Thrills, Spills and Skills: Communicating Clearly

Writing Comes Alive

Gina Frampton
Planning 有助于帮助演讲者聆听。

Summarising 有助于帮助听众聆听。
Listen and See

People don’t see things as they are.
They see things as they are.

Richard Rohr, Franciscan
Be an effective observer
Switch perspective: anticipate
Focus on your listener for positive news

A refund will be sent.

We will send a refund.

You will receive a refund.
Focus away from your listener for negative news

You sent the form after the due date.

We received the form after the due date.

The form was received after the due date.
1. Matilda Brown had a car accident in Adelaide two months ago.

2. Matilda Brown had a car accident two months ago in Adelaide.

3. Two months ago, while visiting Adelaide, Matilda Brown had a car accident.
Avoid babushka-doll sentences

Before
If you go to the registry it's on level 3 they will tell you see if you can speak to Joan what to do if you've lost your documents the originals when you only have copies.

After
Go to the registry on level 3. Ask for Joan and she will explain what you do when you've lost your original documents.
Active voice + clear verbs

Before
We need to be provided with copies of the documentation.

After
We need you to provide us with copies of the documents.

Better still
John, you need to send us copies of the documents.
Prefer verbs over nouns

Before
We would appreciate receipt of the requested information as soon as possible.

After
Simon, please send me the information I've asked you for by Friday morning.
Remove unnecessary words

Avoid throat clearers that go nowhere
ÅThe parties have had previous discussions.
ÅIt is important to note that . . .
ÅAt this point in time . . .
ÅHaving regard to . . .

Get straight into your message
ÅYou asked the Tribunal to review your allowance.
ÅThis is the report you asked us to consider.
ÅYou asked us three questions about your obligations. This is what you have to do.
Use everyday language
Speak plain English

Before

Hearing papers need to be filed by 30 June. OR
Plaintiff to file and serve papers by 30 June.

After

Richard, if there’s anything you want me to read, you need to give it to me by 30 June.
Speak plain English

Before
The matter is to be adjourned to a date to be determined by the registrar.

After
We are going to have to delay this until another day. The registrar will let you know when that is.
Prefer a conversational tone

Before
Is it your submission that this witness not be called to give evidence?

After
Do you say that I shouldn't let this witness tell her story?
Be mindful

Watch out for words that are culturally or contextually dependent:
- possibly
- probably
- usually
- often
- important
- serious
- should
- could
- have to
- matter
Compare

I have to check my diary.

and

You have to report the loss to the police.
It doesn’t matter.

What is the matter?

The matter is to be adjourned.
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