



What does effective writing sound like?

Introduction

This module continues the focus on good writing and revising practices that you began in Module 3. While Module 3 was concerned with mechanics, this module covers the details of style — how to write clear, direct sentences — and of how to adopt a proper tone for your readers.

In working with style, you will analyze sentences that follow principles of effective writing and those that do not. You will practice revising sentences. You will consider the writing phenomenon known as bureaucratic style, which is all too common in writing at large international organizations, and you will learn how to identify and avoid this style in your own writing. In addition, you will learn to craft your sentences to make them more concise, direct, and action oriented. This style has a greater impact on your readers and is critical to achieving your purpose as a writer.

In working with tone, you will consider the level of familiarity and formality that you should establish with your readers. You will learn how to make sound decisions on what tone is most appropriate, depending on your purpose and your readers.



*"Writing needs to be very clear and succinct,
very readable for our audience."
—Manager*

Learning Objectives

By the end of this module, you will be able to

- Identify elements of bureaucratic style.
- Revise documents to minimize bureaucratic style by reviewing for conciseness and active verbs.
- Assess appropriateness and consistency of tone for different types of correspondence.
- Revise a sample of your own writing to improve its structure, mechanics, style, and tone.

Bureaucratic Style

Albert Einstein once said, "Everything should be made as simple as possible, but not simpler." In a bureaucracy, writers sometimes overlook the first part of Einstein's good advice. To the reader, it sometimes seems that writers are trying to make everything as complicated as possible. Unfortunately, that is not usually a good way to keep the reader reading or to get things done efficiently.

It is easy enough to recognize bureaucratic style. It is generally unreadable, unclear, and difficult to understand. Read through the example below; see if you can determine what factors make this document bureaucratic in its style.

SUBJECT: Ruritania's policy on release of documents
DATE: April 19, 200X 4:20 p.m.
FROM: Barb Ryellen
TO: Saro Purdy

This is with reference to Bank memo R80-185 dated May 2, 20xx on the above subject.

The Government of Ruritania has a well-established policy in the matter of release of documents, and in view of this, they would find it difficult if Bank documents of any category were to be released for the information and use of the general public even after a lapse of some time. Prior consultation with and approval of the concerned country should be an important prerequisite in developing any policy on the subject, and it would not be advisable that decisions on such matters be taken by the Bank on its own. The Government of Ruritania therefore suggests that a common policy on the lines of the President's memorandum, which would apply to all countries, would not be appropriate and, with reference to the documents relating to Ruritania, Government of Ruritania concurrence should be obtained before releasing the document even after a lapse of time.

Click and hold on the colored buttons to see examples of bureaucratic style in the text. You can also click to see what a revised text would look like.

Lack of conciseness

- Unnecessary modifiers and qualifiers
- General wordiness
- Pointless repetition and redundancy

Weak, inactive verbs

- Actions buried in abstract nouns
- Excessive passive voice

Inappropriate or inconsistent tone

- Impersonal, indirect, or overly formal
- Excessive use of jargon, technical terms, or phrases (buzzwords)

Show all

Show a revised version

SUBJECT: Ruritania's policy on release of documents
DATE: April 19, 200X 4:20 p.m.
FROM: Barb Ryellen
TO: Saro Purdy

The Government of Ruritania (GOR) has a well-established policy on releasing documents, which would be compromised if the Bank released GOR documents for public use. Therefore, the GOR recommends that the Bank consult with the country before releasing documents, rather than follow the policy mentioned in the President's memorandum. Specifically, the GOR asks that the Bank not release any documents related to Ruritania without the GOR's approval.

Characteristics of Bureaucratic Style

As the previous activity revealed, bureaucratic style is characterized by three main weaknesses:

- **Lack of conciseness**
 - Unnecessary modifiers and qualifiers
 - General wordiness
 - Pointless repetition and redundancy

- **Weak, inactive verbs**
 - Actions buried in abstract nouns
 - Excessive passive voice

- **Inappropriate or inconsistent tone**
 - Impersonal, indirect, or overly formal
 - Excessive use of jargon, technical terms
 - Other set terms or phrases (buzzwords)

You'll consider different ways to make your writing concise and active later in this section. Ensuring an appropriate and consistent tone in your correspondence is the topic of a later section in the module.

