COURSE SYLLABUS

Effective Government Correspondence Course (Self-Paced)

Ensure that your government emails, memos, and letters meet readers' needs and expectations, and comply with the standards of the Plain Writing Act of 2010. Learn techniques to write clearly and simply so your readers can easily understand your message.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/effective-government-correspondence-online



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Course Outline

Module 1: What is Correspondence?

- Define the term "correspondence" and understand its importance in government communication.
- Examine the role of correspondence in internal and external communication within government agencies.
- Identify different types of correspondence, such as emails, memos, and letters, used in government communication.

Module 2: Finding the “Good” in Good Writing

- Define the Seven Traits of Good Writing.
- Understand and implement the principles of the Plain Writing Act of 2010.
- Use plain language principles to improve writing clarity and conciseness.

Module 3: Your Writing Toolbox and the Writing Process

- Identify communication goals, audience needs, and appropriate formats for government correspondence.
- Understand and apply the four-step writing process: Prewrite, Draft, Revise, Refine.
- Learn strategies for drafting effective communication based on audience and purpose.

Module 4: Emails That Connect

- Learn techniques for writing clear and concise emails.
- Understand the first steps in the writing process: identifying your reader, planning, and drafting.
- Master email etiquette and subject line creation for effective communication.

Module 5: Clear, Concise Letters

- Identify conventions for government letter-writing.
- Apply techniques such as headings, subheadings, and lists to improve clarity in letters.
- Write formal government letters using proper structure and professional tone.

Module 6: From Rough Draft to Polished: Revise and Refine Memos

- Define revising and refining in the context of memo writing.
- Learn techniques for content-level editing and sentence-level refinement.
- Understand conventions for writing effective government memos.

Module 7: Legal and Ethical Considerations in Correspondence

- Identify legal and ethical considerations when writing government correspondence.
- Understand policies and privacy laws affecting government communication.

Module 8: Time-Saving Writing Tools

- Identify and assess time-saving tools for writing government correspondence.
- Explore the use of Generative AI in writing government communications and its potential benefits and risks.