



# Written Communications Learning Program Self-Assessment

## Instructions:

For each item below, read the scenario and indicate which answer is the **most effective** and which is the **least effective** in the box provided.

### Scenario 1

When writing to your supervisor with a request, you prefer to...

- A. Be concise, cut straight-to-the-point, without providing background information.
- B. Start with a greeting and at least one sentence of background information before stating your purpose.
- C. Write and send the request without reviewing for content, spelling, or grammar as they only want the facts.
- D. Leave my supervisor a sticky note.

### Scenario 1 Answer

Most Effective	Least Effective

### Scenario 2

You are assigned to a committee to work on a new local policy or strategic goal for your office. You are excited about the new task because you feel you have some great ideas for improvement. You...

- A. Communicate what you want written to the committee and ask them to write the policy.
- B. Write the policy yourself and then submit to the committee.
- C. Write down your great ideas in a rough draft and work with the committee to provide a jointly completed work.
- D. Write a section of the policy yourself and ask others to write additional sections.

### Scenario 2 Answer

Most Effective	Least Effective



## Scoring and Selecting Training

Follow the steps below to score your assessment and pick courses that can help you grow!

### *Demonstrates Effective Written Communication Skills*

These scenarios focus on how you write at work. Strong writers select appropriate communication channels and tools and use the correct media and technology. They convey written information in a clear, concise, organized and convincing manner for the intended audience.

Do you demonstrate these skills? To find out, compare your answers to the answer key below. Each correct answer is worth 1 point. Add your points together in the “Your Score” column for each scenario. Then add your scores together to find your total score.

Scenario	Most Effective	Least Effective	Your Score (0,1,2)
1	B	C	
2	C	A	
<i>Total =</i>			

So how did you do? Whether you breezed through both questions or have some brushing up to do, training is available to help you grow. Use the table on the next few pages below to help you find a course that is right for you. Find a course within the total score category that you identified.

	<b>APPROPRIATE COURSES BASED ON SCORE (click on Blue course title for Link)</b>
<b>SCORE 0-1</b>	<p><a href="#">Prerequisite eLearning Module: Formal Writing Using Plain Language</a> The Formal Writing Using Plain Language module is a two-hour web-based training (WBT) that presents a practical approach to understanding Plain Language. Reaching your target audience and “getting your message out” effectively is the goal of Plain Language. Plain Language is a comprehensive approach to fine-tuning your written communication style by making the reader your central focus. It is the best way to present information clearly by assessing reader needs and expectations, using concise language, organizing information logically, and using formatting to support your message. With the passing of the Plain Writing Act of 2010, it is now a requirement that Federal agencies implement Plain Language for all public-facing communications. At the Department of Veterans Affairs (VA), this encompasses many areas of correspondence and documentation. Keeping in mind VA’s mission to better serve Veterans and their dependents, this e-learning module provides participants with a comprehensive overview on the goals of Plain Language and how it applies to written communication at VA. TMS ID NFED 3732265 VALU 2 hours</p>

<p><b>SCORE</b> 0-1</p>	<p><b>Writing Effective E-mails and Instant Messages</b> E-mail has become an indispensable part of the way organizations communicate, conduct business, and maintain their operations. Knowing e-mail etiquette is key to using this business tool effectively. It can help ensure you get messages across quickly, appropriately, and concisely. This course introduces tried-and-true guidelines for e-mailing effectively, fundamental elements every e-mail should contain, and the importance of keeping e-mails concise. The course also covers the etiquette associated with using instant messaging programs as an extension of e-mail. Target Audience All levels of employees, and any individual who wishes to refresh and refine their e-mail skills Prerequisites None TMS ID NFED 4501202 Skillsoft 0.5 hour</p>
<p><b>SCORE</b> 0-1</p>	<p><b>Audience and Purpose in Business Writing</b> 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. Target Audience: Individuals, at any level in an organization, who want to refresh or refine their basic business writing skills TMS ID NFED 4501380 Skillsoft 0.5 hour</p>
<p><b>SCORE</b> 0-1</p>	<p><b>Editing and Proofreading Business Documents</b> 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. Target Audience: Individuals at any level in an organization who want to refresh or refine their basic business writing skills TMS ID NFED 4501382 Skillsoft 0.5 hour</p>
<p><b>SCORE</b> 2-3</p>	<p><b>Writing for Business-Business Impact Series</b> Now, more than ever before, professionals use written communication, so mastering the skill of writing clearly is essential. This Business Impact explores the importance of keeping in mind the audience and purpose of any written communication. Target Audience: Professionals in non-managerial roles who wish to improve their ability to write effectively TMS ID NFED 3828664 Skillsoft .1 hour</p>
<p><b>SCORE</b> 2-3</p>	<p><b>Written Communication</b> A strong writer has the power to inform, persuade, and inspire others using nothing but ideas and words. In this Challenge Series exercise, you'll do all of those things and more, as you analyze and improve an important piece of written communication. The learner plays the role of an employee charged with writing a submission essay for an award competition. Target Audience Any individuals interested in improving their ability to</p>

	<p>communicate through various forms of business writing. TMS ID NFED 3832391 Skillsoft 0.3 hour</p>
<p><b>SCORE</b> 2-3</p>	<p><a href="#">Improving Your Technical Writing Skills</a> 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 Target audience: Technical professionals wishing to improve their writing skills, including IT personnel such as programmers and systems engineers as well as technical engineering and scientific professionals. TMS ID NFED 4501135 Skillsoft .4 hour</p>
<p><b>SCORE</b> 4</p>	<p><a href="#">HBS 444 : WRITING SKILLS</a> (Harvard Business School) <a href="https://www.tms.va.gov">https://www.tms.va.gov</a> This is a web-based course from the Defense Acquisition University. Learn how to put your readers' needs first to take the headache out of writing—and help extend your influence as a manager. Skillful writing helps you accomplish your business objectives and extends your influence as a manager. In this module you will learn to create clearer, more effective written communications. Includes specific guidelines for preparing memos, letters, emails, and other common business documents please access the <a href="#">DAU Teaching School</a> page for access to Student policies concerning arrival and departure, non-attribution, academic policy, etc. Navigate to Help   Teaching School Resources and select DAU as the Teaching School, and click on the View Teaching School Resources button (Defense Acquisition University) 2 CLPS</p>
<p><b>SCORE</b> 4</p>	<p><a href="#">Developing an Effective Business Case</a> Presenting a business case to the executives of your company is a daunting task. That's why you need to put time and effort into planning, writing, and presenting a winning business case. This course prepares learners interested in the development of effective business cases. You'll learn what a business case is and when one is used, how to align it with your company's goals, what research you need to do, and what information should be included in your business case. Finally, you'll learn how to present your business case to decision-makers. Target audience: Anyone involved with a business case, whether planning, writing, presenting a new case, or making decisions based on a complete case TMS ID NFED 4501499 Skillsoft .5 hour</p>

For Additional Writing Resources,  
Including Courses, Books, and Audio  
Books, Please Refer to the Written  
Communications Additional Resource  
Guide