Identifying and Avoiding Bureaucratic Style

For this activity, you will look at the lighter side of bureaucratic style. Read the sample below and try to identify the aspects of bureaucratic style as described above.

Use the online marker tool to highlight instances of bureaucratic style (lack of conciseness, weak, inactive verbs, inappropriate or inconsistent tone).

Sample: A Bureaucrat's Guide to Chocolate Chip Cookies

For those government employees and bureaucrats who have problems with standard recipes, here's one that should make the grade—a classic version of the chocolate chip cookie translated for easy reading.

Total Lead Time
35 minutes

Inputs

1 cup packed brown sugar	2½ cups all-purpose flour
½ cup granulated sugar	1 teaspoon baking soda
½ cup softened butter	½ teaspoon salt
½ cup shortening	12-ounce package semi-sweet chocolate pieces
2 eggs	1 cup chopped walnuts or pecans
1½ teaspoons vanilla	

Guidance

After procurement actions, decontainerize inputs. Perform measurement tasks on a case-by-case basis. In a mixing-type bowl, impact heavily on brown sugar, granulated sugar, softened butter, and shortening. Coordinate the interface of eggs and vanilla, avoiding an overrun scenario to the best of your skills and abilities.

At this point in time, leverage flour, baking soda, and salt into a bowl and aggregate. Equalize with prior mixture and develop intense and continuous liaison among inputs until well-coordinated. Associate key chocolate and nut subsystems and execute stirring operations.

Within this time frame, take action to prepare the heating environment for throughput by manually setting the oven baking unit by hand to a temperature of 375 degrees Fahrenheit (190 degrees Celsius). Drop mixture in an ongoing fashion from a teaspoon implement onto an ungreased cookie sheet at intervals sufficient enough apart to permit total and permanent separation of throughputs to the maximum extent practicable under operating conditions.

Position cookie sheet in a bake situation and surveil for 8 to 10 minutes or until cooking action is determined to be adequately sufficient. Initiate coordination of outputs within the cooling rack function. Containerize, wrap in red tape, and disseminate to authorized staff personnel on a timely and expeditious basis.

Output

Six dozen official government chocolate chip cookie units.

Adapted from Susan E. Russ.

Show all	Reset	Show revised
Lack of conciseness <ul style="list-style-type: none">• Unnecessary modifiers and qualifiers• General wordiness• Pointless repetition and redundancy	Weak, inactive verbs <ul style="list-style-type: none">• Actions buried in abstract nouns• Excessive passive voice	Inappropriate or inconsistent tone <ul style="list-style-type: none">• Impersonal, indirect, or overly formal• Excessive use of jargon, technical terms, or phrases (buzzwords)

Conciseness: Words and Phrases

When Einstein spoke of making things simple but not too simple, he could have been talking about conciseness: expressing ideas as briefly and simply as possible and not making ideas unnecessarily complicated. In other words, as a writer you should use as few words as possible to convey your meaning and achieve your purpose.

For most long-winded expressions, you can usually come up with something more concise. Look at the table. Try to come up with a suitable improvement to the bureaucratic example listed. Then click on the **Show Answers** button to see the suggested improvements.

