



*Customer Service Notes for **wic***

Enhancing Your Written Communication

For many employees, the written communication skill does not come easily. Yet, we know that anything we write to participants and other employees is a representation of ourselves and our WIC office. Therefore, it is important to write clearly, concisely, and professionally.

Below are eight tips to improve your writing.

1. Consider whether written communication is the best way to communicate your message. It may be that a phone call or an in-person conversation is more suitable.
2. Do not write as if you're texting. Avoid lots of abbreviations, shorthand, and lots of emojis.
3. Before writing, think about your purpose for doing so. This will help you focus and include only relevant information. Be specific and to the point.
4. When writing emails, "Less is more." If you do need to write a longer email, separate the text by using spacing or a list.
5. Be careful about the tone of what you write. Try to be tactful and avoid using what you write as an opportunity to vent. If you're upset, delay writing the email until you are calm. Read it in the mindset of the person who is the recipient.
6. Be sure to proofread your emails prior to sending. Use spell-check, but don't only rely on it since "an," "at," "am," and "as" are all words that are often suggested. Reading an email from the end to the beginning can help you spot wrong numbers or duplicate words.
7. If you are handwriting a note, updating a participant's file, or completing paperwork, write legibly. This will be helpful if another employee needs to read what you have written.
8. Use proper punctuation. For example, if you say a sentence to yourself and there's a pause, you likely need a comma.

Questions for Reflection

1. Is your written communication professional, and not mimicking your texts?
2. Do you ensure that the tone of what you write to participants and other employees is tactful?

