreement in writing, and correspondence with regulators and customers. Day five consolidates editing habits, quality control, faculty coaching and a personal action plan for the writing you actually produce.