Instead of these long phrases consider these single words
along the lines of	<input type="text"/>	like
as of this date	<input type="text"/>	yet, still, now
at all times	<input type="text"/>	always
at the present time	<input type="text"/>	now, currently
at the time of	<input type="text"/>	during
by means of	<input type="text"/>	with, by
concerning the matter of	<input type="text"/>	about
despite the fact that	<input type="text"/>	although
due to the fact that	<input type="text"/>	because
during the course of	<input type="text"/>	during
for the period of	<input type="text"/>	for
for the purpose of	<input type="text"/>	for, to
for the reason that	<input type="text"/>	because, since
in a manner similar to	<input type="text"/>	like
in a position to	<input type="text"/>	can, be able to
in order to	<input type="text"/>	to
in reference to	<input type="text"/>	on, about
in regard to, in connection with, in relation to	<input type="text"/>	about, concerning, on
in spite of the fact that	<input type="text"/>	although
in the amount of	<input type="text"/>	for
in the event that	<input type="text"/>	if
in the nature of	<input type="text"/>	like
in the near future	<input type="text"/>	soon
in view of the fact that	<input type="text"/>	because, since
on behalf of	<input type="text"/>	for
prior to	<input type="text"/>	before
subsequent to	<input type="text"/>	after
the majority of	<input type="text"/>	most
until such time as	<input type="text"/>	until
with a view to	<input type="text"/>	to
with regard to	<input type="text"/>	about, concerning, on, to
with respect to	<input type="text"/>	about

Show Answers

These expressions are not inherently incorrect, nor must you always avoid them. Just be careful not to weigh down your documents with too many lengthy or complex expressions.

Conciseness: Sentences

Now that you have seen several examples of writing that lacks conciseness, you should be able to recognize this aspect of bureaucratic writing when you see it and know how to solve the problem. Your readers will thank you for the effort!

For this activity, your task is to revise sentences that are too wordy, long-winded, or repetitive. Try to diagnose the problem first before you revise the sentence. If you can identify the problem areas, then your revision will likely result in improvement.

Sentence 1	Please be so kind as to forward the document to me at your earliest possible convenience, preferably by at least two days before the start of the Annual Meetings.
Your answer:	<input type="text"/>
Show answer	Please forward the document to me as soon as possible, preferably at least two days before the Annual Meetings.
Sentence 2	The accounting office will deduct a total amount of \$50 on a semi-annual basis, beginning in the month of June, for all staff at the level of economist.
Your answer:	<input type="text"/>
Show answer	The accounting office will deduct \$50 semi-annually, beginning in June, for all economist-level staff.
Sentence 3	Should you have any further questions or queries pertaining to the matter mentioned above, please do not hesitate to contact me at the World Bank, where you can reach me by direct extension at 3WXYZ.
Your answer:	<input type="text"/>
Show answer	If you have any questions, please contact me at 202-473-WXYZ. <i>Assuming, with the reference to "at the World Bank," this is addressed to an outside person.</i>
Sentence 4	Please be informed that the payment for your travel days will be processed by the accounts payable office within the time frame of March 15-30.
Your answer:	<input type="text"/>
Show answer	Your payment for travel days will be processed between March 15 and 30. OR The accounts payable office will process your travel payment between March 15 and 30.
Sentence 5	This expense will be reimbursed back to the traveler upon receipt by the travel office of the necessary documentation; please submit such documentation no later than the date of May 31.
Your answer:	<input type="text"/>
Show answer	This expense will be reimbursed once the travel office receives the necessary documentation; please submit the documentation by May 31.

Sentence 6	In the future, please kindly include the dollar amounts when you submit or turn in any future claims.
Your answer:	<input type="text"/>
Show answer	<p>Please include the [dollar] amounts when you submit future claims.</p> <p>OR</p> <p>In the future, please include the [dollar] amounts when you submit the claims.</p> <p><i>You may want to keep the word dollar because requests from country offices, etc., might be sent in local currency.</i></p>

Please remember that these are only suggested answers. Your revisions may be different but equally effective. If in doubt, contact your tutor.

Verbs for Action

Verbs are the action words of the English language. In the business world, which emphasizes communicating to get things done, verbs are valuable. If you can use more verbs — especially active verbs — your writing will become shorter, clearer, and more action-oriented.

The opposite style — noun-based writing — is characteristic of bureaucratic style. With noun-based writing, there is no action in the sentence. Nothing seems to happen. Also, noun-based writing tends to use more words. As a result, writers end up writing more and accomplishing less!

A sentence without action will fail to engage its readers. Look at the following comparison of paragraphs: one is noun-based, and the other is verb-based (action-oriented). The first is so packed with nouns that it is almost unintelligible.

