### *Responsive Dialogue Worksheet: A Planning Tool*

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| **1. Focus My Thoughts** |  |
| **Purpose**  (Why am I writing?) | To respond to the reader’s original request |
| **Reader**  **Relevant facts about reader related to content** | Administrative officer  [Examples: very busy; appreciates brevity; familiar with technical terms and acronyms] |
| **Reader’s Original Request** | What are your training needs for the upcoming fiscal year? |
| **2. Plan the Document** |  |
| **Reader’s Questions** | **Your Answers** |
| **What is this about?** | (Responsive reminder statement: This sentence reminds the reader of the original request.)  [Examples: You asked me to... or As we discussed …]  You asked me to outline my training needs for the upcoming fiscal year. |
| **What is your response [to my original request]?** | (**Main message:** This sentence responds to the reader’s original request.)  I need training in French and in Excel. |
| **Reader’s Next Questions: (Fill in questions arising from main message.)** | **My Answers** |
| 1. Why do you need French? | 1. An increase in the amount of work in the unit with people who speak only French. I need to take minutes at some of our meetings, which are held only in French (supervisor’s request). I want to improve written skills (spoken French is better). |
| 2. Why do you need Excel? | 2. For record keeping in Project Y. I need to learn the tricks to using the program, so I can update my records more efficiently. Team agrees it is the best program for the task. |
| **Closing**  **Follow-up action required? Need any other closing?** | [Follow-up action or other closing]  If you have further questions, please let me know. |

Now that you have reviewed this worksheet, use the space below to draft the e-mail message. When you have finished, print it out. Then return to the main screen.