## **COMPLETE PLAIN WORDS**



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## **Peek Inside the Book**

Adapt the atmosphere of your reply to suit that of the letter you have received. If its tone is troubled, be sympathetic. If it is rude, be especially courteous. If it is muddle-headed, be especially lucid. If it is stubborn, be patient. If your correspondent is helpful, be appreciative. If you find yourself convicted of a mistake, acknowledge it freely and even with...

## **Reader's Opinions**

It had a lot of good bits, but many large sections of it are hair-splitting that isn't always terribly interesting. If nothing else, I can totally get behind his message: write so people can understand you without thinking too hard.