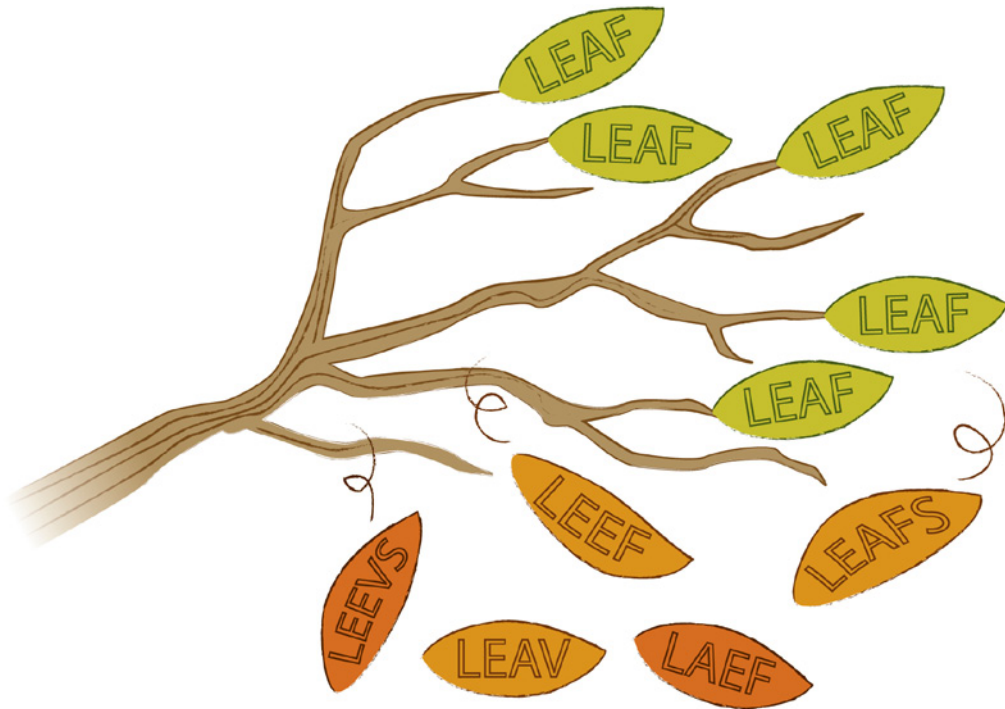


# Accurate Written Communication



*September*

Don't fall into bad habits this Autumn - Improve your error rate

Name: \_\_\_\_\_

Department: \_\_\_\_\_

Date: \_\_\_\_\_

Please record your time here: \_\_\_\_\_

(Time limit: 3 minutes)

Score:     / 25

## Accurate Written Communication *September*

Please check the paired pieces of information in the two columns below. Based on the information provided in Column 1, if the information in Column 2 looks correct to you, put a tick in the 'C' box. If you spot anything that is wrong in Column 2, put a tick in the 'W' box and **circle** any errors.

Work at optimum speed	<b>C</b>	<b>W</b>	Fast enough to engage the brain fully
Autumn starts	<b>C</b>	<b>W</b>	Leaves change colour and temperature cools
Sep or Sept	<b>C</b>	<b>W</b>	Abbreviation of September
September training date	<b>C</b>	<b>W</b>	18.08.2020
Farmers are busy	<b>C</b>	<b>W</b>	Bringing in the harvest
Claire Johnston contact details	<b>C</b>	<b>W</b>	Email address: clairejohnson@kings.com
School term start date	<b>C</b>	<b>W</b>	Children to arrive at 9am
Keep emails brief	<b>C</b>	<b>W</b>	People dont read long emails properly
Allotment jobs this month	<b>C</b>	<b>W</b>	Harvest crops and sew vegetables
Job Title	<b>C</b>	<b>W</b>	Leaning and Development Manager
Do you like seafood?	<b>C</b>	<b>W</b>	September is the start of the mussels season
Emails are easily deleted	<b>C</b>	<b>W</b>	A disposable from of communication
Use clustering techniques	<b>C</b>	<b>W</b>	Punctuated data contains patterns
Promotion expiry date	<b>C</b>	<b>W</b>	31 September 2020
Test taken before the course	<b>C</b>	<b>W</b>	Pre-course assessment
Pumpkin, squash, kale and leeks	<b>C</b>	<b>W</b>	The best vegetables to eat this month
Correspondence acknowledgement	<b>C</b>	<b>W</b>	Thank you for you email
Plant spring-blooming bulbs	<b>C</b>	<b>W</b>	Tulips and daffodils
Customer name: Miss Susan Stark	<b>C</b>	<b>W</b>	Dear Mrs Stark
Up to 16 people able to attend	<b>C</b>	<b>W</b>	Number of participants in workshop
Apples, plums, grapes, figs and pears	<b>C</b>	<b>W</b>	The best fruits to eat in September
Client due to arrive late morning	<b>C</b>	<b>W</b>	Estimated arrival time: 09:00
Autumn and fall	<b>C</b>	<b>W</b>	Interchangeable words for this season
Course is nearly fully booked	<b>C</b>	<b>W</b>	There is limited availability
Be aware of your personal error pattern	<b>C</b>	<b>W</b>	Where are you most likely to make mistakes?

