**Name:**

**Encouraging Goodwill**

**Improving You Attitude, Emphasizing Reader Benefits, and Increasing Positive Emphasis**

**Directions:** For each of the ten sentences below, you must first provide criticisms and then revise to improve the sentence (according to the information presented in class and in the readings about improving you-attitude, emphasizing reader benefits, and increasing positive emphasis).

Remember to consider both the purpose (you may add details to the sentence or omit unnecessary details as long as the essential purpose of the sentence is unchanged) and the audience (consider benefits to the reader and what the reader might be most interested in).

Some of the sentences have more than one thing “wrong” with them – there may be one, two or more ways to improve and foster goodwill in each sentence.

For maximum credit, you must find, identify, and improve **all** the ways each sentence falls short of guidelines for encouraging goodwill in professional communications. In other words, you should aim to write the **best** possible revision.

You may turn in a hand-written paper copy in class on Friday, or you may upload an electronic copy to the “Assignment Submission” area of Blackboard.

1. Today, we mailed to you an information packet on our latest course offerings.

*Criticism(s):*

*Revised Sentence:*

2. Because you were late to the meeting, we assigned you to work the polling booth at 7am on Saturday.

*Criticism(s):*

*Revised Sentence:*

3. I hope you understand that we are very interested in hiring you for the position.

*Criticism(s):*

*Revised Sentence:*

4. We made an error in your favor, so you’ll be getting a refund of $12.72.

*Criticism(s):*

*Revised Sentence:*

5. Susan Brightman said she wouldn’t accept the job offer unless the salary was increased by $10,000.

*Criticism(s):*

*Revised Sentence:*

6. Just in case one of our employees is unreliable, we should prepare a backup plan for an unfortunate problems that might arise.

*Criticism(s):*

*Revised Sentence:*

7. Even though our meeting took considerable time and was inconvenient, I enjoyed chatting with you on Saturday. Your plan isn’t missing anything important and doesn’t make me worry about its feasibility.

*Criticism(s):*

*Revised Sentence:*

8. Please notify the publisher of the magazine of your change of address as soon as possible to prevent a disruption of subscription service.

*Criticism(s):*

*Revised Sentence:*

9. I was Treasurer of the Accounting Club. Of course, we didn’t have much money so I didn’t have much responsibility, but I was able to put into practice principles I learned in the classroom.

*Criticism(s):*

*Revised Sentence:*

10. If you submitted a travel request, as you claim, we have failed to receive it.

*Criticism(s):*

*Revised Sentence:*