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Effective Communications Checklist

- ✓ Put the “Bottom Line” up front – recommendation, conclusion or reason for writing in the first or second paragraph.
- ✓ Use the active voice – not passive.
- ✓ Brief and to the point.
- ✓ Tell them up front if no action or response is required.
- ✓ Put questions in bullet form for ease of reading – Send all relevant data required to make informed decision.
For example:
 - Question 1
 - Question 2
 - Topic 1
- ✓ Ask politely for assistance and information.
 - Asking need not be rude or insubordinate
 - “Please” and “Thank you”
- ✓ Use correct spelling, grammar and punctuation.
- ✓ Use complete and accurate contact information.
 - Name
 - Title
 - Company
 - Physical or Mailing Address
 - Office phone number
 - Mobile phone number
 - Fax number
 - E-mail address
 - Website URL