

# 6 Document Production

Business communication is at the heart of every organization and impacts all facets of the organization. Business communications may be oral or written. In this chapter, we will discuss the various forms, importance, and applications of written communications in the workplace. To be effective, the administrative professional needs to be proficient in the skills to compose effective business documents.

Successful managers keep their employees informed and involve them in decisions that affect employee welfare. Publications, such as policy and procedures manuals, job description manuals, and company newsletters, can have a positive impact on the employer-employee communication process. The crush of tasks and responsibilities in most people's work lives makes it hard to find time to craft well-written documents and polish all written communication.



At the same time, the expansion of the Internet has generated more ways than ever for people to communicate in writing. Web sites and e-mail are giving people unprecedented opportunities to express themselves. At the same time, it has become a source of frustration and overload when used poorly. Still, effective use of e-mail as a form of written information is an essential component of nearly every business process.

Successful managers and leaders have mastered basic writing skills and make effective use of all the communication channels available to them. Successful managers have learned correct rules of grammar and how to write in the clearest way possible for a specific audience. Effective managers know they must lead through the written word, as well as the spoken word.

Since office professionals have good organizational and formatting skills, they often assume major responsibilities for preparing these documents. Administrative professionals are also taking on more responsibility for research, document creation, and general document management from beginning to end throughout the organization. This means that the administrative professional must have: