

Tips for Working with Microsoft Word Documents

QUICK HELP

BASIC

EXPANDED

PROFESSIONAL

More and more, writing, editing, and proofreading involve a keyboard and a screen rather than a pencil and sticky notes—and to great advantage. Electronic editing is a boon beyond belief, provided you and the software are on speaking terms.

In this aid you'll find tips to help you save time and do more with MS Word. It includes pointers on the basics, plus nice-to-know extras on some of MS Word's most-used and oftentimes most-frustrating tools. This aid certainly doesn't include every way to do something; just those we've found useful.

Notes

1. The information in this aid is a condensed version of Chapter 6 from *The McGraw-Hill Desk Reference for Editors, Writers, and Proofreaders* (McGraw-Hill, 2006, K.D. Sullivan and Merilee Eggleston).
2. **Version alert:** The discussion is based on the default settings in Microsoft Word 2003. If you're working with a different version, you may need to dig a bit to locate a particular tool or feature. And if your version is old enough, certain features might be missing. But for the most part, you should be able to find what you need with just a little hunting.
3. If you're not familiar with Word, learning with this aid will be easiest to follow if you have Word up and running as you read and if you have three toolbars open: Standard, Formatting, and Reviewing. So before you move on, go to View > Toolbars and make sure there's a check by each one.



Working in Microsoft Word

Microsoft Word can be your best friend or your worst enemy. It's your best friend because it is, without a doubt, *the* application of choice for writing and editing an electronic file. In Word, changes are easy to mark and easy to see. You can add queries and comments. You can search in seconds for a single word (or a single character). You can finesse fonts and formatting with the flick of a mouse. And that's just for starters.

Some of us forget, and some of us never knew, how cumbersome writing and editing were before Word laid its magic at our feet. And it's not just *easier* using Word; with Word, you can actually *do better work*. But nothing's perfect. Anyone



who uses Word knows it has some definite quirks. If you're on a tight deadline, Word can seem like the enemy. It tends to *think* for you, and what it thinks might not be what you had in mind.

The trick is to understand Word a bit better. Nearly always, if you know where Word keeps its tools and how to wield them, you can do remarkable things with minimal strain.

The intention here is not to tell you *everything* about Word. You have the Word Help menu for that. This aid *will* show you Word's best editorial tools, reveal some of its shortcuts and secret passageways, and help you tap its huge potential.

Track Changes—The Better Red Pencil

To correct or improve writing, you have to make changes to it. If you're the author, working in Word, you can simply delete the old and type in the new. But you may want to track the changes in each version of your writing. And if you're the editor or the proofreader, your changes are just *suggestions*, for the author or someone else to accept or reject.

On hard copy, you can't help showing your tracks. You mark changes by lining words out, writing words in, and using standard editorial marks. In the end, everyone can see what you've done.

In Word, to make those changes visible (after you've saved the original file and created a working copy), you simply turn on Track Changes (Tools > Track Changes). Then you put your cursor where you want to add or delete text and start typing or start deleting; the edits you make will be colorfully apparent.

It's hard to count all the ways Track Changes improves on a red pencil. With Track Changes:

1. No one needs to know editing symbols—you simply insert and delete text, and anyone can understand your changes. Even clients and authors who have never seen Track Changes can grasp the fundamentals in minutes—over the phone.
2. More than one person can weigh in and do it clearly—it's easy to see who changed what, who asked what, who responded, and when.
3. It's easy for authors or reviewers to accept or reject your changes.



4. Because no one needs to type in your changes (you've already done it), there's much less risk of *new* errors being introduced after the work leaves your hands.

Using Track Changes

You'll find all the Track Changes tools—your editing mainstays—on the Reviewing toolbar:



It contains, from left to right:

- Display for Review** drop-down menu (ways to see your changes and their results)
- Show** drop-down menu (which reviewing features to display and how)
- Previous** button (moves you to the previous change)
- Next** button (moves you to the next change)
- Accept Change** button (accepts a change)
- Reject Change/Delete Comment** button (rejects a change or deletes a comment)
- Insert Comment** button (inserts a comment)
- Highlight** drop-down menu (a rainbow of colors to highlight text)
- Track Changes** button (activates and deactivates Track Changes)
- Reviewing Pane** button (shows or hides the collected changes and comments)

Some of these need little explanation; others deserve some discussion. We'll start with what matters the most—how you show changes.

