



WRITE WORDS INC

Training public sector professionals to convey complex ideas and information in plain language.

VENDOR INFORMATION

Write Words Inc.
Olympia, Washington
Minneapolis, Minnesota

Primary NAIC:
54611, 541612, 611430,
711510

DUNS: 781405097
CAGE: 5CS19

Small business established
in 1991, incorporated 2007.

VAOSB: WDVA#517BCA17

Washington State UBI:
602656085

CONTACT

Managing Director:
Carriann Lane

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director@writewordsusa.com

Website URL:
www.writewordsusa.com

We work with **public sector learning** and leadership teams to develop employees' functional skills. We train **written communication** skills that public sector employees must have to succeed in all occupations and leadership positions.

CORE COMPETENCIES

- Writing and Written Communication.
- Teaching Others and Education and Training.
- Technical Documentation and Technical Credibility.
- Multimedia Technologies.
- Project Management and Stakeholder Management.
- Organizational Awareness and Political Savvy.
- Legal, Government, and Jurisprudence.
- Public Service Motivation.
- Integrity and Honesty.
- Customer Service.

DIFFERENTIATORS: WHY CHOOSE WRITE WORDS INC.?

We pioneered and piloted plain language training in Washington. Our trainers have all succeeded in public sector leadership roles. We respect you and the realities of your enterprise environments.

We have experience, advanced degrees, and certifications in Professional and Technical Communication, Curriculum Design, and Project Management. **We've maintained top-tier ratings as a preferred vendor over a period of 20 years.** We hold contracts serving federal, military, state, county, and city organizations.

Learners experience live revisions to apply what they've learned right away. We supply laptops for the labs to agencies within Washington.

We update courses annually. Our courses reflect 2020 science in accessibility, UX, service design, and reading ease. Learn to write content that users read, understand, remember, trust, and use. See them all at **www.writewordsusa.com**.

PAST PERFORMANCE

Write Words Inc. is a Washington State Government preferred vendor rated top-tier: "excellent," sustained over 25 years. We hold contracts with federal, state, and local government agencies. We've also trained Microsoft tech writers to create help desk scripts for use worldwide.

For references, contact us. These clients have invited us back for over 20 years:

- **Department of the Navy**
OCHR San Diego, NAVFAC EXWC (Port Hueneme), DoD Locks, HR Service Center, SW Naval Supply Systems Command, FISC
- **State of Washington:**
30+ agencies trained annually, includes Department of Labor and Industries Capstone.

TRAINING

Contact us or visit www.writewordsusa.com to see a full course catalog.

Detailed course descriptions include scope, performance objectives, instructional methods, and resources supplied.

We'll train your staff to use lean thinking, UX practices, and plain language to write well. Your employees will gain functional competencies and see how their work fits into the big picture of service design. When they write, they'll meet all stakeholder information needs. They'll write to win: for your customers, your agency, the environment, and themselves.

1-DAY TRAINING | 7 HOURS

- Plain Talk: *Writing Documents in Plain Language.*
- Technical Editing Techniques
- Effective Writing for Colleagues and Customers
- Grammar 1: The Basics
- Grammar 2: The Masterclass

2-DAY TRAINING | 14 HOURS

- Editing and Proofreading
- Technical Writing: Tricks of the Trade

3-DAY TRAINING | 20 HOURS

- Technical Writing, Editing and Proofreading for Defense Personnel
Includes contractors, vendors, and community partners the organization invites.

CONFERENCE SESSIONS

- Plain Talk: *Writing Documents in Plain Language.*
- Break Through the Noise:
Write messages people will actually read, understand, trust, and use.

CONSULTING

Do you need to hire a contractor rather than train your staff? Please send us your RFI or RFP.

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