



# Writing Congressional Correspondence

*Intensive course designed for those who write on behalf of their agency or organization.*

During this intensive course, registrants review and improve their use of the three dimensions of professional writing: organization, format and style. In addition to reviewing and practicing specific writing techniques will be reviewed and practiced.

- Communicate in a professional environment
- Determine the purpose of each written communication
- Remember basic grammar and punctuation rules
- Develop an effective writing style

This conference is designed for all agency staff who handle congressional correspondence.

## Sample Agenda

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Day One	(Day One continued)
<p>9:00 Discussion: Critical Thinking and the Writing Process</p> <ul style="list-style-type: none"> <li>• Keys to Effective Communication</li> <li>• The 5-Step Writing Process</li> <li>• Characteristics of Good Business Communication</li> <li>• The Writing Process in Your Office</li> </ul> <p>Rediscovering Plain English</p> <ul style="list-style-type: none"> <li>• Sentences and Paragraphs, Sentence Style</li> <li>• Active and Passive Voice</li> <li>• Journalist's Checklist for Clear Communication</li> <li>• Choose the Best Word and Eliminate Redundancies</li> <li>• Exercises</li> </ul> <p>10:30 Managing the Writing Project</p> <ul style="list-style-type: none"> <li>• Project Planning</li> <li>• Manager's Toolkit: Punctuation Primer</li> <li>• Manager's Toolkit: Usage Guide</li> </ul> <p>12:00 Lunch</p> <p>1:00 Creating and Using Style Guides</p> <ul style="list-style-type: none"> <li>• Popular Style Guides</li> <li>• Manager's Toolkit: Abbreviated Style Guide</li> </ul> <p>1:15 Writing Reports</p> <ul style="list-style-type: none"> <li>• Project Planning and Reports</li> <li>• Organizing Elements</li> <li>• Transitions</li> <li>• Exercises</li> </ul> <p>2:30 Writing Letters, Memos and Executive Summaries</p> <ul style="list-style-type: none"> <li>• Qualities of a Good Letter or Memo</li> <li>• Clarity with Topic Sentences</li> </ul>	<p>3:45 Additional Resources, Revision Checklist</p> <ul style="list-style-type: none"> <li>• For More Information and Free Newsletters</li> <li>• Final Revision Checklist</li> </ul> <p>4:00 Day 1 concludes</p> <p style="text-align: center;"><b>Day Two</b></p> <p>9:00 Congressional Inquiries and Communicating with Today's Capitol Hill</p> <ul style="list-style-type: none"> <li>• Capitol Hill today, and the role of congressional correspondence</li> <li>• Different types of congressional inquiries</li> <li>• How to determine the priority of each type, and establish due dates</li> </ul> <p>Before Putting Pen to Paper</p> <ul style="list-style-type: none"> <li>• What to think about before responding to congressional inquiries:</li> <li>• Process issues: Should the response be standardized?</li> <li>• Content issues and Internal coordination issues</li> </ul> <p>Format Issues</p> <ul style="list-style-type: none"> <li>• Develop standardized openings and closings</li> <li>• Develop standardized responses to certain issues</li> <li>• Develop a checklist to ensure that letters are completely accurate</li> </ul> <p>Style and Tone Issues</p> <ul style="list-style-type: none"> <li>• Select the best—most positive—way to present an issue</li> <li>• Do not let the incoming letter dictate the format or focus of the response</li> </ul> <p>Content and Political Issues</p> <p>Correspondence Do's and Don'ts and Special Concerns</p> <ul style="list-style-type: none"> <li>• Handling identical inquiries</li> <li>• OMB legislative correspondence and clearance requirements</li> <li>• Email: how to ensure quality</li> </ul> <p>12:45 Additional resources for further learning</p> <p>1:00 Complete Evaluations and Program Concludes</p>

**Sample Agendas:** See how others have used our training. Selected sample agendas from actual programs designed for previous clients are on our web site at [www.SampleAgendas.com](http://www.SampleAgendas.com)

**When:** To be most effective, this course requires one and one-half to two days. One-on-one coaching can also be incorporated into the course.

**Where:** Your location

**Questions:** For more information and to get a custom program quote and date availability, call 202-678-1600.



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