

Literacy

Being able to express ourselves clearly and without ambiguity is a critical skill within the Civil Service. Our reputation as an organisation can depend on how effectively we communicate with the general public. However, this is not something which comes easily to all of us, especially if we are lacking in literacy skills. This can affect our ability to do our job but it can also have a damaging effect on our confidence and self-esteem. This topic provides the opportunity to develop or refresh basic literacy skills.

Description

This topic is designed to build confidence in your reading and writing skills to make you a stronger communicator. That confidence should translate into being able to handle instructions, questions and challenges from your colleagues effectively.

Learning literacy skills can be challenging and these skills can only really be developed through plenty of practise. However, this can have a hugely positive impact on our personal well-being, not just our workplace effectiveness.

What does it involve?

To begin this topic, you'll spend some time with your manager, discussing the skills you are looking to develop. You'll need to agree on an action plan which outlines your learning goals and how you'll use those new skills in the workplace.

From there, you are able to select from a number of online resources which can help develop your literacy skills. These include bite-sized courses from Learn Direct, BBC Skillswise, Futurelearn and the Open University, along with resources from the Plain English Campaign.

These are extensive resources but you can prioritise those areas which you want to spend more time on. How long this takes will depend on how much you want to cover and the pace you want to work at.

What's the outcome?

By completing this topic, you'll better appreciate the importance of literacy skills in your day-to-day work. The clearer you make your writing, for example, the more likely you are to get the response you need from the reader.

Improving your fundamental literacy skills will provide you with the opportunity to present yourself in the best possible light at work, when pursuing promotion or when applying for other roles within the Civil Service.

Learning activities



Online
resources



Action
plan

Estimated learning time:
1 to 3 hours

How to book

learn.civilservice.gov.uk

0203 640 7985
support@governmentcampus.co.uk

Price band: Free