The PROS Communication Diagnostic™

We analyze, we customize, we train

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Question	Your Answer	If yes...	If no...
Are expectations for how documents should be written codified?		**Great!**	**The lack of codified, written expectations can slow the writing process and/or make writing more difficult**
Does the reviewing team agree about what to review for?		**Super!**	**When reviewers don't agree about what to review for, time is wasted, and writers may get conflicting feedback**
Are documents reviewed for content and readability?		**Wonderful!**	**Reviewing for content only can result in a document that's technically correct but difficult to read and/or understand**
Do reviewers have clearly defined expectations for their reviewing (how long it should take, number of reviews, etc.)?		**Fantastic!**	**A lack of clearly defined written expectations typically results in a longer review process**
Do team leaders feel like they spend the right amount of time reviewing?		**Tremendous!**	**Opportunities and money are lost when reviewers spend more time than they should reviewing**
Does the team feel that the feedback they receive on their documents improve their writing?		**Yay!**	**When feedback doesn't result in positive changes in documentation, that means there's a lack of alignment**
Is the feedback given to the team about their documents clear and actionable?		**Amazing!**	**Feedback that's clear and actionable results in fewer rewrites and less reviewing time**
Do you regularly get input from the team about the usability of tools they have at their disposal? (style guides, templates, etc.)?		**Outstanding!**	**Templates and style guides are great tools if they're used and usable**