

Fundamental Writing Skills for Public Servants of Non-English Speaking Background

One on One (1 day), Small or Large Groups (1 to 2 days)

Many Public Servants of non-English speaking background need a hand to ensure they can communicate adequately in writing with their clients and colleagues. This is especially true as they move up the career ladder and need to write concisely and accurately in Plain English. This workshop is slower paced and tailored to cultural differences. It concentrates on punctuation and grammar otherwise it is the same as the Fundamental Writing Skills for Public Servants.

Outcomes

Fundamental Writing Skills for Public Servants (NESB) is a two day workshop that provides a sound basis for written communication. This workshop is particularly valuable for those for whom English is a second language. The workshop is split over a full working week and provides the perfect structure for participants to learn, practise and develop the confidence needed to communicate effectively through writing.

Participants will learn:

- The building blocks of language - words, phrases, sentences and paragraphs.
- The Power of Plain English.
- Punctuation and its effects - parts of speech and simple grammatical constructs.
- The differences between active and passive voice, and when to use them.
- The connection between language, message, meaning and understanding.
- How to address staff selection criteria and write a killer CV or resume.
- How to tailor their writing to their audience.
- Simple forms of written communication – how to best structure letters, memos, short reports, proposals, emails and their application in the workplace.
- How to use different building blocks to build different messages or convey different meanings.

The workshop is run over two full days, one week apart. The first day is spent assessing current proficiency, followed by a series of short instruction periods, exercises and discussion sessions. The aim is to expose participants to ways in which they can improve their written work quickly and thoroughly. At the end of the first day participants are encouraged to observe written communication in their

workplace. When the group reconvenes participants share their observations and discuss the methods that would improve the quality of the written communication that they have witnessed. Attendees are also invited to bring along tasks or selection criteria that they can use in practical exercises.

| Schedule DAY ONE | |
|------------------|---|
| 9:00am | Welcome. Dear Sir Letter |
| 9.15am | <ul style="list-style-type: none"> • Communication 70% of how we communicate is non verbal, 20% is tone and only 10% of communication is attributed to what we say. Participants learn that when we write there are many variables we must consider when creating meaning. In this module we look at: <ul style="list-style-type: none"> - planning - tone - communication breakdown - purpose driven writing • Audience <ul style="list-style-type: none"> - how to write for your audience • Communication Process <ul style="list-style-type: none"> - barriers, channels, encoding and decoding. |
| 10.00am | <ul style="list-style-type: none"> • Defining your Objectives • The Importance of Planning <p>In this module we discuss the reasons why we plan before we write. Participants also learn a number of methods they can use to organise their thoughts including mind mapping</p> |
| 10:30am | <i>Morning Tea (20 Minutes)</i> |
| 10.50am | <ul style="list-style-type: none"> • The Power of Plain English <ul style="list-style-type: none"> - Active vs. Passive voice • Structure • Writing with Responsibility • Wordiness and Word Substitutes • Nouns & Verbs • Sentences • Building Paragraphs |
| 12.40am | <i>Lunch (45 minutes)</i> |
| 1.50pm | <ul style="list-style-type: none"> • Punctuation: apostrophes and semicolons <p>Participants learn the correct use of various punctuation symbols to indicate pauses, ownership etc.</p> |
| 2.10pm | <ul style="list-style-type: none"> • Being Positive – can do speak. • Letters <ul style="list-style-type: none"> - how to write a powerful letter that will create reader action and achieve your desired response. |

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| 2.40pm | <ul style="list-style-type: none"> • Reports (Short. Long, Annual) <ul style="list-style-type: none"> - types - formats - structure |
| 3.00pm | <i>Afternoon Tea (15 minutes)</i> |
| 3.15pm | <ul style="list-style-type: none"> • Proposals & Submissions <p>Participants discover keys to the visual layout of proposals. Learn common rules of formatting, text type and when to use tables.</p> |
| 3.45pm | <ul style="list-style-type: none"> • Presenting an Argument • The Key to Persuasive Writing |
| 4.15pm | <ul style="list-style-type: none"> • Summary <p>Students are encouraged to practice their newly acquired skills before attending the second workshop. In this time participants should make observations of written communication in the workplace and report these observations back to the group. Students should also print off selection criteria for an applicable job – these criteria will be used in a number of exercises conducted on the second day of training.</p> |
| 4.30pm | <i>Finish</i> |

Schedule DAY TWO

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| 9:00am | Introduction |
| 9.15am | <ul style="list-style-type: none"> • Group Discussion <ul style="list-style-type: none"> - observation and feedback - identifying improvements in my writing - identifying opportunities |
| 9.30am | <ul style="list-style-type: none"> • Practical exercises <ul style="list-style-type: none"> - structure - plain English - critical evaluation - politeness - editing |
| 10:30am | <i>Morning Tea (20 Minutes)</i> |
| 10.50am | <ul style="list-style-type: none"> • Practical exercises on Structure <ul style="list-style-type: none"> - the rule of three - time, sequence & structures |
| 11.15am | <ul style="list-style-type: none"> • Video – report writing • Debrief |
| 12.30pm | <i>Lunch (45 minutes)</i> |

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| 1.15pm | <ul style="list-style-type: none"> • CVs and Selection Criteria <p>In this module students examine staff selection criteria in order to define the tasks and information required by them in written response. Participants will mind map their ideas and responses in order to create a logical structure for their CV. This exercise is great in developing strong persuasive writing that is purpose driven.</p> |
| 3.00pm | <i>Afternoon Tea (15 minutes)</i> |
| 3.15pm | <ul style="list-style-type: none"> • CVs and selection Criteria continued <p>Here participants look at;</p> <ul style="list-style-type: none"> - environment - how to write a cover letter - the structure of a CV - how to make the most of your resources & - practical and effective choices on content. |
| 4.00pm | <ul style="list-style-type: none"> • Summary & Evaluation |

Testimonials for Sue Willis

“Very friendly, wonderful trainer. Really enjoyed the practical games, scrabble & bingo.”

“Easy to understand and relaxing atmosphere. This is definitely a worthwhile course.”

“The best things was learning to be confident about what I write and knowing I now have the skills to write it. Sue is a fantastic trainer and has helped me a lot in the past 2 sessions.” – Jessica Heinle, Defence

“Sue was so easy to understand and enthusiastic with her workshop delivery” – Karen Guthrie, Defence

“Excellent Course – Well presented by Sue with good contributions by all members” – Stephen Gillow, AQIS.

“The best writing course I have attended” – Stacey Gibson, DAFF.

“Sue Willis is a great presenter. Keeps it fun while we learn” – Glenn Cowling, AusIndustry.

“The whole content was very well presented by Sue” – Jenny Best, Defence

“The workshop broadened my knowledge of writing and gave me confidence that what I am doing is OK” – Susan Taylor, Defence



Enrolment Form – Fundamental Writing Skills (NESB)

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to bookings@acorntraining.com.au

We will ring you to organise a time to run the session.

| Attendee's name | Email address | Phone Number |
|------------------------|---------------|--------------|
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |
| Organisation | | |
| Branch/Division | | |
| Address | | |
| Phone # | | |
| Fax # | | |

Payment Details

Single attendee: \$895

Second and subsequent attendee: \$695

For larger groups please call for a quote

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the session.