

Doug's Tips for More Effective Communications

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



1. Schedule time on your calendar to concentrate on project tasks
2. Turn off or mute phones
 - a) send calls to voicemail
3. Turn off e-mail application or at least the automatic notifications
4. Use music to help focus on the task
 - a) Headphones or ear buds
 - b) A quiet, distraction-free environment is better
5. Clear desk of all items not needed for current task