

Why We Write . . .

- More **impact** than the spoken word
- Can be **edited** before it's sent
- Provides **time to think** about what to say
- Communicates a very **specific message** as opposed to a phone call which may be forgotten or confused
- Provides the receiver with a **copy** of the message and **details** of action to be taken
- **Written record** of **when** the message was sent, and **why** it was sent
- Provides an official **record of what was agreed** upon
- Much of the **world's business** is conducted in writing
- Electronic age creates **more opportunities** to do so . . . faxes, e-mail, PACWIS