To Balloon or Not to Balloon. In the old days (before Word 2003), Track Changes lined through deletions and underlined insertions, using different colors for different editors. Formatting changes stood out in yet another color, and comments and queries showed up as highlights in the text, tagged with a number and the editor's initials.

These days, changes are in designer rectangles—called *balloons*—off in the margin, which has been bumped out for their benefit. Dashed and angled lines tie them to their place in the text.

If you like the old style of edits with clean and clear margins, this might make your day: On the Reviewing toolbar, go to Show > Balloons > Never.

A note about the Never choice, though: In this case Word will *make* formatting changes (such as roman changed to *italic*) but not *mark* them. To make them visible, head to the Reviewing toolbar, go to Show > Options, and choose a way to make them visible.

If you're not an all-or-none person, you can choose a little of both and use old-style markup for insertions and deletions, and balloons for comments and formatting changes (Show > Balloons > Only for Comments/Formatting).

One Document Four Ways. For even more control over the way changes appear (or don't appear) onscreen, go to the Display for Review drop-down menu:

- **Final Showing Markup** is the ideal view to use while editing with Track Changes on. You'll see your insertions, deletions, comments, and—if you've chosen a way to make them visible under Show > Options—formatting changes.
- **Final** view shows you the document as it would look if all your changes had been accepted; no markup shows anywhere. This view is helpful to use as you do your final reading. Without all the markup, you'll see small errors—such as extra or missing spaces—more clearly and get a better sense of how well your changes really work.
- **Original** view shows the text as it was before you made your first mark. It can be helpful to return to this view if you've made so many changes you've forgotten where you started.

Having Your Say. There are two ways to add comments and queries in a Word document—using the built-in Comment feature and taking the do-it-yourself approach.

With Word's Comment Feature. To add a note using the Comment feature, place your cursor in the text where you want the note to appear and click Insert Comment on the Reviewing toolbar.

When you do, the word closest to your insertion will sport a pair of brackets and a highlight.

If you're using balloons, one will appear in the margin, and you can type your note directly in it. The highlight and brackets remain in the text, tied to the balloon by its dashed string:

If you've banished balloons, the Reviewing Pane will open at the bottom of the screen, giving you a spot to type your message. Type away, and when you're finished close the pane by clicking the Reviewing Pane button on the toolbar. You'll see your initials (if the computer you're using is yours) and the number of the comment as part of the highlight in the text:

Whether or not you use balloons, when you insert a comment you'll always leave a highlight in the text. When the cursor is placed in the highlight, the text of the comment pops up, along with your full name and exactly what day and time you inserted the comment. (The same thing applies to highlighted insertions and deletions).

Tip: If you want to make the text you're commenting on even easier to spot, you can highlight as much of it as you like *before* you click the Insert Comment button.

Directly in the Text. If you wish, you can bypass Word's Comment feature and simply type your notes in the text. It's a great idea to bracket an in-text note with characters that aren't used in that combination anywhere else in the document. That way the notes are easy to find by doing a search for that unique combination using the Find feature. You can also make these notes stand out with highlighting.

Reviewing. You may not be the only one adding comments or making changes to a Word file. And even if you are, at some point you'll want to review your changes one by one.

If you're using balloons, you can just run your eyes down the margin to spot and review each change or comment. If the changes are in the text only, step through them using the arrows on the Reviewing toolbar.

The Next (right-facing arrow) button pops you from one change or comment to the next, sequentially through the document. If you put your cursor at the top of the document and click the Next button, you can look at each change, one by one. If you want to go back for any reason, just click the Previous button.

Accept/Reject. Once changes and comments are made, someone must consider and act on them. That means accepting them, rejecting them, or adding something new.

There are times when you'll accept or reject changes made by others before continuing with your own work. But usually the person who says yea or nay to changes is the author or whoever has requested the editorial work. If he or she isn't familiar with Word's Accept/Reject function, you'll be able to explain it in moments.

This power to accept or reject changes resides in the blue check mark and the red X on the Reviewing toolbar. Place your cursor in a marked change or a balloon, then click the check mark to accept it or the X to reject it. If you accept it, the change becomes part of the finished document. If you reject it, it's gone before you can blink, and the text reverts to its original condition.