Noun-based text

Work to secure further funding is being done on the part of the country manager, who has conducted a meeting with her field staff officer to design the project. So far, the field staff officer has formed an agreement to produce the initial plan while the country manager will secure the appointment of a team to perform an evaluation of the project. Further meetings will be carried out to ensure continuation of the project according to schedule. These efforts will be made with the full participation of both parties until the project goals have been achieved.

The entire noun-based expression (e.g., Work is being done) is highlighted in yellow, and the noun itself (e.g., Work) is underlined.

Show noun-based action

Show verb-based revision

Show verbs

Verb-based revision

The country manager is working to secure further funding and has met with the field staff officer to design the project. So far, the field staff officer has agreed to produce the initial plan while the country manager will appoint a team to evaluate the project. Both parties will meet to ensure that the project continues according to schedule and will participate fully until they have achieved the project goals.

Verbs that replace the noun-based expressions above (e.g. is working) have been highlighted in green.

Using the Active Voice

In the exercise on the previous screen, you may have noticed the change in verbs from *passive* in the noun-based sample to *active* in the verb-based sample. Note the differences between active and passive voice in the table.

Passive Voice	Active Voice
Work ... is being done	<i>The country manager is working</i>
Further meetings will be carried out	<i>Both parties will meet</i>
These efforts will be made with the full participation of both parties	[Both parties will meet] ... <i>and participate fully</i>
... until the project goals have been achieved	<i>... until they achieve the project goals</i>

Passive voice is another characteristic of bureaucratic style. Like noun-based writing, overusing the passive tends to sap documents of any sense of action.

There are times when the passive voice is appropriate, but writers tend to overuse it or use it unnecessarily. In order to keep your sentences direct and concise, you should review your writing for the use of the passive voice. If you find that you have written most of your sentences in the passive, then you have probably used it too much and need to find more economical, action-oriented ways of expressing yourself.

Comparing the Active and Passive Voice

The table below shows the different benefits of using the passive or active voice. Remember, there are always exceptions to these conditions, so if you do choose to use the passive voice, you should have a good reason for your decision.

Benefits of the passive voice	Benefits of the active voice
The passive emphasizes the event itself, rather than the doer. Example: The conference was organized over a six-month period.	The active makes it clear who is performing the action in the sentence (i.e., the doer). Example: Janet organized the conference.
The passive may be useful when the doer is not known. Example: The package was lost en route to Washington.	The active voice is more concise and direct. Example: The bureau chief decided to implement the new program. Compare this to the passive version: It was decided by the bureau chief that the new program would be implemented.
The passive can disguise the doer. Example: It was decided that the program should be cancelled without delay.	The active voice identifies the doer and gives the writer the option of being more personal. Example: Based on my observations, I recommend the following changes. Compare this to the passive version: Based on the observations described, the following changes are recommended.

Revising for Action-oriented Writing

You have now seen how writing loses its impact when a writer uses noun-based writing and the passive voice inappropriately. Generally, a more action-oriented style will have greater effect. Apart from giving more energy to your sentences, this type of writing is more concise and direct, which strengthens the impact you will have on your readers.

Revise the following sentences to put the action into the verbs. Change the abstract nouns to verbs, and use active rather than passive voice wherever possible. (Hint: You may need to invent a "doer" to use as the subject of the sentence.)

