

ACROSS

2. For example (abbrev.)
4. In American English, where periods and commas are placed: ___ quotation marks
7. What important documents should be reviewed by: a second pair of ___
12. ___ and definitions make writing concrete
14. Specific and exact
16. Positive; the preferred tone of business writing
18. The Columbia Guide to Online Style (abbrev.), style guide for citing and producing online documents including blogs and listservs
19. Style guide used by American journalists
22. To explain technical terms for lay readers
23. With two subjects joined by ___, the verb agrees in number with the subject closer to the verb
25. An ordered list of topics and subtopics to include in a document
27. Common verb; often replaceable with a more precise verb such as “achieve” or “complete”
28. Type of sentence or document that is easy to write but often hard to read and understand
29. Position in an email for the Call to Action
31. That is (abbrev.)
32. Strunk and White’s classic clear writing guidelines: *Elements of* ___
33. Specific size and style of type, ideally selected for readability
35. Section or division of a document; each ___ of a document should stand alone
37. Language rules, sometimes called “syntax”
41. Prefix used to form a negative; wherever appropriate, effective writers translate negative wording to positive or neutral wording
42. Type of statement that predicts the content of a document and orients the reader
44. Possessive pronoun, commonly misspelled
45. Example of an abbreviation that should be spelled out on first use since it has more than 50 possible meanings, including “Securities & Exchange Commission,” “Secure Electronic Commerce,” and “Software Enabled Control”
48. Tactful, a quality of effective communication
52. Transitional devices used to guide readers from topic to topic; titles of document subsections
55. So-called “___ wording,” inappropriately focusing on the writer or the writer’s organization rather than on the reader and the reader’s concerns
57. The numbering of pages in a document
58. Proofer’s abbrev., indicating that the letters in a word should not be capitalized
59. Résumé, especially one submitted with a proposal (abbrev.)
61. With 62 Across. This verb is followed by a predicate noun rather than by an object, so the following is correct: “The Points of Contact (POCs) are Philip and I.”
62. See 61 Across.
64. Action to take with unnecessary words and meaningless introductory phrases
66. Wording that reflects an understanding of the concerns of the document’s audience
68. One who reviews and, as needed, rewrites a document (abbrev.)
69. Punctuation mark used, with a conjunction such as “and” or “but,” to connect two complete sentences
70. Electronic (usually text-based) communication requiring the same attention to courtesy and appropriateness as any other document
73. Word that implies permission or possibility, while “might” implies that a hypothetical situation has not in fact occurred: “You might have been injured.”
76. In command wording, the pattern presenting the circumstance before the instruction: “___-then.” For example, “After the document has been saved, press EXIT.” Or: “If the Compliance Training was held after regular business hours, skip to question 14.”
77. A proofreader’s annotation meaning “Let it stand” or “keep what was originally written”
79. Smooth movement from one topic to the next

ACROSS continued

80. A self-contained unit of thought with its supporting ideas, usually starting on a new line in a document
81. Usual document position for goal statements
84. The only letter of a Complimentary Close that is capitalized: the ___ letter of the ___ word
85. What the majority of educated writers, at a given time and in a given place, consider correct: standard ___
87. A punctuation mark used after a complete sentence that introduces an explanation or list
88. Article used in front of a vowel sound
89. Meaningful
92. In a U.S. mailing address, example of a name that is spelled out, while the state name is abbreviated
93. Part of a report that previews (and may also summarize) the following content
95. A document model or guide
97. Same as 19 Across
98. Form of pronouns and their negatives that are always singular: those ending in ___
101. Number of pages in a document (when most of which is text) typically requiring a Table of Contents : ___ or more
103. Organizational pattern used for step-by-step instructions and methodology descriptions
104. Business or corporation (abbrev.)
105. Readers respond positively when told what the writer or reader will or ___ (two words)
108. Mark of punctuation used to set off content loosely related to the rest of the sentence, to emphasize that content
109. Shortened form of a word or phrase
114. What it is human to do (why, therefore, about 15% of the time allotted to writing a document is reserved for editing)
115. Pleasant and agreeable; the preferred tone of business writing
119. Voice preferred in business writing because it is clear and direct; used to emphasize the doer of the sentence's main action
120. Documented process instructions based on collective experience and expertise of organization (abbrev.)
121. Quality of vocabulary in every-day use, preferred for a readable style
123. Effective writers take time to read their emails from their readers' perspective and correct any errors before hitting ___
124. Local time (abbrev.)
125. International organization recommending standardization to allow open exchange of documents across computer programs
128. Transitional device used to present steps in a procedure or a set of parallel ideas
129. What a subject line, purpose statement, or heading does for the reader
131. Words that capture in text the "take-away" messages of graphics
134. International system of measurement (including liters and meters) used throughout the world, but not in the U.S. (abbrev.)
136. Internet search engine (n); to use this search engine (v)
137. Clearly written with easily accessible content
139. Conceals names and email addresses of readers copied on a message; should not be used to share information behind someone's back
141. To review a document after writing to eliminate wordiness, make the document more specific, improve flow, and proofread
142. Using only necessary words; including only necessary content
143. Cover email or letter that introduces, and often summarizes, an attached or enclosed document

DOWN

1. Mark of punctuation used to indicate the end of a sentence.
2. Type of dash created by typing two hyphens, with no space on either side of the hyphens, between two words: three ___
3. Organization whose style guide is used by U.S. Government agencies and the DoD