Word comments are never incorporated into the finished document (watch out, though: the in-text variety *can* be because they're just inserted text). Once a Word comment is dealt with, if it's a balloon you can reject it in the usual way. If you're not using balloons, just double-click the bracketed comment number area to highlight it, then click the Reject button or tap the Delete key.

Warning: In the drop-down menus next to the check mark and the X, you'll see several options for how *much* you accept or reject at a time. Except in rare instances, never, ever, choose an option that contains the word *All*. Take a little extra time and look at each change as you accept or reject it. The global approach carries with it too much risk of losing or incorporating something you never meant to.

Tip: Even if the *All* options are too risky, you *can* safely accept or reject more than one change at a time. Just highlight a section that contains several changes, all of which you want to either accept or reject, and then click the check mark or the X. It's a way to speed up the process and still keep an eye on what stays and what goes.

Beyond Track Changes

The Reviewing toolbar holds most of the electronic editing tools you'll need, but not all. Word's other menus and toolbars help you with more than markup.

Checking Spelling

Word's spell-checker is something you'll use on every single item you work on in this application. Put the cursor at the top of your document and click the ABC check mark button in the Standard toolbar. The spell-checker will pick up some things you don't want it to, but for the most part you'll be glad you ran it. It's a lot of insurance against silly and embarrassing errors for a very small investment in time.

Searching

This tool (Edit > Find) is a big part of why using MS Word can improve the accuracy of your work. Another name for it might be the Consistency Checker.

As you work, you'll come across details that seem inconsistent—a spelling here, a heading style there, and so on—and you'll want to make sure that item is treated the same throughout. With a hard-copy document, ensuring such consistency depends on your memory, your eyesight, and how much time you have to comb through the work. But with the Find feature, you can search, in seconds, for the tiniest detail in the longest document.

To make things even easier and more consistent, you can use the Find and Replace option. Just type in what you're looking for and what you'd like to replace it with. You can make the substitution on a case-by-case basis or with a single click of Replace All (but be as leery of this as you are of Accept All Changes).

Find is a powerful tool, and it lets you refine your searches in *very* useful ways. Click the More button on the Find tab to see the possibilities. Don't forget to click the Format and Special tabs, too. With these options and some creative thinking, Find will take you directly to almost anything in your document.

Inserting Breaks

You can insert far more than comments into your Word documents, including pictures, diagrams, hyperlinks, Excel files, and objects from other places. And if you're responsible for the final look and function of a document, you'll often insert breaks. Word has several different kinds (Insert > Break):

- **Page Break.** This ends one page and starts a new one—a useful way to split sections of text where *you* want to rather than where bottom margins dictate.
- **Column Break.** In multicolumn text, you can insert a column break wherever you like, to control where material falls and to balance uneven columns.
- **Text Wrapping Break.** This break forces text to wrap to a new line wherever

you insert the break. You can accomplish the same thing by pressing Shift > Enter.

- **Section Break.** A section break ends a section of text and starts a new one, so the formatting of the new section can be different from the one that just ended. There are four different kinds of section breaks: Next page, Continuous, Even page, and Odd page.

Inserting Symbols

The symbols on your keyboard barely scratch the surface of what you can include in a Word document. You have more dingbats and doodads at your fingertips than you can imagine (or ever use). Just go to Insert > Symbol and take a peek under Font.

For example, if it's a clever icon you want, try Webdings or Wingdings. If you need mathematical operators or a Greek diacritical, look under Subset. If you want to insert an em dash or copyright symbol, go to the Special Characters tab.

Alphabetizing

To alphabetize (or, as Word calls it, Sort) any list, highlight it, go to Table (yes, Table) > Sort, and choose Paragraph and Ascending under Sort By. Then click OK, and provided your list items are on separate lines followed by paragraph returns, they'll be in alphabetical order.

A simple process, but not without quirks. For instance, if you have extra paragraph returns in your list, Word will remove all the extra spaces from the list and pile them at the start. It will also put numbers at the beginning, and it sorts *them* digit by digit, not quantity by quantity:

1
17
3

In addition, Word belongs to the letter-by-letter rather than word-by-word school of alphabetizing. So you'll see:

grand hotel
grand jury
granddaughter

Formatting

Sometimes, particularly in business settings, whoever writes or edits a document (report, newsletter, manual, etc.) also shines it up for printing and distribution. If that's your job, you'll need Word's formatting tools to do it—and there are a lot of them. In fact, Word offers so many ways to alter the appearance of a document that we won't even pretend to cover them all. Instead we'll confine ourselves to the formatting tasks you'll tackle most often and the things that sometimes make you grind your teeth.

