| 6 | PART | I IN | TROD | UCTION |
|---|------|------|------|--------|
|   |      |      |      |        |

| I Message for                         | Mail<br>Send Now Cuule Attach Address Stop   |               |
|---------------------------------------|--|---------------|
|                                       | Subject INCORRECT PAYROLL CHECKS   |               |
|                                       | Addressing   | Nodi<br>Stali |
|                                       | TO Your name, Manager, Personnel Department  |               |
|                                       | FROM Donald Pryzblo, Manager, Data Processing Department   |               |
|                                       | <del>र</del>   |               |
|                                       | provement and the second and the sec |               |
| (                                     | I have been reviewing the "errors" in the computer files.  |               |
|                                       |  |               |
|                                       | Contrary to what you insinuated in our meeting, the majority of these errors<br>were made by your clerks. I do not feel that my people should be blamed for  |               |
|                                       | this. They are correctly copying the faulty time tickets that your clerks are  |               |
| (                                     | perparing.   |               |
|                                       | P-P-mo   |               |
|                                       | You and I discussed requiring my computer operators to perform the very time-  |               |
|                                       | consuming task of comparing their entries against the time sheets from   |               |
| •                                     | which your clerks are miscopying.  |               |
|                                       |  |               |
|                                       | My people do not have time to correct the errors made by your people, and I  |               |
|                                       | will not hire additional help for such work.   |               |
|                                       | I recommend that you tell your clerks to review their work carefully before giv-   |               |
|                                       | ing it to the computer operators.  |               |
| i i i i i i i i i i i i i i i i i i i | ing it to the computer operators.  |               |

feelings and situations, preferences and responsibilities—foremost in min throughout your work on each communication.

## TWO STRATEGIES FOR KEEPING YOUR READERS IN MIND

Unfortunately, when writing you have so many things to do that it can be easy lose sight of your readers. To prevent this from happening, you can develop a readcentered writing process, and you can "talk" with your readers. These strategies a explained in the following paragraphs and referred to throughout the rest of t book.

## USE A READER-CENTERED WRITING PROCESS

Your writing process is the set of activities you perform when you prepare a m sage. Although these activities are quite varied, they may be classified into five grou