



Collaborative Business Writing

GLOBAL COURSEWARE

Getting Started

Collaborative business writing is a growing trend among industries because it is a concept that utilizes the talent and knowledge of several individuals to create one final piece of work.

Workshop Objectives



- Define collaborative business writing
- Know different types of collaborative writing
- Learn methods of handling conflict in writing
- Build collaborative writing teams



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Coming together is a beginning. Staying together is progress. Working together is success.

Henry Ford

MODULE TWO

What is Collaborative Business Writing?

Collaborative writing is a project that is created by multiple people working together.

It has become especially useful in many companies that require a large assignment to be divided into smaller parts.



Clarifying the Objective

Once a collaborative project has been created, it is important to clarify the objective and outline what needs to be completed.

Practical Writing Approaches

- Improves collaborative processes
- Increase member communication





Collaborative Writing Strategies

- Parallel construction
- Sequential writing
- Integrated writing

Collaborative Writing Patterns

- One individual of the team plans and writes a project draft
- The team plans and writes the draft as a group



Practical Illustration



- Clarifying the Objective
- Practical Writing Approaches
- Collaborative Writing Strategies
- Collaborative Writing Patterns

Module Two: Review Questions

1. Establishing what can help clarify the objective of a collaborative project?

A. A shared goal

B. Salary ranges

C. A designated work space

D. Parking spaces

Module Two: Review Questions

2. Which of the following is a question to ask when establishing an objective?

A. What am I going to be paid for this?

B. What hours will each employee need to work?

C. What does this project hope to accomplish?

D. What sort of timeline will we need to create?

Module Two: Review Questions

3. Which of the following is one benefit of utilizing a practical writing approach?

A. Decrease employee down time

B. Improve the group collaboration process

C. Better determine the group's rate of efficiency

D. Increased employee merit

Module Two: Review Questions

4. What is one example of a practical writing approach of collaborative writing?

A. Dividing employees into unrelated groups

B. Enabling a communication tree only between certain employees

C. Asking all employees to work in one area

D. Enabling employees to peer-review their contributions

Module Two: Review Questions

5. What factors can affect what type of writing strategy is used in a project?

A. The size of the project

B. The number of employees on the team

C. The deadline assigned to the project

D. All of the above

Module Two: Review Questions

6. Which of the following is not a type of writing strategies?

A. Dimensional writing

B. Sequential construction

C. Parallel writing

D. Integrated construction

Module Two: Review Questions

7. Collaborative writing patterns determine what in a project?

A. What employees will be compensated for the project

B. What type of tools the team will use

C. What employees complete each task

D. What office the project will need to be completed in

Module Two: Review Questions

8. Which of the following is a factor that can affect a collaborative writing pattern?

A. The scheduled hours of each team member

B. The individual talents of the team members

C. The workspace provided

D. The topic of the project at hand

Module Two: Review Questions

9. Why is collaborative writing useful?

A. Provides an opportunity to work together

B. Boosts employee morale

C. Incentives are created as rewards

D. None of the above

Module Two: Review Questions

10. Once a collaborative project has been created, it is important to _____.

A. Clarify objectives

B. Outline tasks

C. A and B

D. Neither A nor B



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*Training often gives people solutions to problems already solved.
Collaboration addresses challenges that no one has overcome
before.*

Marcia Conner

MODULE THREE

Types of Collaborative Business Writing

The type of collaborative writing used depends on the type of project at hand and how it will need to be completed.



Construction – “Cut and Paste”

Collaborative writing involves combining the many works and tasks of others into one final piece.

Parallel Construction – “Puzzle”

Team members can work individually or in groups of 2-3 to complete different segments of the final project.





Sequential Summative Construction

Sequential summative construction is a type of collaboration that involves a team member creating a piece of work and having other team members add to it.