Make Word Less Helpful

Word wants so much to help. But you don't *always* want to replace a *c* in parentheses with a copyright symbol, sometimes you *do* want to type two capital letters in a row, and sometimes you *don't* want your quotes to curl.

Here's how to curtail Word's default desire to please. Go to Tools > AutoCorrect options and uncheck everything you'd like Word to *stop* doing. Some items appear on more than one tab, so be sure to uncheck them wherever they appear. Then go to Tools > Options and do the same thing. If you're serious about controlling Word's impulses, pay special attention to the Compatibility tab you'll find there.

Take Advantage of the Toolbars

A few other toolbars will get almost as much of a workout as the Reviewing toolbar.

Formatting. On this toolbar you can:

- Change the style, font, and point size of text
- Click on **B** for bold, *I* for italics, or U for underlining
- Left-align, center, right-align, and justify text
- Change the line spacing of text
- Create numbered or bulleted lists
- Choose a highlight color or a font color

Basic. In addition to the *real* basics, like opening, closing, saving, printing, cutting, copying, pasting, and spell-checking, on the Basic toolbar you can also:

- Insert a table, choosing the number of rows and columns in it
- Create columns by highlighting text and choosing how many columns you'd like it to break into

- Show and hide formatting codes like paragraph marks, tab marks, and space marks
- View your document at a larger or smaller size (note that this is *viewing* at a different size; changing the viewing percentage doesn't actually change the point size)

Make a Macro

If you were going to actually *write* a macro, this might sound daunting, but Word lets you simply *record* one.

A macro is a little program that records a whole series of actions and then performs them whenever you tell it to.

For instance, let's say you need to change the first word of every list item in a 100-page document from 12-point Times New Roman to 14-point Tahoma. You can go through the steps over and over to create this change. Or you can click on the first word, double-click REC, name your macro, assign a keyboard shortcut to it or create a clickable toolbar button for it and *then* go through all those other motions.

When you've successfully changed the appearance of the word, stop recording your actions by double-clicking REC again or clicking Stop Recording on the little pop-up that appears while you're recording.

Now, for the remaining font changes, all you have to do is place your cursor and tap a couple of keys or click a toolbar command. Which way sounds easier?

Make Bullets and Numbers Behave

Almost nothing in Word is more likely to misbehave than bulleted and numbered lists. A few pointers should make them mind their manners (mostly):

- **Inserting Lists.** Insert bulleted and numbered lists by clicking the Bullets and Numbers buttons on the Formatting toolbar or by going to Format > Bullets and Numbering. If you insert them by manually adding spaces and typed-in numbers or inserting bullet images (from Insert > Symbol), you'll have alignment problems.
- **Setting List Indents.** Control the indent distance from the margin, and the indent distance from the bullet or number to the start of the text, by setting tab stops on the horizontal ruler above your document or by specifying indents in the Customize Bulleted List dialog (go to Format > Bullets and

Numbering, and click Customize). Set indents for an entire list by highlighting the whole list and then clicking tab stops on the horizontal ruler.

- **Managing Numbers.** In long numbered lists, keep spacing consistent (and periods following numbers aligned) by choosing Right under Number Position in the Customize Numbered List dialog.

To start list numbering over at 1, place your cursor in the first item of the list you want to renumber and choose Restart Numbering on the Numbered tab of the Bullets and Numbering dialog. To continue list numbering from a previous list, choose Continue Previous List on the same tab.

- **Managing Bullets.** Choose bullet styles from those offered on the Bulleted tab of the Bullets and Numbering dialog, or create your own in the Customize Bulleted List dialog.

Use Fonts with Finesse

The English alphabet may have 26 letters, but Word has about 26,000 different ways you can display them. Font styles, sizes, and colors are available on the Formatting toolbar, or go to Format > Fonts to see *all* the possibilities. Choose small caps or all caps, strikethrough or underline, superscript or subscript, and other special treatments. For subtle adjustments, look to the Character Spacing tab; for fancier options, go to the Text Effects tab.

Set the Spacing

The space bar and the Enter key have their place, but you'll have much more flexibility, and your document will be much more orderly, if you use the spacing and alignment options on the Formatting toolbar or under Format > Paragraph.