# How did **you** do?

There are just 25 pieces of information to compare and verify in the test – just one mistake equates to a 4% error rate. The test should take no more than three minutes to complete. Imagine if your people made one error every three minutes! That's 20 errors every hour and 140 errors in a seven-hour day. It's easy to see how it mounts up.

## What does it mean?

If you've made one or two errors in the test, it means that you're human! And it also means that you are giving yourself extra work to do on top of a busy day. If we don't concentrate and pay attention to detail, our mistakes cause delay, hassle and stress, which in turn lead to more error. And organisational reputation is damaged when mistakes appear in written communication.

**'Silly' errors are such a waste!**

It's like throwing away time and money



Results typically show a 50% reduction in errors

**How much would that save you?**



## Proven to work

Since 2003, and as pioneering experts in this key performance area, Scott Bradbury has measurably improved the accuracy skills of thousands and thousands of employees throughout the UK and internationally. The results from our pre- and post-training assessments indicate measurable improvements in your participants' accuracy and attention to detail. And that means it's possible to calculate the return on investment from the training. The accuracy of your written communication says a lot about you and your organisation. It pays to get it right first time, every time.

## Which workshop is best for you?

### *Developing an Eye for Accuracy*

Our flagship in-house workshop for people who work with data and information

### *Accurate Written Communication*

Our interactive in-house workshop for people who work with documents and emails

### *Preventing Mistakes at Work*

Our practical in-house workshop for reducing the incidence of 'silly' human error

### *One-day Accuracy Skills*

Our open workshop for individuals seeking to improve their attention to detail



## Contact us for a demo

[www.accuracyprogramme.co.uk](http://www.accuracyprogramme.co.uk)

+44 (0)1638 723590

[accuracy@scottbradbury.co.uk](mailto:accuracy@scottbradbury.co.uk)

**Alice Hubbard**

Senior Account Manager, Scott Bradbury Limited.



**ScottBradbury**

Get it right. Do it better.

## Accurate Written Communication *September*

Work at optimum speed	✓	W	Fast enough to engage the brain fully
Autumn starts	✓	W	Leaves change colour and temperature cools
Sep or Sept	C	✓	Abbreviation of September
September training date	C	✓	18.08.2020
Farmers are busy	✓	W	Bringing in the harvest
Claire Johnston contact details	C	✓	Email address: clairejohnson@kings.com
School term start date	C	✓	Children to arrive at 9am
Keep emails brief	C	✓	People don't read long emails properly
Allotment jobs this month	C	✓	Harvest crops and sow vegetables
Job Title	C	✓	Learning and Development Manager
Do you like seafood?	✓	W	September is the start of the mussels season
Emails are easily deleted	C	✓	A disposable form of communication
Use clustering techniques	✓	W	Punctuated data contains patterns
Promotion expiry date	C	✓	31 September 2020
Test taken before the course	✓	W	Pre-course assessment
Pumpkin, squash, kale and leeks	✓	W	The best vegetables to eat this month
Correspondence acknowledgement	C	✓	Thank you for your email
Plant spring-blooming bulbs	✓	W	Tulips and daffodils
Customer name: Miss Susan Stark	C	✓	Dear Mrs Stark
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Course is nearly fully booked	✓	W	There is limited availability
Be aware of your personal error pattern	✓	W	Where are you most likely to make mistakes?