

THE WORKPLACE LITERACY PROJECT



Writing with bullet points – Trainer guide

Includes session plan and trainer prompts

Last revised 13 April 2017

Session objectives

At the end of the session support workers will be able to:

- Recognise the benefits of writing with bullet points
- Identify when to write using bullet points
- Write bullet-point lists appropriate to workplace documents

Resources required

- Whiteboard, markers and eraser
- Timer
- 'Writing with bullet points – trainer guide' a copy for the trainer (this document)
- 'Writing with bullet points – workbook' a copy for each learner
- Pens for learners
- Highlighter pens for learners
- Name tags
- Registration form
- Evaluation forms

Duration

One hour

Learner group

Disability Support Workers

Context

To be held during team meeting or as a stand-alone training session

Session Plan

Time	Focus	Aim	Activity	Grouping	Resources
5	Introduction	Learners understand purpose of session	Discussion	Whole group	Workbook p1
5	Purpose and audience influence the content needed	Learners understand: <ul style="list-style-type: none"> • Why progress notes are used • Who reads progress notes • What information is needed 	Discussion and written	Whole group	Whiteboard Workbook p2 Trainer prompts
5	Model use of bullet points	Learners understand what we mean by using bullet points and how this compares with paragraphs.	Reading and discussion	Whole group (one person read paragraph out loud)	Workbook p3-4
3	The benefits of bullet points	Learners recognise the benefits of writing in bullet points	Discussion and written	Whole group	Whiteboard Workbook p5 Trainer prompts
10	Practise writing bullet points	Learners: <ul style="list-style-type: none"> • Know how to get started • Can make a draft list for progress notes 	Discussion and written	Pairs	Workbook p5-6
5	Transfer skill to other document types	Learners recognise other document types where they can use bullet points	Discussion and written	Whole group	Whiteboard Workbook p7 Trainer prompts



Time	Focus	Aim	Activity	Grouping	Resources
10	Practise writing bullet points	Learners can apply the use of bullet points to an incident report	Discussion and written	Pairs	Workbook p7-10 Highlighters
5	Guidelines for writing bullet points*	Learners understand that there are conventions for using bullet points	Discussion	Whole group	Whiteboard Workbook p11-13
10	Practise bullet point writing skills*	Learners can fine tune their writing	Written	Individual	Workbook p14
2	Close	Learners know where they can seek further training	Discussion	Whole group	Whiteboard

* These activities may be skipped if there is insufficient time – indicate to learners that they can look through these in their own time

Trainer prompts for page 2

The purpose of writing progress notes is:

- To record events and activity
- To demonstrate what the organisation is doing to assist the person to meet the goals in their individual plan
- To communicate information with the team
- To provide evidence of events, which may be used in an investigation
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The progress notes will be read and used by:

- The person being supported
- The person's family and/or carers
- Case managers
- Team members
- Team leaders
- Key workers
- Senior practitioner
- Allied health clinicians
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The information we need to include in progress notes is:

- The activity the person undertook in relation to their plan
- Any unusual events or activity
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Trainer prompts for page 5

Benefits of bullet points are that they can:

- Help 'wafflers' develop some structure
- Help people who are stuck for words to get something down (e.g. "had a good day")
- Help keep Information brief
- Helps to make things you are saying clear
- Helps to organise information
- Assists to provide information in a logical order, e.g. chronological
- Easier for the reader to scan information
- Break up blocks of text into short chunks
- Let the reader know that the information is a list
- Highlight specific information you want the reader to know
- Communicates information efficiently
- (Can help to plan more complex documents)
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Trainer prompts for page 7

Other documents where you can use bullet points

- Incident reports
- Planning
- Workplace procedures (use numbers for actions/steps)
- Minutes
- Notes
- Reports
- Emails
- Statement of facts
- Summaries in documents
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