The two tabs in the Paragraph dialog let you control indents and alignment (left, right, center, or justified) of text, line spacing and the spacing before and after any element, and where pages and paragraphs break and don't break, among other things.

Tip: If you're trying to squeeze just a *little* more onto a page, and that page has a list or two, here's a trick: highlight the list(s) and reduce the space between list items by a point or two. The reduction won't be noticeable, but it might give you the extra space you need.

If you're defining text elements with template styles (e.g., Heading 1, Normal, Bulleted List, etc.), you can use the Paragraph dialog just once to define spacing (and many other adjustments, too) as a part of those styles (for the document you're working on only), so you don't have to apply it repeatedly from the Paragraph dialog or the Formatting toolbar.

Take Tables in Stride

Word does its best to make inserting, styling, and editing tables convenient and automatic. And its best is pretty good. Here's a collection of tips for help with tables.

Tables Longer Than One Page. If you want to allow Word to break a table automatically at the end of the page, but you want to make sure the break doesn't come in the middle of a row, *uncheck* "Allow row to break across pages" under Table > Table Properties > Row. That way Word will break the table only after a whole row.

If you want to break the table yourself, at a spot of your choosing, place your cursor in the row *below* the one you'd like to end with and insert a page break (Insert > Break > Page break or Ctrl+Enter). The table (and the page) will end with the row above it, and the row where you placed your cursor will move to the next page.

Repeating Heading Rows. When your table is more than one page long, to be sure your table headings repeat on new pages, highlight your heading row or rows and go to Table > Heading Rows Repeat. Click to activate this option. Blissfully simple.

Splitting and Merging. If you want to split a table into more than one piece, but leave the pieces on the same page, go to Table > Split Table.

To merge table cells, highlight the cells and go to Table > Merge Cells. This is an easy way to create space for titles that cover more than one column.

	January Through March		April
North	12	24	10
South	15	6	12
East	7	14	9
West	4	3	17

To do the opposite—to divvy up one cell into two or more cells—highlight the cell, go to Table > Split Cells, and choose the number of columns and rows you want to create.



Tip: To convert a section of text to a table, highlight it and go to Table > Convert > Text to Table. You'll be asked to make a few choices, then, *voilà*, you'll have a table. To convert a table to text, highlight it and go to Table > Convert > Table to Text.

Deleting and Moving. If you highlight the entire contents of a table and click Delete, you'll delete only the words *within* the table. To delete the table itself, make sure the small squares around the table are also highlighted, or go to Table > Delete > Table.

Advanced Options

Beyond markup, beyond comments, and even beyond formatting, Word has more to make your editorial life easier. Here are a few things you might like to do with them.

Add Automatic Tables of Contents

A table of contents field picks up headings in the text and places them, with their page numbers, according to their outline level, into a table of contents that reflects *exactly* what's in the document. In the process it makes all the entries in the table of contents links, so you can just press Ctrl, click anywhere in the entry, and go straight to that spot in the document. If you change the wording of a heading in the text or it wraps to another page, or you delete a heading or add a whole new one, the table of contents will reflect it (see "Updating the Entries," below)—but only if you've styled your headings correctly.

Styling Your Headings. For an automatic table of contents to pick up text headings, the headings must be styled using named template styles—Chapter Title, Heading 1, A Head, and so on—that are different from the styles used in the rest of the document. If your whole document is styled Normal, Word won't be able to differentiate the headings from the text.

Once you've highlighted a heading, you can give it a text style from the Styles drop-down menu on the Formatting toolbar or under Format > Styles and Formatting.

From that location (or using the Styles and Formatting button on the Formatting toolbar), you can also right-click on a style name, choose Modify, and alter and name them anything you want.

Warning: When you create new styles or modify existing styles, make sure the Automatically Update box is *unchecked*. If it's not, you'll automatically change the style of *every* item in the document that carries that style. Editors discover whole new vocabularies when things like that happen.

The Table of Contents Options dialog (Insert > Reference > Index and Tables > Table of Contents > Options) shows you all the named styles in your document's style template and lets you assign a hierarchy (1, 2, 3, and so on) to the ones you choose. Once that's done, the TOC field will pick up everything in the document that carries the styles you've specified and tuck it into the table of contents according to its designated level.

