



Goal of Document

Action or Information?

Action means you want the reader to DO something within a specified time after they read the document. Action documents will also have information.

Information means you want the reader to KNOW information without a specified time for action.

1. Use the *Writing Worksheet* before you write to organize your thoughts and determine the main points of your document.
2. Use the *Writing Checklist* after you write to edit what you wrote and ensure it is what you wanted.

Writing Worksheet/Checklist

Goal of document

- Action
- Information

What action do I want the reader to take; by what date?

What should the reader know; what's in it for the reader?

What should the tone of the document be to get results?

Action documents answer these questions:

What do I want the reader to do; by date?

What's in it for the reader to do what I want?

What's the tone of the document?

Information documents answer these questions:

What do I want the reader to know; what's in it for the reader to know it?

What's the tone of the document?