

## 2. Break down your instructions into short, distinct steps

Break down tasks so the reader can see exactly what's involved in complying with your instructions.

### How do I do this?

- **Think through the steps.** How many actual tasks will be involved in following a particular instruction? If a document must be notarized, for example, don't take it for granted that the reader will automatically understand the steps involved.
- **Give each step a label or bulleted heading.** This will help the reader understand *how many* steps are involved and also acts a kind of mental checklist.

### Why do this?

- People will be more likely to read your instructions if they can see right away how much work is involved.
- Breaking tasks up into steps will help *you* think through what you are actually asking the customer to do. This should make your instructions more effective.

Do	Don't
Please submit your application and the following: - Resume - References - Work samples - Photograph	In addition to your application, please include your resume, references, work samples, and photograph.

**Use a numbered list if there is a specific order:**

Do	Don't
<b>What do I need to do to keep my PEBB coverage?</b> 1. Apply for Medicare Part A and Part B before you turn age 65. 2. Once you have enrolled, send a copy of your Medicare card to us at:	You should apply for Medicare at least two months before your eligibility date.

**If instructions are complicated, consider a reminder box.** Try using this on your envelopes. For example:

Did you remember to:

- Sign at the bottom?
- Notarize your statement?
- Make sure our address appears in the envelope's window?