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PHOENIX TS

How to be an Action Officer Training

This DoD and Federal Government training provides Action Officers with the knowledge and skills necessary for success in the workplace.

Course Overview

This 2-day, instructor-led course covers the following topics:

- DoD organizational structure
- Action Officer roles and responsibilities
- Effective writing
- Packaging a document
- Staffing and preparing action packages
- Staff Action Control and Coordination Portal (SACCP)
- Effective briefing Have the skills needed to implement a portfolio management process
- Identify and use the appropriate tools, techniques and resources for effective portfolio management

Course Objectives

- Time Management
- Telephone Etiquette
- Email Netiquette
- Security Concerns
- Correspondence Guidelines with Internal and External Audiences
- Completing DISA Form 9
- Understanding and Aggressively Pursuing a Package's Coordination Process
- Effective Writing
- Briefing Techniques
- Professional Speaking



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Course Outline

Introduction & Overview

- DISA's Mission
- Relationship charts
- List of Joint Staff, Service, and Combatant Command Counterparts

Ethics

- Employees' Guide to the Standards of Conduct

Time Management

Telephone and E-mail Etiquette

Security Information

Procedures for Joint Staff & Office of Secretary of Defense Correspondence and Correspondence Suspense Requirements

- General
- References
- Policies
- Procedures for processing outgoing action documents
- Correspondence suspense requirements
- Extensions of suspense dates
- Clearing of suspense actions from the AIMS

Corporate Communication

- DISA Communication Standards Manual



Correspondence

- DISA letterhead
- Correspondence flow
- Correspondence samples
- Signature blocks
- Distribution list
- “References” guidance
- “Subparagraphing” guidance
- “Enclosures” guidance
- Rules for enclosures
- “Copy to” guidance
- Assembly of correspondence for signature
- Instructions on correspondence folders
- Top 10 most common mistakes
- Corrections most frequently made

Hints for Action Officers

- Useful phone numbers
- Frequently used DISA addresses

Forms of Address, Salutation, and Complimentary Close

- General
- The White House
- The Congress
- Executive departments
- Military departments
- Military personnel
- Miscellaneous addresses

Effective Writing

- Writing tips for DISA Action Officers
- Acronyms and abbreviations
- Punctuation
- Capitalization
- Numbers



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- Compound words
- Compound Words-DISA preferences
- Troublesome words
- Editing symbols

Briefing Techniques

- Building a clear, concise presentation
- Building speaking confidence
- Personal platform image
- Presentation logistics/managing the Q&A
- Professionally speaking
- PowerPoint presentation

Starting at \$1,495



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Included in this **How to be an Action Officer Training**

- 3 days instructor-led training
- How to be an Action Officer Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*



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