

Correspondence Writing Workshop

One of the significant challenges for Council officers is the requirement to appropriately initiate, or respond to, correspondence with members of the public and external agencies.

The ability to effectively and professionally draft letters and other written communications can be a difficult skill to master; particularly given the time constraints and other work pressures faced by Council staff.

In response to numerous requests received, Terry Bramham and Georgie Ward have compiled this highly relevant workshop designed to assist Council staff of all levels in drafting correspondence.

The workshop will provide attendees with practical and meaningful guidance to improve their correspondence writing skills by considering:

- the top 10 template letters in local government;
- the legislative basis for the efficient use of Council resources;
- the avoidance of irrelevant information to ensure that the 'message' is not compromised;
- strategies for dealing with difficult parties with a view to effectively managing and ending the unnecessary exchange of ongoing correspondence;
- tips for responding to the Ombudsman and other external agencies; and;
- privacy, human rights, disability discrimination and other relevant considerations.

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WORKSHOP DETAILS:

DATE: Wed, 18 September 2019

VENUE: Manningham Function Centre

699 Doncaster Road
Doncaster

TIME: 10.00am – 1.00pm (followed by a light lunch)

COST: \$385.00 (incl. GST) *All course materials & refreshments will be provided including lunch.*

To register for this workshop -

Email your booking and contact details, register online or complete the registration form and return to our office by email or fax

Booking Contact: _____

Job Title: _____

email: _____

Registrant Name: _____

Job Title: _____

email: _____

Registrant Name: _____

Job Title: _____

email: _____

Council: _____

Phone: _____

Complete registrant details if different from above:

Registrant Name: _____

Job Title: _____

email: _____



Number of registrants

Purchase Order # (if required)