**Recommendation to Design Written** 02/02/20xx 9:47 PM



**Communication Guidelines**

**Soledad Gomez** to: Angela Iqbal



Dear Angela,

Given the Bank’s increasing emphasis on transparency and productivity, some members of our departmental staff seem to need help with their writing. To address this need, I am writing to recommend we design written communication guidelines for the department. We would benefit in many ways, at minimal cost; I have outlined below a process we could follow.

**Benefits of Written Communication Guidelines**

The benefits of producing these guidelines would be as follows:

* Reduction of staff time in writing and, thus, higher productivity
* Consistency of standards and style in letters and e-mails
* Improved transparency and readability of correspondence
* Better communication and less misunderstanding among staff
* Appreciation throughout the organization for providing a workable model

**Production Costs**

The cost of producing a set of guidelines would be about $5,000. This would cover two phases: (1) hiring a consultant to develop reference guidelines based on current international standards for business correspondence and (2) putting the guidelines on our intranet website.

**Steps in Process**

Here are the steps I believe we would need to take, in this order:

1. Select a consultant.
2. Provide reference materials and list of staff members who have agreed to provide information through interviews.
3. Select team to review guidelines and give feedback.
4. Train staff to use guidelines in daily correspondence.

**Next Steps**

Please consider this recommendation and call me if you have any questions or need more information. If you agree, I hope you will authorize me to initiate and oversee the process.

Thanks,

Soledad

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