



COMMUNICATIONS (WRITTEN)

E-MAIL ETIQUETTE

Make the most of e-mail and other office technologies while avoiding embarrassing and even illegal mistakes. Learn e-mail etiquette, legal guidelines, federal record retention guidelines and tips for using technology to provide efficient, professional customer service.

- Decide whether to use e-mail, another form of communication or no communication
- Identify usage that could cause legal or interpersonal problems
- Rewrite e-mails that have problems of content, style, clarity or tone into ones that are professional, clear and to the point
- Determine how each incoming e-mail should be handled
- Apply security guidelines to practices back at the office

GRAMMAR AND PUNCTUATION (6-3 hour sessions)

The objective of this course is to improve the ability of participants to find and correct errors in grammar, punctuation, and sentence sense. Participants will improve their control of the following trouble spots: commas, colons, semicolons, hyphens, quotation marks, apostrophes, parts of speech, plural and possessive forms of nouns, subject-verb agreement, pronoun case, verb tense and mood, misplaced and dangling modifiers, sentence sense (fragments and run-one sentence), common language errors and misused expressions, and double negatives.

GRAMMAR ROUNDTABLE (2 hour session)

This course will consist of class discussion of the fine points of grammar and style. The problems covered in the roundtable discussion will range from gross errors (such as sentence fragments and double negatives) to subtle problems (such as verb mood and semicolons).

RÉSUMÉ WRITING

This session will provide instruction on how to write federal resumes and KSAs that will get results. Participants will:

- Discover a 'formula' for writing KSAs
- Understand the components of an effective federal résumé
- Locate and identify keywords from federal announcements
- Practice writing KSAs, and
- Determine how to apply for federal positions

STRATEGIES FOR EFFECTIVE WRITING: COMMUNICATING WITH AMERICAN ENGLISH (6-3 hour sessions)

This course will help participants become aware of the strengths and weaknesses in their writing, begin to apply the principles they have learned in class to their own writing, focus on the trouble spots in American English that are common to nonnative speakers, and develop the confidence needed to improve their effectiveness in both the written and spoken word.