Integrating Construction

- Team members engage in discussion to write project content
- Typically involves many revisions



Practical Illustration



- Construction – “Cut and Paste”
- Parallel Construction – “Puzzle”
- Sequential Summative Construction
- Integrating Construction

Module Three: Review Questions

1. Cut and Paste Construction is often called what?

A. Divide and Conquer Construction

B. Separation Strategy

C. Puzzle Piece Construction

D. Mosaic Compilation

Module Three: Review Questions

2. Cut and Paste Construction is typically completed by whom?

A. The team leader

B. Peer team members

C. Upper management

D. The editor

Module Three: Review Questions

3. In Puzzle Construction, employees are able to submit what?

A. Partially finished content

B. Completely finished content

C. Both A and B

D. None of the above

Module Three: Review Questions

4. Puzzle Construction is sometimes called what?

A. The Mosaic Construction

B. The Frankenstein method

C. The Jigsaw Assembly

D. The Cut and Paste Construction

Module Three: Review Questions

5. In Sequential Summative Construction, who assembled the final draft?

A. The team

B. The editors

C. The team leader

D. A designated copier

Module Three: Review Questions

6. Sequential Summative Construction is a good tool for what?

A. Employee evaluation

B. Grammar practice

C. Peer review

D. Employee training

Module Three: Review Questions

7. In Integrated Construction, who does the majority of the editing?

A. The group members

B. The team leaders

C. The copy crew

D. The scribes

Module Three: Review Questions

8. Integrated Construction is not recommended for what type of projects?

A. Department assignments

B. Large projects

C. Intradepartmental projects

D. Small projects

Module Three: Review Questions

9. Which of the following could be considered a collaborative writing project?

A. A newsletter

B. A training manual

C. An annual report

D. All of the above

Module Three: Review Questions

10. What type of collaboration would be the best choice for a newsletter?

A. Puzzle Construction

B. Integrated Construction

C. Sequential Summative
Construction

D. Cut and paste construction



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The strength of the team is the individual member. The strength of each member is the team.

Phil Jackson

MODULE FOUR

Collaborative Team Members

Each member is usually assigned a certain role or duty individually while still working toward the group goal.



Team Leader Selection

- Be knowledgeable of company procedures/processes
- Be a good team player
- Be able to communicate with other team members

Chief Editor Selection

The chief editor of the team is generally responsible for reviewing and editing all content.





Characteristics of Team Members

Team members should be willing to work with others and engage in meaningful communication with them.

Ways to Build Collaborative Writing Team

- How many people will I need?
- Who can I trust to get the job done?
- Who shows the right characteristics?



Practical Illustration



- Team Leader Selection
- Chief Editor Selection
- Characteristics of Team Members
- Ways to Build Collaborative Writing Team

Module Four: Review Questions

1. What is one characteristic of a team leader?

A. Have a high salary

B. Have good communication skills

C. Have a high title

D. Have a lot of employees

Module Four: Review Questions

2. A team leader is responsible for which of the following?

A. Employee paychecks

B. Company reputation

C. Monitoring team progress

D. Relocating employees to new departments

Module Four: Review Questions

3. What is one characteristic of a chief editor?

A. Good grammar knowledge

B. A good wardrobe

C. Others

D. A corner office

Module Four: Review Questions

4. A chief editor is responsible for which of the following?

A. Assigning employee tasks

B. Overseeing team progress

C. Turning in the project in to the
CEO

D. Organizing member submissions

Module Four: Review Questions

5. Team members must be willing to do what?

A. Celebrate victories together

B. Share failures together

C. Be flexible with other members

D. All of the above

Module Four: Review Questions

6. What is one characteristic of a team player?

A. Selfishness

B. Willing to learn

C. Over-achieving

D. Willing to work individually

Module Four: Review Questions

7. What is one question to consider when building a new team?

A. How much do I need to pay the employees?

B. How little work can I do?

C. Who else can lead this project?

D. How big is this project?

Module Four: Review Questions

8. What is one trait collaborative team members should have?

A. Common characteristics

B. Hoarding

C. Willing to work alone

D. Inability to share ideas

Module Four: Review Questions

9. Perhaps you can't choose your team members, but you can ensure_____.

A. They meet the deadline

B. They share their individual talents

C. A and B

D. Neither A nor B

Module Four: Review Questions

10. Selecting a proper team leader can _____.

A. Stave off conflict

B. Ensure there is someone to take the
brunt of the responsibility for the
project

C. Take the weight off of the other
team members

D. None of the above



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Man is a tool-using animal. Without tools, he is nothing – but with tools, he is all.

Thomas Carlyle

MODULE FIVE

Collaborative Tools and Processes

Larger projects often require some sort of outline or guide; while smaller projects may need closer team member cohesion.



Outlines and Storyboards

Outlines are best used for writing out main points and showing a flow of how the points move through the project.

Collaborative Planning

Much of the collaborative planning includes aspects of the project such as the purpose of the project.





Collaborative Revision

Collaborative revision occurs once all team members have completed the original drafts and come together to combine their work into the solid, final draft.

