

OBJECTIVE: To be read, understood and accepted.

Pre-Dictation suggestions:

To assist you in making your work as a dictator easier save your time, and aid you in dicating more effective and interesting letters.

01. Read carefully the letter to be answered.
02. Have clearly in mind the purpose of the letter you are to dicate. Decide before you write what you want to accomplish just what the actual message is.
03. Make a mental or pencil outline of the points to be covered in the letter.
04. In making such an outline, have in mind ideas only - not words.
05. Arrange in logical order the points to be covered.
06. In starting to dicate, select the point of contact nearest to the reader's interest. What is likely to be the reader's attitude? Are you asking something he will want to do? Must he be persuaded? How much does he know about it? Why is it to his advantage to do what you want him to do? Some advantage always exist in a given course of action. Can you pick out concrete advantages to the reader in this case.
07. If in your letter you are going to grant a request, say so immediately.
08. Break right into the heart of your letter. Waste no time in needless 'lead-ups'.
09. Write with the reader in mind. Picture yourself as talking to him and of his listening to your talk. Make your letter warm and friendly.
10. Let your letter be your natural self on paper. Don't be artificial or stilted in words, phrases, style. The stock purchases are crutches that make a limping letter.
11. Use the subject to catch reader's attention, flash letter purpose and suggest a filing niche.
12. Give extra care to wording the opening sentence. Your subject has started you on the right track, use it as your guide. Start each letter differently.
13. Develop your subject in a straightforward and coherent manner.
14. Finish one thought before passing to the next.
15. Don't repeat except for special emphasis. Saying the same thing twice weakens the thought. The reader usually knows you are grouping around.
16. Be careful with your closing sentence. its echo lasts.
17. Use short sentences and paragraphs.
18. Use simple language - words and expressions which the reader will readily understand. but, don't allow yourself to write telegrams.
19. Avoid being sarcastic or argumentative. Don't be slang, or be a wise-cracker.

20. Have your letters show the proper degree of courtesy. Make them dignified without being stiff.
21. Have all information collected before beginning to dictate. What all information does he need to make his decision? He may not know as much about this subject as you do. Can you give him enough information to bring him to a decision?
22. Think of dictating as talking on paper.
23. Review your letters several days after writing them. The imperfections (if any) stand out.

WHILE DICTATING.....

Good dictators have been found to observe the following dozen don'ts

01. Don't dictate too fast.
02. Don't dictate in rushes and spurts. Dictate at an even rate.
03. Don't run on and on. Group your words naturally.
04. Don't mumble your voice 'trail off'. Keep a full sustained tone to the ends of sentences so that your steno can hear without straining.
05. Don't mumble your words. Enunciate distinctly.
06. Don't wander around the room. Stay put. Your voice will then register from one spot, in a clear, steady tone.
07. Don't ask for constant "read backs". Plan and organise your thoughts before you start to speak.
08. Don't guess where you are going. Make marginal notes. Gather needed data aneeded data before you start.
09. Don't "solar into the blue". Avoid high-flown, highfalutin, highnosed words. Use simple talk language that any friend would understand.
10. Don't ramble into long, loose, overloaded sentences. Keep them clear, clean, fluent and readable.
11. Don't make your steno guess.
Spell out rare words when you have to use them.
Dictate period, paragraphs, special spellings and the like.
It helps the one who transcribes your letter. (Do you know Iyer, Ayer, Aiyer, Ayyar, Ier and Iyar all sound the same way and your correspondent may prefer one spelling to another?)
12. Don't crowd dictation with other work. Try to have a dictation hour, yes, when you are likely to be least disturbed.

