



U.S. Fish & Wildlife Service

National Conservation Training Center

Training Announcement

Clear Correspondence

CLM8202

Course Description

Interacting with colleagues isn't easy. Doing so in writing is even more complicated. Add government policy and regulations to the mix and even the most well-intended message can wind up feeling too stiff, too technical, impersonal, or just plain obscure. Whether you're starting your government career or you've been in public service for decades, this course will help you correspond effectively, with a clear purpose. Your readers will feel that you respect them, their time, and their intelligence. And you'll get faster, more concise replies when you learn what to ask for and how to ask it. And because English class was a long time ago, you'll get a few refreshers about language, like where to put subjects and verbs to get the most "punch" out of your sentence, or how to use a comma, a semicolon, and an apostrophe. Finally, you'll have the chance to air some of your pet peeves so that we all know what is and what is not appropriate in an online context.



Objectives

Upon completion of this course, you will be able to:

- Identify your audience and select an appropriate tone.
- Provide sufficient context for your audience to understand the correspondence and take the action you are requesting.
- Clearly state the purpose of your correspondence and the action you wish your audience to take.
- Keep subjects and verbs close together and at the beginning of the sentence.
- Use commas and other marks of punctuation correctly.
- Establish some ground rules for email etiquette in the workplace.

Date

October 21 and 22, 2015

Location

Online, webinar format

Who Should Attend

U.S. Fish and Wildlife Service employees interested in improving their correspondence writing skills.

Length

Two 90-minute webinars held during the same week at 2 p.m. Eastern. Please note that you are required to attend both webinars.

Tuition

The \$200 tuition for FWS is prepaid.
The course is open to FWS employees only.

To Register

Register online at <http://training.fws.gov> using DOI Learn, the Department of the Interior's Learning Management System.

Registration cut off dates:

September 28, 2015

Availability

Course will be offered twice during FY15.

Contact

Registration questions:
Tara Edwards, 304/876-7488
tara_edwards@fws.gov

Course content questions:
Linda Lufkin, 304/876 7484
linda_lufkin@fws.gov