Collaborative Team Cohesion

- Forming
- Storming
- Norming
- Performing



Practical Illustration



- Outlines and Storyboards
- Collaborative Planning
- Collaborative Revision
- Collaborative Team Cohesion

Module Five: Review Questions

1. An outline consists of what?

A. Pictures

B. Numeric equations

C. Written points

D. Icons

Module Five: Review Questions

2. A storyboard consists of what?

A. Text

B. Pictures and icons

C. Complete sentences

D. Bullet points

Module Five: Review Questions

3. Collaborative planning is often done where?

A. In individual offices

B. Over various emails

C. Outside the office

D. In group meetings

Module Five: Review Questions

4. Collaborative planning involves what part of the team?

A. All team members

B. Only team leaders

C. Team members with the most
seniority

D. Team members that were hired
last

Module Five: Review Questions

5. Collaborative revision is based on what?

A. A collaborative strategy

B. Company policies

C. Team leader preferences

D. Employee vote

Module Five: Review Questions

6. Collaborative revision helps do what?

A. Decrease the amount of work to do

B. Increase the number of employee bonuses

C. Increase employee morale

D. Decrease the credit of the writers

Module Five: Review Questions

7. Team cohesion helps a team accomplish what?

A. Maintain slow productivity

B. Stay focused on group goals

C. Increase the amount of
employee transfers

D. Stay focused on their individual
needs

Module Five: Review Questions

8. In what phase does group development begin?

A. Performing

B. Storming

C. Forming

D. Norming

Module Five: Review Questions

9. At which stage is the group first coming together?

A. Storming

B. Forming

C. Norming

D. Performing

Module Five: Review Questions

10. At which stage is the team working efficiently together?

A. Norming

B. Performing

C. Storming

D. Forming



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Style is a simple way of saying complicated things.

Jean Cocteau

Setting Style Guidelines

It is important to set guidelines at the beginning of the project.

This lets every team member know what is expected of them and allows them to 'be on the same page'.



Voice and Person

- Active voice
- Passive voice
- Point of view

Format

Standard aspects of formatting include page margins, font size/style/spacing and even placement of names and sources.





Consistent Spelling of Commonly Used Words

- Sign-on vs. sign on
- Workplace vs. work place
- Lifestyle vs. life style
- A lot vs. alot

Numbers as Words or Figures

- Spell out small numbers (such as smaller than 10)
- Don't start a sentence with a numeral – spell out the number instead



Practical Illustration



- Voice and Person
- Format
- Consistent Spelling of Commonly Used Words
- Numbers as Words or Figures

Module Six: Review Questions

1. Active voice seeks to do what?

A. Strictly inform

B. Persuade thinking

C. Do nothing

D. Cause action

Module Six: Review Questions

2. First person point of view uses what pronoun?

A. I

B. We

C. You

D. Our

Module Six: Review Questions

3. What is one category of formatting?

A. Project deadlines

B. Employee salaries

C. Font type

D. Task assignment

Module Six: Review Questions

4. When should format guidelines be established?

A. After the editor receives submissions

B. At the beginning of the project

C. After tasks and duties are assigned

D. Before the assignments are turned in

Module Six: Review Questions

5. Because of _____, words have continued to change.

A. Cost of inflation

B. Changes in government

C. Climate change

D. Evolved language

Module Six: Review Questions

6. Which of the following is a commonly used word that is also commonly misspelled?

A. Snowman

B. Everyday

C. Sign on

D. Report cards

Module Six: Review Questions

7. Which of the following is the correct written form of a fraction?

A. One third

B. $\frac{2}{3}$

C. Three fourths

D. $\frac{2}{fifths}$

Module Six: Review Questions

8. In business writing, it is advised to use symbols how often?

A. Sparingly

B. Frequently

C. As soon as possible

D. Never

Module Six: Review Questions

9. _____ refer to a set of standards or formats used when creating new writing materials.

A. Collaborative business reports

B. Employee handbooks

C. Style guidelines

D. Training manuals

Module Six: Review Questions

10. “You need to listen to our ideas” is an example of_____.

A. First person point of view

B. Active voice

C. Second person point of view

D. Passive voice



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Obstacles are things a person sees when he takes his eyes off his goal.

E. Joseph Cossman

MODULE SEVEN

Barriers to Successful Collaborative Writing

Many of these problems are worked out during the 'Storming' and 'Norming' periods of adjustment.



