

Perfecting Workplace Communication Skills - Written Communication

Communication is considered to be the backbone of today's multi-cultural business world. **Business Writing** is one of the primary modes of formal workplace communication. In **written communication**, it is necessary to be lucid. This article is the second of a two part series that deals with **improving interpersonal communication skills** in the work environment. The effective tips mentioned here provide readers on how **to improve writing skills** by using various **business writing techniques**.

Written Communication

Written communication enables transmission of information in a uniform manner and provides a permanent record of communication for future reference. The medium of transfer is an important tool in the business world, where all information is conveyed. As it serves as a formal mode of communication, it is imperative that it is done in a manner that is professional, yet clearly understood by everyone.



Important Aspects Of Effective Written Communication:

Writing the A-B-C Way

Effective business writing, as with verbal communication, is best summed up with the A-B-C of communication, abbreviated as follows:

- ❖ **A** - Accuracy
- ❖ **B** - Brevity
- ❖ **C** - Clarity

Accuracy

Accuracy in **business writing** means a lot more than just providing factually complete instructions or ideas. It involves the check of spelling, grammar and formatting.

- ❖ A very effective method that I follow to ensure accuracy is giving my work 'the benefit of the fresh eye'. As the author of your work, it would be hard to detect factors such as errors in the flow of ideas and covering of all vital answers to essential questions, like the 5Ws (What, Why, Who, When, Where). Getting someone else to read through your written work will provide you with the readers' perspective.
- ❖ You need to check whether your work is grammatically accurate and that formatting is adhered to. This

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is one of the most important post-writing tasks that you need to do. Many times, this is what difference between a readable piece of work and a bad one.

Brevity

Brevity requires that you keep K.I.S.S. the message, i.e., Keep It Short and Simple.

Writing in an incessant manner, otherwise called as the proverbial 'beating-about-the-bush' should be avoided. You can enhance this aspect of your writing by formulating rough drafts and then cutting down to length, depending upon your ideas.



Clarity

Clarity is an important ingredient of effective written communication. The very purpose of communication is defeated if this aspect is not achieved.

- ❖ Always ensure that you format your work using the various computer office tools available. MS Word and Open Office Writer are popular tools used for this purpose.
- ❖ Write in paragraphs that are short and convey a single thought that is briefly explained.
- ❖ Bulleting your sentences and maintaining lists improves readability and helps keep your ideas short and simple to read and understand.

Using words that are easy to understand

Explaining your work in words that are easy for the reader to grasp and understand is something that you need to keep in mind. This does not mean getting down to the bare essentials, but keeping your work simple in a way that can be understood by the layman. This would improve readability, which ultimately, is essentially what you are trying to achieve.

Always keeping your goal in mind

Another essential aspect of effective written communication is that you always stick to the point and you know why you are writing. If you lack a substantive goal, your readers can easily lose interest. The rule of the thumb here is: start with an idea, and end it with the same. Always recheck your work with the goal in mind and ensure that it ends with an encapsulation of what you have tried to convey.

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To conclude, always remember to look at your writing from the perspective of the reader. This way, you will always succeed in communicating exactly what you intended in an effective manner. By improving writing skills keeping these tips in mind, and you will have made a lasting impact through your work.

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