

# PROFESSIONAL WRITING ESSENTIALS FOR GOVERNMENT

High Impact toolkit to transform your  
writing skillset in government

9 JUNE 2022

## YOU WILL LEARN HOW TO:

- ▶ Make your written communication more impactful and engaging
- ▶ Write with confidence and build skills to write clearly and concisely
- ▶ Understand common writing mistakes and how to avoid them
- ▶ Plan and tailor your writing to your audience

## EXPERT FACILITATOR



**Sia Papageorgiou**  
Founding Director  
Centre for Strategic  
Communication Excellence

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## ABOUT THE EVENT

Research reveals that poor communication is the culprit for 70% of corporate errors, and that improving your communication skills may see as much as a 25% increase in productivity.

Developing your written communication skill-set is essential to succeed in today's increasingly fast-paced and technologically varied business environment. It's part of everyday life, yet many of us feel unsure about the correct etiquette and how to strike the right professional tone. In business writing, the language is concrete, the point of view is clear, and the points are well expressed, and learning how to write clearly and concisely will make you more impactful in your role.

This course is designed to show you the essentials of effective, efficient business writing and produce documents that are accurate, clear and consistent with government style requirements. You will learn how to write in a concise, compelling manner that gets to the heart of the point with speed and clarity and how to apply these skills across a range of common platforms, channels and formats, including email correspondence, proposals, complaints, internal and external communications and preparing business cases, official government documents.

## YOUR FACILITATOR

Sia is a multi-award-winning strategic communication leader who believes in the power of connection, the spirit of change, and embracing adventure. She's a certified strategic communication management professional, a Fellow of the Royal Society for the encouragement of Arts, Manufactures and Commerce, and Immediate Past President of the Victorian chapter of the International Association of Business Communicators (IABC). In 2020 she was named IABC's Chapter Leader of the Year. She's consulted to some of the world's largest organisations, delivering creative communication strategies and employee engagement programs that drive understanding, impact and performance. She's a past board director at IABC Asia-Pacific and is the current Chair of the Global Communication Certification Council. She holds a Bachelor of Arts, Media and Communication, a Graduate Certificate in Management and a Diploma of Business Administration.



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## DAY ONE

### Written Communication 101

- ▶ Explore a range of communication styles and how it will help when using written communication
- ▶ Understanding and segmenting your audience
- ▶ Creating key messages and incorporating them into your communication
- ▶ Defining the best written media for your communication

### Writing for different Government channels and message formats

- ▶ The basic structure of agendas, emails, letters, ministerial proposals and reports
- ▶ The importance of grammar and punctuation
- ▶ Government writing Do's and Don'ts - email etiquette
- ▶ Using clear, concise and inclusive language with the right tone of voice

### Writing for impact and influence

- ▶ How to communicate with your reader in mind for impactful engagement
- ▶ Set clear objectives and build a logical structure
- ▶ The importance of planning, drafting, editing and proofreading
- ▶ Communicate key messages with the right level of detail

### Writing for different purposes

- ▶ How to respond to get what you want from stakeholders
- ▶ How to handle difficult complaints and communications
- ▶ Writing in practice: Interactive practical exercise application of skills learnt

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