Hoarding

- Offer team members rewards
- Ask questions directly to team members when possible
- Reduce competition as much as possible

Innovation

The type of barrier that demonstrates a lack of willingness to reach out, or be innovative.





Search

- Offer assistance
- Research similar topics
- Acknowledge the employee's search

Knowledge Transfer

Employees do in fact want to work with the group, but may lack the tact or skills to do so.



Practical Illustration



- Hoarding
- Innovation
- Search
- Knowledge Transfer

Module Seven: Review Questions

1. Which of the following is a characteristic of a hoarder?

A. An inability to work alone

B. Not willing to share information

C. Not willing to accept their given assignment

D. A willingness to learn

Module Seven: Review Questions

2. What is one way to resolve a hoarding problem?

A. Speak directly to the employee

B. Separate them from the group

C. Cut their pay rate

D. Remove them from the team

Module Seven: Review Questions

3. An innovation barrier is also known as what?

A. A “I’m smarter than you” barrier

B. A “Our-team-doesn’t need-help”
barrier

C. A “Genius” barrier

D. A “Not-invented-here” barrier

Module Seven: Review Questions

4. What is one method of resolving an innovation barrier?

A. Increasing incentives

B. Separate fighting team members

C. Reducing competition

D. Increase the amount of team members

Module Seven: Review Questions

5. A search barrier occurs when an employee is unable to do what?

A. Get along with their team members

B. Find enough available information

C. Complete an employee survey

D. Resolve conflict

Module Seven: Review Questions

6. What is one way to resolve a search barrier?

A. Assign them an entirely new topic

B. Research similar topics for information

C. Give the topic to another team member

D. Remove this assignment from the project altogether

Module Seven: Review Questions

7. Knowledge transfer barriers can occur when employees are unable to do what?

A. Collaborate together

B. Resolve conflict

C. Find enough research for their assignment

D. Finish their assignment on time

Module Seven: Review Questions

8. Knowledge transfer barriers can be harmful to a group because they do what?

A. Create over-achieving team members

B. Encourage hoarders

C. Reduce the amount of information sharing during meetings

D. Create negative team relationships

Module Seven: Review Questions

9. All teams or groups have their share of problems when working together.

A. True

B. False

Module Seven: Review Questions

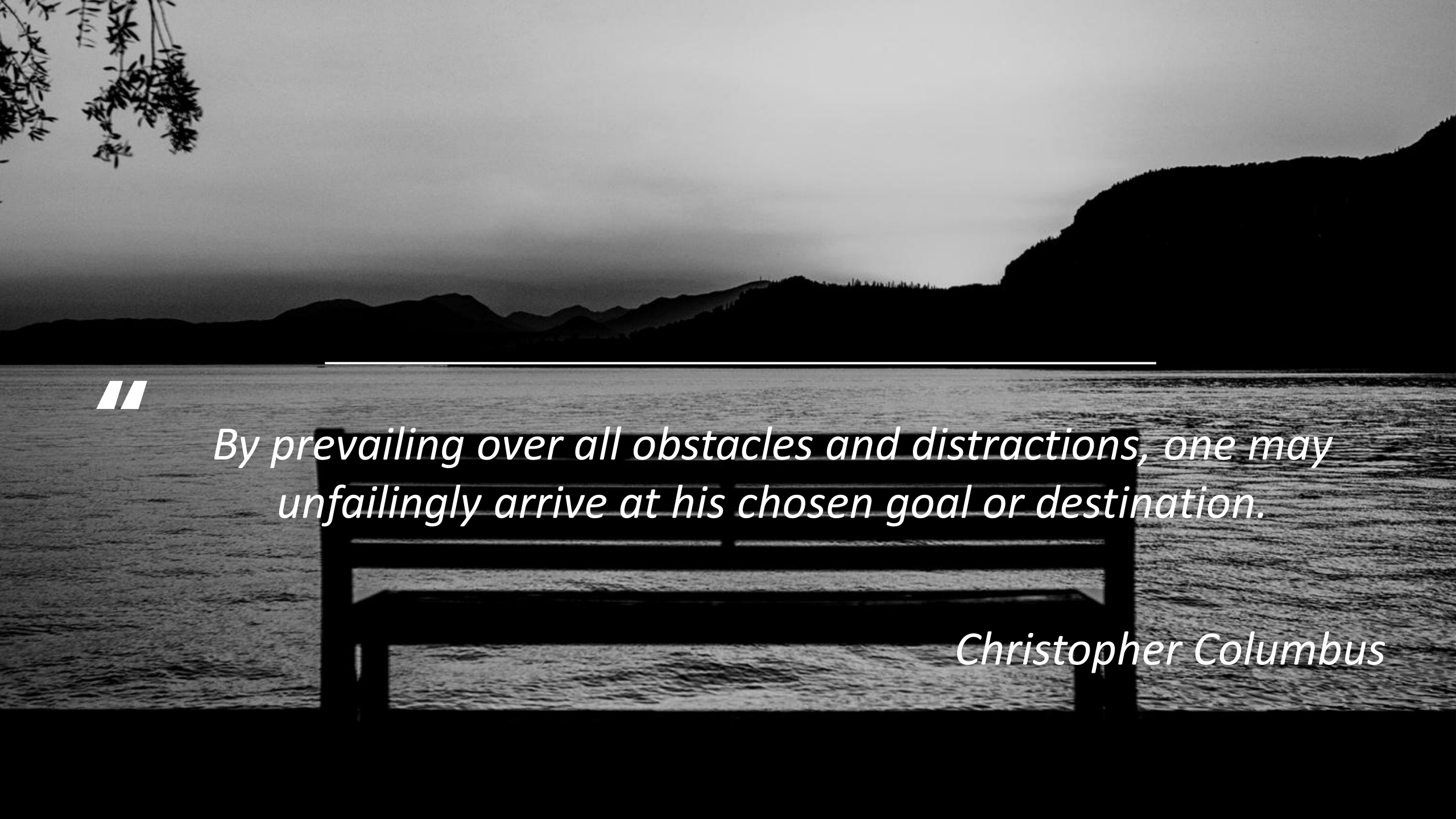
10. Usually, problems are worked out during the _____ and _____ periods of adjustment.

