301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

PHOENIX TS

Action Officer Training

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

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Phoenix Ts instructor-led Action Officer course is designed to enable Federal employees to attain communication skills needed at many levels of the Federal Government. The How to be an Action Officer course covers:

- Action Officer roles and responsibilities
- Effective writing
- Packaging a document
- Staffing and preparing action packages
- Staff Action Control and Coordination Portal (SACCP)
- Effective briefing

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

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

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

301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

Effective Writing

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

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Phoenix TS is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints re-garding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: www.nasbaregistry.org

301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

Starting at **$1,495**



Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

Included in this **Action Officer Training**

- 3 days instructor-led training
- 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*

10420 Little Patuxent Parkway Suite 500 Columbia, MD 21044