Sentence 1	At our unit meeting, a discussion was held on ABC.
Your answer:	<input type="text"/>
Show answer	At our unit meeting, we discussed ABC.
Sentence 2	According to Bank policy, the hiring of STCs should be done only for the provision of support for a specific task.
Your answer:	<input type="text"/>
Show answer	According to Bank policy, we should hire STCs only to support a specific task. OR According to Bank policy, we should hire STCs only for specific tasks.
Sentence 3	The evaluation of their performance has been made on the basis of available data.
Your answer:	<input type="text"/>
Show answer	We have evaluated their performance using available data.
Sentence 4	The operation of the scheme has been at a satisfactory level.
Your answer:	<input type="text"/>
Show answer	The scheme has been operating satisfactorily.
Sentence 5	After we had tried to obtain the payment for several months with no success, the matter was brought to the attention of the controller. A decision was made by the controller that further action was not necessary.
Your answer:	<input type="text"/>
Show answer	After we had tried to obtain the payment for several months with no success, we brought the matter to the controller, who decided that further action was not necessary. OR After we had tried unsuccessfully for several months to obtain the payment, we brought the matter to the attention of the controller, who decided that that no further action was necessary.
Sentence 6	We regret that we are unable to process your July 29 expense claim because a number of unauthorized expenses were included on it. A new expense claim should be filled out. The list of authorized expenses in our letter of March X, 20xx should be consulted.
Your answer:	<input type="text"/>
Show answer	We regret that we cannot process your July 29 expense claim because it included a number of unauthorized expenses. [Note that "it included" is not personal or blaming] Please consult the list of authorized expenses in our letter of March X, 20xx, and fill out a new expense claim. [Note: It is helpful to put the steps in chronological order.]

Sentence 7	The results of Mr. Tong's examination will be reviewed by us Friday next at the latest.
Your answer:	<input type="text"/>
Show answer	We will review Mr. Tong's application by next Friday at the latest.
Sentence 8	After an assessment of the most recent budget overruns, the decision has been made to cancel the renovation of the third floor of this building.
Your answer:	<input type="text"/>
Show answer	After assessing the most recent budget overruns, we have decided to cancel the renovation of the third floor.
Sentence 9	These indicators can be used by health personnel to assess the quality of care and the provision of services.
Your answer:	<input type="text"/>
Show answer	Health personnel can use these indicators to assess the quality of care and services.

Tone

Bureaucratic style often displays an overly formal tone, sometimes called **frozen**, because it is characterized partly by clichés and stock phrases. While formality is sometimes appropriate, a frozen tone rarely serves the writer's purpose, and it causes the reader's attention to drift.

While no single tone is appropriate for every document, the writer must be aware of the possibilities and decide what is appropriate. For example, if you are representing your office in a letter to the ministry, you want to reflect a formal tone. However, if you are writing to a colleague with whom you will correspond often, you probably want to use a more informal tone.

Levels of Tone

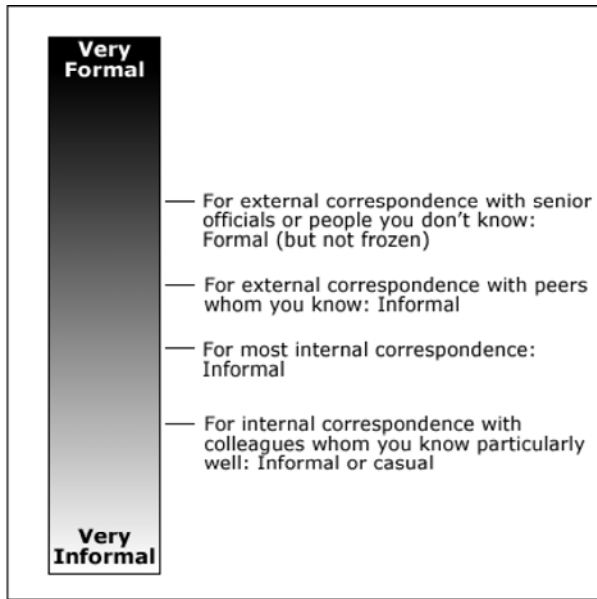
This section considers five levels of tone you might find in correspondence: frozen, formal, informal, casual, and intimate. You should be aware of the wording that creates a certain tone and of the appropriateness of each tone for various situations and readers.

Times are changing, and the Bank is changing. Today we want to be partners with our clients and colleagues, and politeness needs to take a human tone. We do not want to be too cold, too bureaucratic. Specifically, most Bank writing should be within the middle three tones: formal, informal, or casual.



