



KEY ADVANTAGES TO USING COMMUNISKILLS EDITING AND WRITING SERVICES

Efficiency and Effectiveness

Using CommuniSkills' writing and editing talents on consulting teams is the most effective and synergistic use of expertise to produce professional documents--reports that highlight both technical and business benefits and that build confidence that companies are getting an excellent return on their consulting dollars.

Easy implementation

With electronic communication, documents can be drafted, written, and edited on a 24/7 basis with quick turnaround.

Outstanding Expertise

Dr. Thomas Clark, an award-winning Professor of Management at Xavier University, and Richard Zaunbrecher, MBA, have an outstanding track record of success, having taught technical writing skills to thousands of employees at Procter & Gamble and other major companies over the past twenty-five years.

SEE HOW YOUR TEAM CAN BENEFIT

See for yourself how CommuniSkills can help when you complete the two exercises below

- First, assess in what areas CommuniSkills can support your team's success strategies, and
- Second, see an example of CommuniSkills' work and identify the changes that turned the original technical report into a better designed, more clearly and persuasively argued report than it was in its original form.

EXERCISE: Do you have any of these concerns about your scientific and technical writing? Identify the statements below that apply to your team.

Making documents management-friendly

- We need to improve our ability to communicate to upper management the value of the scientific and technical work that we do, proving that funding our work is an excellent investment in meeting company objectives.
- We need someone who can synthesize our findings into effective executive summaries that clearly establish the *business impact* of our analysis on the organization.
- We need help with document design, so that our documents have curb appeal, instantly indicating that our message is relevant, well-organized, and easy to read and respond to.

Writing reports efficiently and effectively

- We need to learn to communicate quickly and efficiently in our everyday messages, such as email, text messaging, instant messaging, PowerPoint slides, handouts, voice mail, and conference calling.
- We need help in designing tables that stand on their own and are also well integrated into the text of reports.
- We need to learn a system that will allow technical experts to easily organize our information into a format that permits them to quickly write an excellent first draft.
- We need someone to help us write manuals that are self-explanatory to readers.
- We need someone to help our non-native speakers compose effective documents.

Editing and Revising

- We need help editing our documents so our text is authoritative, positively positioned, and concisely worded.
- We need to learn a system that will allow us to proofread our documents so they are free of spelling, grammar, word choice, and punctuation errors.
- We need help designing coherent reports that integrate the work of multiple authors.
- We need to better understand the legal implications of our writing, especially when we write about topics with environmental, safety, patent, and antitrust implications.
- We need professional editing help so we can get quick approval of our submissions to scholarly and trade publications.



EXERCISE: *Print the Before and After versions of the documents below and compare them side by side.*

In particular, identify how the improvements in document design, organization, and content make the After a more impressive and persuasive document, one which clearly proves the business value of the work done, something hidden in the original report.

Before (Project Progress Report)

RTY Suspense Account Reconciliation for the week ending October 22, 2008

Continue working on reconciling contract 85025 (East Minnesota Bank). So far, I have gathered the information pertaining to general ledger account 9995 which is a suspense account that gets any item that the system cannot identify whether it is incoming or outgoing.

After verifying the 9995 suspense account, I saw that the general ledger system and the outstanding reports on file did not agree. They started to disagree with each other after several entries were posted on September 3, 2006 by Felicia Clark.

I am not sure what caused the problem, because after viewing her entries, she did not even post anything to this contract. So I don't know why everything went out of sync. As a result of the September 3, 2006 entries, every outstanding report after that does not agree with the g/l.

I then brought it to Felicia's attention, and she said she has seen the same thing with some of the accounts that she is working on this week. So we will proceed to the incoming (9751) and outgoing wire (9701). Then come back and look at 9995 as a whole.

As usual, we found some entries that were never entered into the system and Felicia Clark went ahead and booked the entries to the general ledger. On the next day, I verify them and am now putting together my list for wire transfer to assist me with identifying. Then we will make all the necessary adjustments as needed.

Finally, I will discuss my findings or questions with Felicia Clark on Monday of next week.

After

**PROGRESS REPORT ON RTY SUSPENSE ACCOUNT RECONCILIATION – WEEK ENDING
10/22/08**

To: Mike Morse, RTY Corp.
From: Allan Newman

October 25, 2008.

This summarizes this week's developments on the RTY Suspense Account Reconciliation Project. This project's objectives are to 1) reconcile account entries for eight contracts whose entries failed to balance after undergoing the standard reconciliation process and
2) identify potential fixes to the underlying cause. We have made substantial progress and are implementing a plan to resolve this issue.

RECENT RESULTS

- 1. We have uncovered a situation which may be contributing to all eight problem contracts: an unidentified system feature is causing entries for one contract to affect accounts for other contracts.**

For example, entries for other contracts made on 9/3/06 created discrepancies in g/l account 9995 for contract 85025 (East Minnesota Bank). This account gets any item, incoming or outgoing, that the system cannot identify.

Other entries have had similar effects. Felicia Clark, who has worked with the system for over four years, has found similar situations this week.

- 2. We are formulating a plan to identify the underlying cause of the discrepancies.**
As a first step, I will analyze individual entries into the incoming (9751) and outgoing wire (9701) accounts, which provide all entries into 9995. This will help us identify any patterns in the problem entries that may help us determine the underlying cause.
- 3. We have also taken steps to help reconcile the accounts once we've fixed the cause of the discrepancies mentioned above.** Specifically, we've corrected about 25 routine entries that were never entered into the system.

PLANS FOR NEXT WEEK

- I plan to complete the analysis of 9701 and 9751 and review the results with Felicia by Wednesday or Thursday.
- Results of the analysis will determine next steps from that point.