

Writing Training for Social Service Professionals

Are You ...

- Concerned that case documentation isn't meeting the needs of those who use it?
- Annoyed by emails that don't get to the point?
- Worried that external correspondence is representing your organization poorly?
- Frustrated that managers spend too much time editing other people's work?

The Professional Writing Group can help. We recognize that unclear writing creates confusion, reduces productivity, and ultimately affects those you serve. We understand that good documentation and lucid reports are essential to your operation. We know that the modern social-service workplace depends on clear communication.

The Professional Writing Group implements custom courses targeted to your organization's specific communication needs. Here are just a few examples of courses that we offer to social service organizations.

Writing Social Service Documentation

- Discusses the audiences and purposes of case documentation.
- Covers how to determine the appropriate level of detail for different situations and users.
- Demonstrates the difference between effective and ineffective documentation.
- Teaches how to turn good documentation into memos, reports, and other documents.

Effective Emails, Memos, and Letters

- Reviews the acceptable formats for internal and external communications.
- Identifies principles of audience analysis and accommodation.
- Teaches effective ways for overcoming grammar issues.
- Demonstrates editing strategies for creating effective routine correspondence.

Report Writing

- Explains how to analyze the audiences and purposes of social service reports.
- Discusses how to negotiate the constraints of the report genre.
- Demonstrates strategies for writing effective narratives that help decision makers.
- Teaches practical language skills for accommodating reports to different audiences.



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