



Empowering professionals to write with skill and confidence

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How to Gain Efficiencies in Written Communication

We just published a case study/how to article in *Training Magazine* based on a half-day customized writing workshop we did for a medical credentialing organization. In a nutshell, the organization was struggling with the letters it sent to its diplomates—the letters were long (five pages wasn't unusual); contained too much information; and often contained information that readers didn't necessarily need. We analyzed the letters and developed a workshop that focused on these issues and more.

When we followed up with the organization three months later, they listed the many efficiencies they'd gained from our workshop, some of which included fewer questions from readers about the letters, reduced time spent writing, cost-savings, and no more proofreading/editing required by the organization's director. This organization was very pleased with what we were able to accomplish in such a short timeframe. You can read the [entire article here](#). **We can help your organization gain efficiencies; for more information, contact us at pam@hurleywrite.com or 877-24WRITE (877-249-7483).**

Grammar Question of the Month

Q: I was always taught that semicolons should be used to separate items in a series when one or more of the items contains internal punctuation. Is this correct?

A: Yes, that's correct; unfortunately, too few people implement this rule. The idea is, of course, to use semicolons so that readers can easily discern what belongs with what. In the incorrect example, it's difficult to tell if AVC1.2, 3.2 and 4.3 belong together; this can be made clearer by using a semicolon.

Incorrect: We used AVC1.2, 3.2, 4.3, DVA1, and GBA 2.3 for staining.

Correct: We used AVC1.2, 3.2, 4.3; DVA1; and GBA 2.3 for staining.

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New Puzzler

Our quarterly grammar contest focuses on comma use.

- 1: Slowly she became aware of the situation.
- 2: In fact only you can decide.
- 3: In Smith's novel the vocation of the minister is important.
- 4: To pass the exam Hayes needed luck.
- 5: Since my mind was not getting enough stimulation I decided to read some good literature.

Submit your answers (and a short explanation of how you arrived at the answer) to pam@hurleywrite.com. You could win the opportunity to take our six-week scientific writing course (a \$499 value).

Entries due no later than January 31, 2010. Winner will be notified by February 28, 2010.

Please note: winners must sign up within 30 days of winning and must complete the course within six weeks of signing up. Hurley Write reserves the right to use the winner's name as the winner in our newsletter.



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