Written Communication

Of the three types of written communication (letters, memos, and emails), letters are still considered the most professional, and are commonly used in interoffice communication.

1. **Advantages:**
   A. Provides time to think about what you are going to write, organize your thoughts, write the letter, revise the letter, and edit the letter.
   B. Provides your company with a record of the communication.
   C. Provides easy, instant communication across time-zones.
   D. Provides a more relaxed mode of communication. Phone conversations can be awkward, can cause misunderstandings, and are not always convenient for all parties.

2. **Characteristics:**
   A. Readability: Readability refers to the ease with which your audience will understand your letter.
      I. The more words per sentence, the more difficult the letter will be to read.
      II. Use typographical and highlighting features to organize dense texts.
   B. Organization and Form: Organization and form refer to the structure and placement of the content of your written communication. Letters, e-mails, and memos each have a specified organization and form.
   C. Professional Tone: The tone should always be professional and reflect the company’s policies.
   D. Work for Hire: Remember that when you write during your business hours the work belongs to the company and must reflect the company’s ethics and views.