

Natural Resources Conservation Service

**Leadership Development Framework (LDF)
Foundational Leadership Cluster**

**Written Communication
Recommended Curriculum**

Target Proficiency Level: 3.5

Foundational Competency: Oral Communication

Course: Editing and Proofreading Business Documents

Description: Have you ever distributed a document or message only to find later that you forgot to include a key point or correct an embarrassing spelling error? Taking the time to edit and proofread your writing will help you produce more focused, polished, and effective business documents. This course describes how to edit and proofread effectively, covering key areas, such as tone, structure, clarity, and accuracy, as well as common grammar, punctuation, and spelling mistakes to watch out for.

Modality: Web-Based	Length: 30 minutes	Vendor: SkillSoft	Cost: N/A
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Course: Audience and Purpose in Business Writing

Description: To write effective and appropriate business messages, you need to know your audience and your purpose. In this course, you'll discover how to identify your readers and create messages that convey the appropriate tone for different reader roles. You'll also explore how to write effectively for the three most common purposes: to inform, respond, or persuade.

Modality: Web-Based	Length: 25 minutes	Vendor: SkillSoft	Cost: N/A
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Course: Improving Your Technical Writing Skills

Description: Technical writing is a skill. It involves producing technical documents that are suited to the requirements, comprehension level, and background of its readers. In this course, you'll learn how to avoid common writing pitfalls, and how to structure your writing effectively. You'll find out how to tailor your writing to the specific requirements of different types of technical material – so that whether you want to persuade or to instruct, you'll be able to achieve your writing goals.

Modality: Web-Based	Length: 20 minutes	Vendor: SkillSoft	Cost: N/A
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Stretch Assignment or Project: Writing a Complex Document

Objectives:

- Write a clear, concise issue report, plan, manual, or agency-wide policy/guidance document on complex topics
- Utilize available resources, such as an editor, to proof and edit documents for distribution

Assignment or Project Considerations:

- Include opportunity to research and produce a report, plan, manual, or policy document on a complex topic or issue relating to employee's role/field, that will be distributed at an organization or Agency level
- Provide opportunities for review and feedback from employee at technical leadership level (or above) to encourage learning and improvement
- Be flexible regarding individual roles, responsibilities, workload, etc.
- Develop a supplemental handout with best practices and general guidance for producing a complex document at NRCS (e.g., what to include for a report, plan, manual, or other agency-wide policy guidance document, what to look for when reviewing, appropriate feedback channels, etc.)

Modality: On-the-job	Length: Dependent on document requirements	Vendor: N/A	Cost: N/A
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