



POWER TOOLS FOR POWERFUL COMMUNICATORS:

A GovLoop Toolkit

The value of good communication is endless. And your constituent service and agency operations depend on it.

Whether it's spoken or written, your words carry weight when you're collaborating with colleagues or issuing messages to the public. To help you, we've assembled our best communication power tools.

Verbal Communications

► **Effective Public Speaking** [WORKSHEET](#)

No matter where you are in your career timeline — director or new employee — there will be times when you have to speak in front of an audience. These ten tips will help you become a better public speaker.

► **Finding Your Voice** [WORKSHEET](#)

Do you have something to say but aren't sure how to unleash your speaking potential? Calm your nerves and learn about reaching an audience with this worksheet.

► **The Importance of Listening: Be an Outstanding Audience for Others** [BLOG](#)

Communication isn't just putting a message out. It's also hearing from others and showing them that you're paying attention. Study these tips on being a good listener to improve your professional relationships and collaboration.

Difficult Conversations

► **4 Steps to Handle a Critical Conversation** [WORKSHEET](#)

Difficult conversations will happen. Prepare yourself to conduct them gracefully and, with this worksheet, turn conflict to collaboration in four steps.

► **How to Give Effective Feedback** [VIDEO](#)

Generating and delivering feedback that's received well and useful doesn't always come naturally. This video explains different types of feedback and how to foster the best environment for delivering it.

► **How to Convey Your Value** [CHECKLIST](#)

Getting noticed in government work can be challenging. But whether it's talking about your career growth, pitching an idea, taking on a new role or just interacting with peers, we've got you covered with these checklists.

Written Communications

► **Essentials of Plain Language** VIDEO

Your work may be complex, but your language shouldn't be, especially when it's for people who aren't familiar with the subject area. This GovLoop Academy video will help you adapt your writing so it's clear and accessible for a broad audience.

► **How to Avoid Bias in Your Writing and Communications** BLOG

Are your word choices inclusive? It's easy to miss the nuances in what you're putting down on paper. This blog entry will help you eliminate bias from your communications, so that your message comes across without privileging any one group.



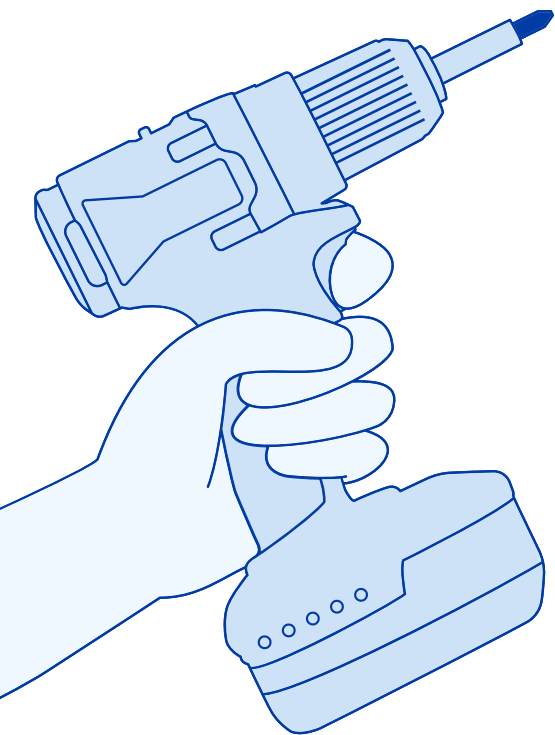
Digital Communications

► **The 7 Barriers to Digital Communication** BLOG

Digital communication can present challenges, both internally between coworkers and externally with constituents and stakeholders. Explore what you need to overcome to build your digital communication.

► **Email Etiquette: 5 Tips for Improved Communication** BLOG

A thoughtfully composed email can create or restore a digital relationship and make working together easier. Use this quick list to help you get started or to check your work.



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