Inserting the Table of Contents. With your headings styled, place your cursor in the document where you'd like the table of contents to appear (usually at the very beginning) and go to Insert > Reference > Index and Tables.

Tip: Tables of contents (and other fields) show up shaded in text, but it's not really shading and it won't print. It just appears in the file to indicate an inserted field.

Updating the Entries. When your table of contents goes in, it reflects what's in the document *at that moment*. But if anything changes in the document, you'll need to update the table of contents before you see the changes there.

Fortunately, updating is simple. Just place your cursor anywhere in the table and right-click. Choose Update Field, then decide whether you want to update the entire table or just the page numbers. You'll almost always want to update the entire table, to catch any little thing that's changed since the last time you updated. You'll want to be especially sure to do it at the end of your work, along with that final spell-check.

Insert Hyperlinks

In a Word document, you can create clickable links to:

- Other places in the same document
- Other documents on your hard drive or on your company's network
- Any Internet address

To insert a link, place your cursor where you want the link to appear and go to Insert > Hyperlink (or press Ctrl+K) and type the text of your link in the "Text to

display:" field. Depending on the type of link you're inserting, Word will then help you navigate to your destination and complete the process.

Check the Word Count

If you're an author writing an article, you might be working toward a specific word count. If you're an editor or proofreader, the time it will take to edit or proofread a document is still calculated using pages per hour.

In the days of hard-copy manuscripts, a page was defined as an 8½" x 11" double-spaced sheet. In a Word file, a page is considered 250–300 words. For help in estimating your time (or the length of your article) go to Tools > Word Count for the detailed numbers on your document.

Tip: The word count doesn't include comments you've inserted with the Comment feature, because they won't be part of the finished file. (If you've typed them directly in the text, however, comments *will* affect the word count.)

Compare Text

Word makes it delightfully simple to compare something in one document (or part of a document) with something in another—without constant scrolling or minimizing and maximizing. You can go to Window and choose Compare Side by Side with..., Split, or Arrange All.

Once you have your desired combination, you can choose New Window to preserve that view as a separate document, so you can flip back and forth between your combined view and any other documents more easily.

Check Heading Levels

Word makes it easy to verify that all headings are handled consistently, in both formatting and wording. If your document is styled with Word's template styles (Heading 1, Heading 2, etc.), go to View > Outline, and your document will switch to Outline View. More important, the Outline toolbar will appear.

On the Show Level drop-down menu, you can choose to view all the headings in your document or only the heading levels you choose. Using this tool, you can quickly review your headings—with no distractions—to be sure they are as they should be.

Handy Keyboard Shortcuts

The Word menu options include some keyboard shortcuts, and the Help menu has many more. For your convenience, here's a list of some keys that can save you time and mousing. (Note: If you're working on a laptop, or a keyboard with a nonstandard configuration, in a few cases you might need to use different keys.)

Close	Ctrl+W
Copy	Ctrl+C
Create new document	Ctrl+N
Cut	Ctrl+X
Find	Ctrl+F
Go to	Ctrl+G
Help	F1 key
Insert a comment	Alt+Ctrl+M
Insert an em dash	Alt+Ctrl+minus sign (not hyphen)
Insert an en dash	Ctrl+minus sign (not hyphen)
Justify a paragraph	Ctrl+J
Left-align a paragraph	Ctrl+L
Open	Ctrl+O
Paste	Ctrl+V
Print Preview	Ctrl+F2 key
Print	Ctrl+P
Repeat an action	Ctrl+Y
Replace	Ctrl+H
Right-align a paragraph	Ctrl+R
Save As	F12 key
Save	Ctrl+S
Spelling and Grammar	F7 key
Split (screen)	Ctrl+Alt+S
Turn track changes on and off	Ctrl+Shift+E
Undo an action	Ctrl+Z

For quick help on editing Microsoft Word documents, see the job aid **Working with Microsoft Word Documents—Quick Help**. Or for even more details, as well as screenshots and examples, choose the **Expanded** version, based on *The McGraw-Hill Desk Reference for Editors, Writers, and Proofreaders* book and CD (McGraw-Hill, 2006, K.D. Sullivan and Merilee Eggleston). And for even more help in the world of words, see our entire set of easy-to-use [Job Aids for Effective Communication](#) that give you quick, clear guidance as you prepare anything from a memo to a manual to a web page.