A. Norming and Performing

B. Storming and Norming

C. Storming and Performing

D. Forming and Storming



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By prevailing over all obstacles and distractions, one may unfailingly arrive at his chosen goal or destination.

Christopher Columbus

MODULE EIGHT

Overcoming Collaborative Writing Barriers

Some barriers can be caused by the work itself, such as writer's block or trouble with research, while other barriers are caused by team members and problems with leadership.



Practice T-shaped Management

- Measure and track team member progress
- Create performance plans for the individual as well as the group
- Set realistic goals

Building a Network of Alliances

Some have a problem with asking for help while another may not be so willing to share.





Implementing Enablers

Enablers equip group members with the necessary information to collaborate successfully.

Assessing the Culture and Areas for Improvement

- Self-assessment tools
- Group meetings
- One-on-one meetings



Practical Illustration



- Practice T-shaped Management
- Building a Network of Alliances
- Implementing Enablers
- Assessing the Culture and Areas for Improvement

Module Eight: Review Questions

1. T-shape management is designed to increase what?

A. Team proficiency

B. Manager approval

C. Employee wages

D. Team productivity

Module Eight: Review Questions

2. Which of the following is a tool of T-shaped management?

A. Reviewing employee progress

B. Creating performance plans

C. Conducting typing tests

D. Random drug testing

Module Eight: Review Questions

3. Why is it important for a group to have a network of alliances?

A. To increase the amount of work completed

B. To reduce the amount of department transfers

C. To increase team relationships

D. To decrease the number of errors made

Module Eight: Review Questions

4. What is one way that members can build team alliances?

A. Increase communication

B. Ask for re-assignment

C. Offer team bribe

D. Increase productivity

Module Eight: Review Questions

5. Enablers are meant to do what?

A. Hinder performance

B. Stop employee bullying

C. Encourage bad behaviors among team members

D. Enhance team communication

Module Eight: Review Questions

6. Enablers are helpful when trying to _____.

A. Stop slow productivity

B. Build professional relationships

C. Encourage team members to transfer

D. Build a platform for employee raises

Module Eight: Review Questions

7. Problems in the collaboration group cannot be fixed if they are _____.

A. Not important

B. Too complicated

C. Not identified

D. Too personal

Module Eight: Review Questions

8. Which of the following is considered a self-assessment tool?

A. Personality quiz

B. Employee review

C. Management feedback

D. Team evaluation

Module Eight: Review Questions

9. Writer's block is considered a barrier.

A. True

B. False

Module Eight: Review Questions

10. Being reluctant to seek information, could result in_____.

A. Re-assigned topics

B. Hiring new people

C. Transferring some employees to another department

D. Incomplete assignments

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Start out with an ideal and end up with a deal.