DOWN continued

4. Example of a well-known university, like UCLA, whose abbreviated name contains no periods
5. The topic of a sentence or document
6. An early version of a document, intended to be edited further
8. Type of error easily missed when proofreading
9. What a difficult-to-write or sensitive document should be allowed to do, ideally overnight, before being sent
10. A Latin word meaning “thus” or “so,” usually italicized and placed within brackets and used to indicate that the way a word or phrase is presented is not an error, but is as originally written or spoken by the quoted individual
11. What “is more” in writing as in design
13. Style guide used by the healthcare industry and for medical papers submitted for publication
15. Like *and* or *but*, this conjunction meaning “thus” may be used as a transitional word at the beginning of a sentence
17. A word used to replace a noun, which should be of the same number as the noun
20. Courteous; gracious; respectful
21. Unambiguous, easily understood
24. Closely related sentences erroneously punctuated as if they were one sentence (abbrev.)
26. Frame of mind to achieve before writing a difficult email
28. Including only necessary words and content
30. Specialized vocabulary; jargon; technical
—
32. What is included in a document or a project
33. Sentence part erroneously punctuated as if it were a complete sentence (abbrev.)
34. Proofer’s instruction to invert the order of words, numbers, punctuation, etc. (abbrev.)
36. Be of the same person and number; said of a pronoun and its antecedent or a verb and its subject
38. Intended reader(s) of a document
39. See 8 Down (abbrev.)
40. Writers must ___ a specific question to elicit a specific response
43. Based upon a document’s purpose, goal, and audience, to determine the key ideas to include in the document
45. Concise; succinct; to the point
46. Proofer’s abbrev. for upper case
47. What, when well-written, defines the topic and scope of a document
49. Verb ending indicating a present participle
50. Reason to read a document, defined in the purpose statement
51. An example of a number that, in text, would be written as a word
53. Concise, stand-alone overview of a document
54. Whether the subject of a sentence is the doer of the action described by the main verb, or acted upon
56. To record ideas, correspond
57. Marks in written language, other than letters and numbers, used to ensure that readers understand the relationship of words and phrases and thereby take the intended meaning from sentences
59. To ___, a commonly used linking verb
60. A voluminous and comprehensive dictionary, capturing the history of the meaning and pronunciation of English words
63. In effective sentence structure, the type of words spotlighted in sentence power positions—the subject and main verb
65. Desired result of sending an email or other document; what the writer expects to happen next
66. Storage space in a computer (abbrev.)
67. Support with persuasive argument
71. Present tense, third person singular form of the verb “to be”
72. Second in command (abbrev.)
74. At this stage in the writing process, planning and organizing should already have been done
75. To put ideas in order of presentation
78. Dictionary of synonyms and antonyms
79. Annotation for reader’s reference
80. Afterthought (abbrev.)
81. Punctuation mark used to connect closely related modifiers used in front of a noun

DOWN continued

83. Specific date when something is scheduled for receipt: ___ date; used with an explanation of the need for urgency, rather than “ASAP,” in effective email and other documents
86. The beginning of a sentence or paragraph; an emphatic position
90. When sending email from this handheld digital device, a disclaimer can request email recipients to ignore any inadvertent errors
91. “Where do you live ___?” should be corrected to read simply “Where do you live?” However, a sentence may end with a preposition as long as the syntax is idiomatic and is considered standard usage. (Also see 94 Down.)
92. The often subtle style and manner of a document that can affect the reader’s response
94. When admonished for ending a sentence with a preposition, Winston Churchill famously retorted: “That is one rule ___ with which I shall not put!”
95. Sign of the infinitive form of a verb, often used to write goal statements and objectives
96. First person pronoun used as the object of a verb or preposition, as in the sentence “You are welcome to call Henry and ___”
99. Words; content of a document
100. Consistent in style
101. Preposition commonly confused with its homonyms “too” and “two”
102. Constructive; upbeat
105. End of work day (abbrev.)
106. Specialized vocabulary of a group; technical vocabulary of an area of expertise
107. Verbosity
110. A link from the end of one document section to the beginning of another; often a summary, transition, or both
111. Punctuation mark used to form contractions and possessives
112. Figures and tables, photographs, call-out boxes, etc., used to complement and clarify text
113. Common preposition indicating *location* or *condition* that should not be used to indicate *movement to another location or condition*
116. Preposition sometimes redundantly, and thus unnecessarily, followed by “of”
117. Voice correctly used to spotlight completed action or to soften harsh tone; incorrectly used, this voice can distance the reader and sound as if the writer is avoiding accountability
118. *A, an, the*, for example
122. To respect co-workers’ workloads and electronic space, tool that should be selected only when the email is intended to be widely distributed: “Reply to ___”
126. A pattern for persuasion (used on both the sentence and document level) that presents reasons or benefits before presenting information: the “___ and then tell” pattern
127. Index measuring a document’s clarity based upon the length of words and sentences; precursor for modern readability checkers
130. Paper measurement, amount used reduced by considering the environment before printing
132. Nominalization changes a verb, often unnecessarily, into a ___, such as changing “coordinate” to “provide coordination for”
133. A conjunction that when meaning “therefore” is used with a comma to join sentences
135. Special font used for emphasis or to present the title of a longer published work (abbrev.)
138. Style guide used for academic papers, especially in the social sciences
140. Distribution list (abbrev.)—ideally including only those who need to know

