



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.