Karl Albrecht



MODULE NINE

Dealing with Conflict

It is better to confront and manage conflict rather than avoid it, so it is important to be aware of strategies and methods to deal with it.



Ensure that Good Relationships are the First Priority

The team leader should act as somewhat of a mediator and focus on a team resolution.

Keep People and Problems Separate

Once employees focus on resolving the problem they are more likely to resolve the conflict.





Pay Attention to the Interests that are Being Presented

When conflict arises, those involved are quick to blame each other and focus on the other person rather than on the cause.

Listen First, Talk Second

Anger will often lead people to say mean or hurtful things, although many times it is unintentional.



Practical Illustration



- Ensure that Good Relationships are the First Priority
- Keep People and Problems Separate
- Pay Attention to the Interests that are Being Presented
- Listen First, Talk Second

Module Nine: Review Questions

1. What is one of the first things people look for in a conflict?

A. Who to blame

B. What they did wrong

C. What the other person did wrong

D. How to resolve it

Module Nine: Review Questions

2. Employees involved in a conflict should be allowed to do what?

A. File a grievance

B. Be allowed to change departments

C. Say what they want to whomever

D. Speak without being interrupted

Module Nine: Review Questions

3. During a conflict, people are quick to do what?

A. Look for a solution

B. Label the other person

C. Turn the other cheek

D. Consult with a manager

Module Nine: Review Questions

4. When employees separate the problem from the person in a conflict, they can do what better?

A. Form an opinion

B. Find blame in someone else

C. Resolve the conflict

D. Be angry with the other person

Module Nine: Review Questions

5. People are more likely to focus on what, during a conflict?

A. Emotions

B. Facts

C. Statistics

D. People

Module Nine: Review Questions

6. Paying attention to a person's interests during a conflict helps the employee to do what?

A. Determine who was to blame

B. Better understand the problem

C. Build a case against the employee

D. Ignore them altogether

Module Nine: Review Questions

7. Taking time to listen before speaking decreases what?

A. Emotions

B. Blame

C. Employee discipline

D. Snap judgements

Module Nine: Review Questions

8. To help employees listen more during conflict, what may need to be used?

A. A disciplinary action

B. A team punishment

C. A mediator

D. A social worker

Module Nine: Review Questions

9. The goal of mediation is to_____.

A. Not get fired

B. Identify job assignments

C. Maintain professional
relationships

D. None of the above

Module Nine: Review Questions

10. When conflict arises, one of the first points employees will seek is to determine _____.

A. Who should speak first

B. Who is right/wrong

C. Whether or not they should just avoid the issue

D. Who will be reassigned

A black and white photograph of two hands holding two puzzle pieces. The hands are positioned on the left and right sides of the frame, with fingers gripping the edges of the puzzle pieces. The puzzle pieces are dark and have a light-colored border. A thin white horizontal line runs across the middle of the image, passing between the two puzzle pieces. The background is a light, neutral color.

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*The law of Win/Win says, 'Let's not do it your way or my way,
but let's do it the best way'.*

Greg Anderson

Tips for Successful Business Writing Collaboration

Even with exceptional team members, collaborative writing cannot be done without good project structure.



Determine Purpose

Once the collaboration team has been assembled, it is best to have some sort of group meeting to discuss the purpose of the project and what their role in this purpose is.

Formulate Outline and Organizational Format

Once the format and outline are determined, lay out standards for heading, titles and general format rules.





When Choosing a Team Leader, Remember...

- Keep the project flowing
- Defining tasks and duties
- Helping to mediate conflict

Assign Writing Tasks and Associated Duties

The final step is determining what writing tasks need to be completed.



