

## WORKSHOP DIRECTORY PAGE

**TITLE:** Corresponding With Other Social Service Agencies

**COMP #:** 315-1

**NO. HRS:** 3

**DATE:** 6-30-00

**COMPETENCY:** 315-1 The worker can identify pertinent data for inclusion in case records and reports, knows how to organize information in a clear, concise manner, and is able to record summarized case assessments, case plans, and other supporting data into the family case record and reports.

**LEARNING OBJECTIVES:** Participants will:

- ◆ Identify the importance of corresponding through written communication with other social service agencies.
- ◆ Recognize the components of a well written business letter.
- ◆ Practice writing social summaries
- ◆ Practice writing business correspondence

**CALENDAR SUMMARY:** It's been said that "business communications are utilitarian documents intended to produce results." Effective business communication is "clear, concise, and polite; it also . . . follows a conventional format and speaks in language it's reader will readily understand." This course offers rules, guidelines, and suggestions for improving your letters and social summaries. Participants will have an opportunity to use the knowledge and skills gained in the session. **Participants should come prepared to write a job-related letter and section of a social summary.**

**TITLE OF HANDOUTS:**

Section II

1. Business Letter Writing: General Rules
2. More Persuasive Letters
3. Parts of a Business Letter
4. Business Letter Example Turnepp County
5. Letter Styles and Stationery Choices
6. Proofreading Checklist

Section III

7. Thinking Clearly and Logically
8. Paragraph Checklist

Section IV

9. Action Plan