Varieties of Tones

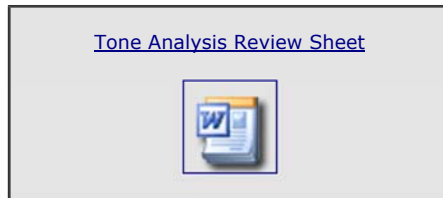
If you come from a culture in which written documents tend toward a frozen tone, be particularly careful with your business English. Consider the following continuum of appropriate usage:



Allow your purpose and your relationship with the reader to determine which of the levels you select. Equally important, be consistent in tone within your document. That is, don't start out with a frozen tone and move to casual. Such a shift is inappropriate, and it is confusing to the reader. Be aware, however, that sometimes the boundaries are not completely clear; therefore, movement between formal and informal or between informal and casual is often hardly noticeable.

Determining Tone

For this activity, you will review a number of sample documents in order to assess their tone. First click to open the review sheet below, which you can use for your analysis.



Next, select each of the sample documents in turn and write your analysis into the review sheet.

<p>Additional Workstations</p>	<p>Prime Minister</p>	<p>Temporary Advance</p>
<p>Mr. Adams Sample A</p>	<p>Mr. Adams Sample B</p>	<p>Mr. Adams Sample C</p>

Click on the link below to see a suggested analysis of the sample documents.



Revising for a Consistent Tone

In the previous activity, the sample [Temporary Advance](#) revealed an inconsistency of tone, making it seem like the writer, Vicky, was uncertain about how to regard her reader and communicate her message.

Reread the sample e-mail below. As you have already noted, it is inconsistent in its tone. Highlight the inconsistencies. Then click "Show All" to compare your answers with ours.

You will see that informal/casual expressions are highlighted in yellow, formal/frozen in green. At the bottom you will find a version that has been revised for conciseness and consistent tone.

Sample 3: Temporary Advance

DATE: November 16, 20xx
TO: Mrs. Rebecca Anderson
FROM: Victoria Shanmugarajah
SUBJECT: **Temporary Advance**

Dear Becky,
I would appreciate it very much if you could let me know **at your earliest convenience** regarding my e-mail to you concerning the expenses which were wrongly charged to this fiscal year. Since we are approaching the end of November, I am worried that we will not be able to reflect those expenses in the FY20xx budget. If that is the case, **I would probably be dead meat!! Please help!!**

On a separate matter, **we are crying for help as we are short of money** in our Imprest Account. October replenishment is baht 1,436,206. To date, we have already spent baht 502,703. I foresee other major expenses on two computers and for the Chief of Mission coming up very soon. I would appreciate it very much if you could arrange for an advance of baht 700,000. Our MFB balance is 2.2 million, but with the fit-out cost and rent advance for both the office and the **country manager's residence**, we are running a risk of an overdraw in our account.

Please kindly expedite the advance. Please let me know if you need more information.

Thanks and best regards.
Vicky

Hide All

Reset

Show revised

Note: This version of the e-mail has been revised for conciseness, as well as for consistent tone.

Sample 3: Temporary Advance Rewritten

E-Mail

DATE: November 16, 20xx
TO: Mrs. Rebecca Anderson
FROM: Victoria Shanmugarajah
SUBJECT: **Request for Adjustment of Incorrect Charges and Temporary Advance**

Dear Becky,

I am writing to remind you to adjust the incorrect charges on the expenses to the FY20xx budget. My concern is that these expenses will not be reflected in the budget in time. Please let me have your response as soon as possible by e-mail.

I would also like to request a temporary advance of baht 700,000. Here are the reasons:

- We have already spent about baht 500,000 on office expenses.
- We are arranging payments on the rent advance for both the office and residence of the country manager.
- We have not yet received the replenishment fund (baht 1,500,000) for the Maintain Fund Balance (baht 2,200,000).

As a result of the fund shortage in the imprest account, we could experience an overdraft. I would appreciate it very much if you could arrange for the advance. Let me know by e-mail if you need more information.

Thanks and best regards,
Vicky

Analysis of Style and Tone

Now that you have learned about style and tone, you will put these ideas together to analyze a sample. Click on the link below to read a sample bad-news letter. If you wish, you may print it out.

[Sample: Former Intern](#)



Now use the checklist below to analyze the style and tone of the document. When you have finished, you can compare your analysis with our suggested answers.

