COURSE SYLLABUS

Effective Government Correspondence Course

Enhance your ability to write clear, purposeful correspondence suited for government audiences.

> 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



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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.