

Accurate Written Communication



Name: _____

Department: _____

Date: _____

Please record your time here: _____

(Time limit: 3 minutes)

Score: / 25

Accurate Written Communication **JANUARY 2020**

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.

Date of New Year's Eve Party	C	W	1 January 2020
Income tax payment due	C	W	31 January 2020
Burns Night 2020	C	W	Saturday 25 January
New Year's Resolution	C	W	Work more accurately
Greeting in early January	C	W	Happy New Year!
January offer expiry date	C	W	15 January 2019
January – March 2020	C	W	Quarter 1 2020
Beast from the East	C	W	Bad wintry weather
January sales target (£)	C	W	£520,000
Accounts email address	C	W	acccounts@scottbradbury.co.uk
Accuracy training workshop	C	W	Developing an Eye for Accuracy
Gift return rate, as a ratio	C	W	1:23
Course delivery dates	C	W	22 & 22 January 2020
Two things you don't like about January	C	W	Short days, cold weather and 'winter blues'
Norwich area postcode	C	W	NR18 1PD
Return to sender	C	W	Not know at this address
Payment terms	C	W	30 days
Customer name	C	W	Mr Jack Frost
Weather forecast	C	W	Cloudy, light rain, 5°C
Three things you like about January	C	W	New beginings, skiing holidays and cosy evenings
New job vacancies	C	W	Permanet full-time positions
Email address: damian.perry@scorewell.com	C	W	Dear Damien
Last day of the first month of the year	C	W	30 January
Customer survey results	C	W	Customer satisfaction rating: 97.4%
Ice rink opening hours	C	W	08:30 – 18:00 daily, accept Mondays 10:00 – 16:00

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

+44 (0)1638 723590

accuracy@scottbradbury.co.uk

Alice Hubbard

Senior Account Manager, Scott Bradbury Limited.



ScottBradbury

Get it right. Do it better.

Date of New Year's Eve Party	C	✓	1 January 2020
Income tax payment due	✓	W	31 January 2020
Burns Night 2020	C	✓	Saturday 25 January
New Year's Resolution	✓	W	Work more accurately
Greeting in early January	✓	W	Happy New Year!
January offer expiry date	C	✓	15 January 2019
January – March 2020	✓	W	Quarter 1 2020
Beast from the East	✓	W	Bad wintry weather
January sales target (£)	✓	W	£520,000
Accounts email address	C	✓	accounts@scottbradbury.co.uk
Accuracy training workshop	✓	W	Developing an Eye for Accuracy
Gift return rate, as a ratio	✓	W	1:23
Course delivery dates	C	✓	22 & 23 January 2020
Two things you don't like about January	C	✓	Short days, cold weather and 'winter blues'
Norwich area postcode	✓	W	NR18 1PD
Return to sender	C	✓	Not known at this address
Payment terms	✓	W	30 days
Customer name	✓	W	Mr Jack Frost
Weather forecast	✓	W	Cloudy, light rain, 5°C
Three things you like about January	C	✓	New beginnings, skiing holidays and cosy evenings
New job vacancies	C	✓	Permanent full-time positions
Email address: damian.perry@scorewell.com	C	✓	Dear Damien
Last day of the first month of the year	C	✓	31 January
Customer survey results	✓	W	Customer satisfaction rating: 97.4%
Ice rink opening hours	C	✓	08:30 – 18:00 daily, except Mondays 10:00 – 16:00