

# thoroughness:

how to address details that influence the quality of your work

## thoroughness means revising

Thoroughness *n.* 1: the quality of completeness 2: not overlooking important details 3: exhaustive in fulfilling a task

Thoroughness is awareness of all the details involved in a project, attention to each one of those details according to its importance and completion of the project.

Thoroughness in communication is critical when trying to compose an e-mail, compile a resume, or create sales material. The key to good writing is good editing. Always take the opportunity to reread your e-mail before sending it.

Use your first draft to think through the issues. Then think about what you're saying from the other person's perspective, and reorganize.

Choose your words carefully. Avoid loaded rhetoric. Accusing someone of fascism or of being an idiot will grab attention but probably not persuade.

Check your spelling and punctuation. Look up words you do not know. Don't rely entirely on spell check. Try reading through your document backward in order to check spelling. If you're not sure, look it up in a style guide or reference manual.

*"Proper prior planning prevents poor performance."*

– unknown

*"He that despiseth small things will perish by little and little."*

– Ralph Waldo Emerson

*"To err is human; to persist in error is foolish."*

– Seneca

## from start to finish... and beyond



Thoroughness is taking responsibility to follow up and ensure the ultimate effectiveness of one's work.

Ask yourself tough questions when finished: How can we make this better? Is there a more efficient way? Did we finish on time? Did we meet expectations? Are we making a difference? What works, and what doesn't?

Quality control should be everyone's priority.

Success is in the details.

## thoroughness vs. incompleteness

### thoroughness is:

- planning your work
- paying attention to details
- making a list so you don't forget
- finishing what you start
- cleaning up before you quit

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## From the Executive Director:

In attending the ground-breaking for the new Mars manufacturing facility in Topeka, I was struck by the many references to character qualities as the reasons for this company choosing Topeka as their home.

There were many references to collaboration, shared values and good work ethic among our citizens. I just can't help but think that our character initiative here has made a difference.

Thinking back to a dysfunctional city government and high crime rates experienced as Topeka City of Character began its initiative in 2001, I see Topeka now as a for-

ward thinking, innovative, caring community. Evidently others see that as well.

We will never have a window to see an alternate universe had this initiative not been started, but I do believe that by emphasizing good character, we have changed lives. Thanks to those in our community for embracing good character!

*Cindy Patton*

*Topeka City of Character  
Executive Director  
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**Good character is the key to success!**