Practical Illustration



- Determine Purpose
- Formulate Outline and Organizational Format
- When Choosing a Team Leader, Remember...
- Assign Writing Tasks and Associated Duties

Module Ten: Review Questions

1. Which of the following is a question that can help define the purpose of a project?

A. "Why are we doing this?"

B. "How much will I need to pay the employees?"

C. "Will this project land me a bigger bonus?"

D. "How fast can this project be over?"

Module Ten: Review Questions

2. When is the best time to define a project's purpose?

A. At the time of payment

B. At the beginning

C. When employees turn in their content

D. When the editors compile the submissions

Module Ten: Review Questions

3. What information should be included in an outline?

A. Possible disciplinary actions

B. Team leader responsibilities

C. Employee wages

D. Tasks to be completed

Module Ten: Review Questions

4. Organizational format includes which of the following?

A. Title formats

B. Project storyboards

C. Employee outlines

D. Project media

Module Ten: Review Questions

5. When the team leader is introduced, what other information should be shared?

A. The team leader's salary

B. The things they will not do on the job

C. The team leader's job responsibilities

D. The people responsible for answering the team leader's questions

Module Ten: Review Questions

6. A team leader does not do which of the following?

A. Monitor employee actions

B. Make stand-alone decisions

C. Oversee the team's progress

D. Assist in conflict resolution

Module Ten: Review Questions

7. When assigning tasks and duties, it is important to assess what?

A. The employee's requests

B. The need for the particular project

C. The team leader's criteria for team members

D. The employee's previous experience

Module Ten: Review Questions

8. Experienced team members may be assigned to do what?

A. Handle more complex tasks

B. Take more time off

C. Receive a pay increase

D. Monitor other employees

Module Ten: Review Questions

9. Collaborative writing cannot be done without _____.

A. Assigned tasks and duties

B. A collaborative team

C. Good structure

D. None of the above

Module Ten: Review Questions

10. A team lead is responsible for which of the following?

A. Defining tasks

B. Enforcing deadlines

C. A and B

D. Neither A nor B



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No one can whistle a symphony. It takes a whole orchestra to play it.

H.E. Luccock

MODULE ELEVEN

Examples of Collaborative Business Writing

Collaborative writing is an important part of any business and can be done for a number of purposes.



Writing Emails

- Project status report
- Email marketing campaigns
- Email newsletters

Writing Reports

- Annual reports
- Sales and marketing reports
- Progress reports





Writing Training Manuals

Training manual for new employees

Training manual for a certain skill

Training manual for operating equipment

Writing Company Handbooks

- Company handbooks presented to potential clients
- Company handbooks distributed to students at a university/college



Practical Illustration



- Writing Emails
- Writing Reports
- Writing Training Manuals
- Writing Company Handbooks

Module Eleven: Review Questions

1. What is one example of a collaborative email?

A. An email with statistic reports

B. An email for employee
resignation

C. An email newsletter

D. An email from human resources

Module Eleven: Review Questions

2. Collaborative emails are typically completed by whom?

A. A team leader

B. A chief editor

C. Another author

D. A spam folder

Module Eleven: Review Questions

3. Which of the following is an example of a collaborative report?

A. A new training seminar report

B. An addition to the employee handbook

C. A report regarding high supply costs

D. A department annual report

Module Eleven: Review Questions

4. What is one benefit of collaborative report ?

A. They have a variety of sources

B. They are quick to make

C. They are fun to read

D. They can be made by one employee

Module Eleven: Review Questions

5. What is one example of a collaborative training manual?

A. A manual for gardening

B. A photocopier training manual

C. A one-chapter manual

D. A training manual for company policies

Module Eleven: Review Questions

6. Which of the following is a typical section for a training manual?

A. An epilogue

B. A letter from the author

C. An introduction

D. A quiz section

Module Eleven: Review Questions

7. What is one example of a collaborative company manual?

A. New employee company handbook

B. A training manual for re-hire employees

C. A handbook for fire safety

D. A report to include in the back of the employee handbook

Module Eleven: Review Questions

8. Handbooks are written collaboratively in order to have what?

A. One employee point of view

B. Different styles of voice

C. Faster completion time

D. Information from various departments

Module Eleven: Review Questions

9. Writing in groups and teams has proven its ability to aid in _____.

A. Problem solving

B. Critical thinking

C. Social skills

D. All of the above

Module Eleven: Review Questions

10. When the representative of the department contributes to the project, the _____.

A. Well-presented

B. Unbiased

C. A and B

D. Neither A nor B

MODULE TWELVE

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to understanding Collaborative Business Writing is just beginning.



Words From the Wise

Individual commitment to a group effort—that is what makes a team work, a company work, a society work, a civilization work.

- Vince Lombard

Your corn is ripe today; mine will be so tomorrow. 'Tis profitable for us both, that I should labor with you today, and that you should aid me tomorrow.

- David Hume

It is literally true that you can succeed best and quickest by helping others to succeed.

- Napoleon Hill

No matter what accomplishments you make, somebody helped you.

- Althea Gibson