Show Checklist

Common problem	Yes/No	Example	How would you rephrase?
Lack of conciseness: Unnecessary words, redundancy, repetition.	<input type="radio"/> Yes <input type="radio"/> No		
Check Answer	Yes	at this point in time for a period of two years	at this time two years
Noun-based writing	<input type="radio"/> Yes <input type="radio"/> No		
Check Answer	Yes	It was our expectation that ...	We expected that ...
Passive verbs	<input type="radio"/> Yes <input type="radio"/> No		
Check Answer	Yes	an offer for a position cannot be made consideration will be given to your application [The two examples in this row are also instances of noun-based writing.]	we cannot offer you a position we will consider your application again
Tone inappropriate (too casual, too formal, etc.) or inconsistent	<input type="radio"/> Yes <input type="radio"/> No		
Check Answer	Yes		

		<p>Inconsistency between formal and informal/casual. The letter is addressed to Ms. Fabiani, but then the writer addresses her by her first name in the last paragraph.</p> <p>"I was thrilled to hear from you again and so happy to receive your inquiry" indicates a warm tone. But this is followed by the expression "It is with considerable regret," which is much more formal.</p>		
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Assignment 4: Evaluate Your Writing

This module has added another area to focus on when revising your writing. This assignment builds on the concepts learned in Modules 2 (structure) and 3 (mechanics). Style and tone are two more dimensions of writing that you must be aware of as you review your work.

You will evaluate and revise two documents for this assignment:

- The [Ruritania Disaster Risk Management E-mail](#), which demonstrates some common problems of bureaucratic style and inappropriate or inconsistent tone
- An e-mail or letter you have previously written at work, which needs to be revised to improve its style and/or its tone

The Ruritania e-mail

Do not revise the structure or content of this document; instead, focus on the issues of style and tone given in the final section of the Document Review Sheet. Revise this document to correct the problems with style and tone.

Your own e-mail or letter

Do not use the same e-mail that you submitted as your assignment in Module 2; instead, choose a different document that you have already written at work. Consider its structure, mechanics, style, and tone.

First, complete a Reader Dialogue Worksheet ([responsive](#) or [initiative](#)) to ensure that the document has a clear purpose, main question, and main message, and that it answers the reader's next questions effectively.

Then use the [Document Review Sheet](#) to help direct your evaluation. Revise the document to correct the problems you have identified.

Upload the following five files in [Moodle](#) for this assignment:

- A completed Document Review Sheet identifying problems of style and tone in the Ruritania e-mail
- The revised Ruritania e-mail, with problems corrected
- Your original e-mail or letter
- A completed Document Review Sheet identifying problem areas in your original document
- The revised e-mail or letter, with problems corrected

Your tutor will provide feedback on the overall effectiveness of your revisions to both documents. You may be asked to revise and resubmit any part of the assignment based on this feedback.

Resources and Documents

Working Documents

- [Tone Analysis Review Sheet](#)
- [Document Review Sheet](#)
- [Responsive Dialogue Worksheet](#)
- [Initiative Dialogue Worksheet](#)
- [Ruritania Disaster Risk Management E-mail](#)

Sample Documents

- [Additional Workstations](#)
- [Prime Minister](#)
- [Temporary Advance](#)
- [Mr. Adams A](#)
- [Mr. Adams B](#)
- [Mr. Adams C](#)

Summary

After drafting your document, you must revise it. In revising you should address any problems of style that might keep your writing from being effective. These problems include

- Lack of conciseness (wordiness, redundancy, repetition, unnecessary words)
- Absence of action (noun-based style, passive voice)
- Inappropriate or inconsistent tone

Eliminating bureaucratic style and using an appropriate tone will improve your writing and help you achieve your purpose.

Bureaucratic style undermines your purpose and contributes to the reputation of stuffy, incomprehensible writing that persists (and is sometimes encouraged!) in many large bureaucratic organizations. This style of writing often results in a frozen tone that is inappropriate for your readers.

Good writing at the Bank requires careful attention to style and tone. Your message will be clearer, and your readers will thank you!