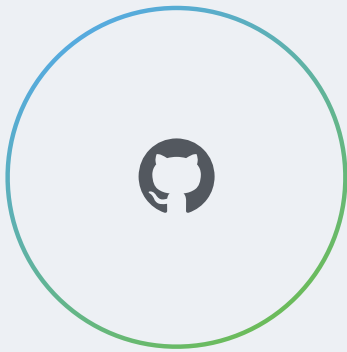


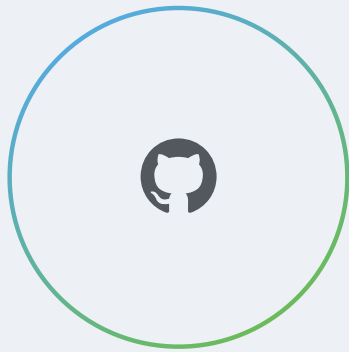


Words of Support

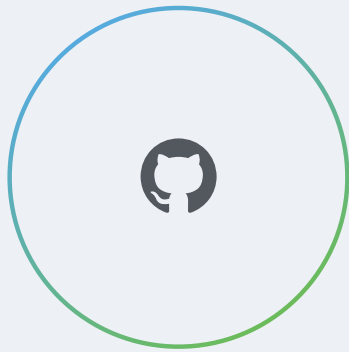
Donal Ellis, GitHub



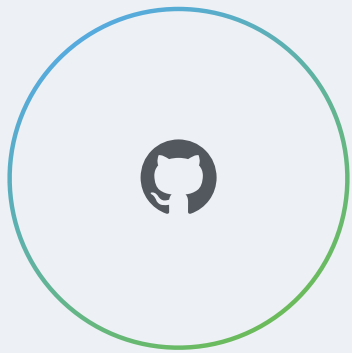
Donal Ellis
@donal
Enterprise Support Engineer



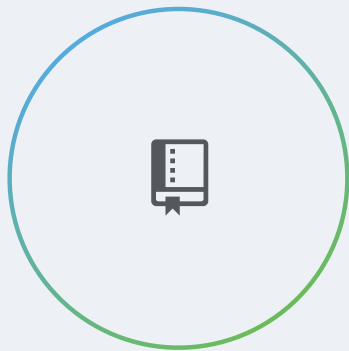
GitHub Enterprise



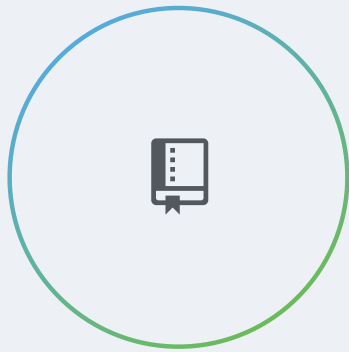
**“If it doesn’t have a URL,
then it didn’t happen.”**



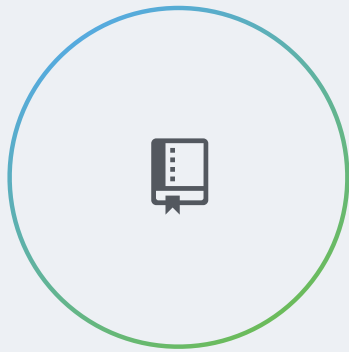
Remoteness



Write Well



Rewrite at Least Once

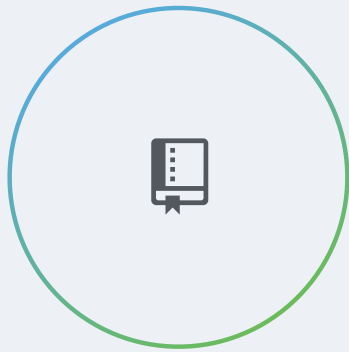


“The not unblack dog...”

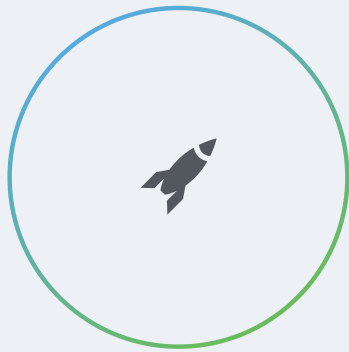


<http://www.pickthebrain.com/blog/george-orwells-5-rules-for-effective-writing/>

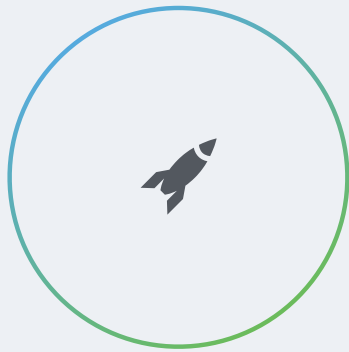
<http://www.justinmclachlan.com/72/100-deadwood-phrases-to-cut-from-your-writing/>



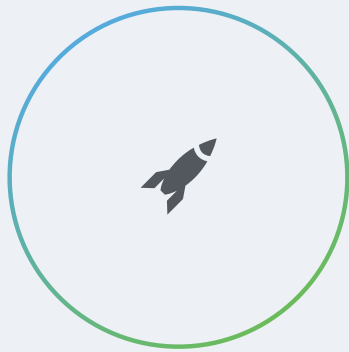
Rewrite at Least Twice



Why Support Customers?



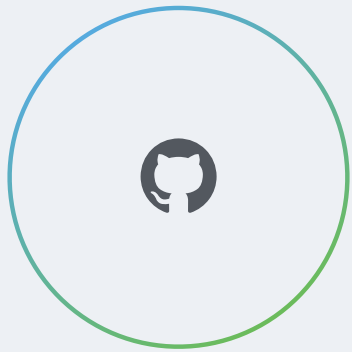
Write Well for Support



The Support Voice

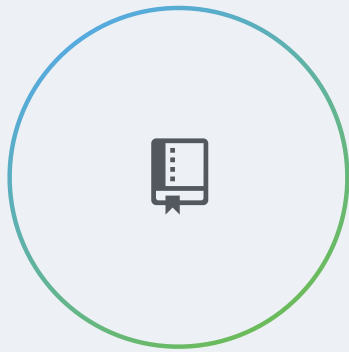


Empathy



We're (Always) Hiring





Rewrite at Least Three Times