



WRITING EFFECTIVE REQUESTS

ONLINE TRAINING GUIDE



Thank you for selecting UWM IT Training Writing Effective Requests Online Training to improve your writing skills.

Please use this training guide to ensure proper learning of your new skills and then save this document for future reference.

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*** INTERNAL USE ONLY ***

AN ADVENTURE IN WRITING EFFECTIVE REQUESTS

THE STORY OF MATIO



A resident of the Mortgage Kingdom, Matio is always on the lookout for ways to improve himself. Lately, he has noticed that when he makes requests of others the responses he receives are not what he expects. Knowing that he can improve, Matio has set out on adventure to discover how to write better requests. His success in the Kingdom depends on him finding the secret to writing a request that is hard to refuse.

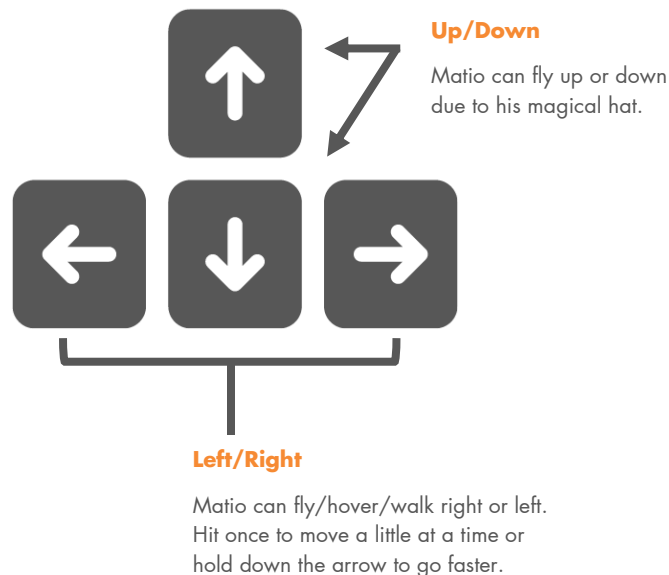
HOW TO PLAY

Your job is to help Matio get through a series of landscapes that contain treasures, traps, and challenges. Collect and complete the five challenge blocks in order to progress to the final boss level.



Figure 1:
Challenge Block

Use the arrow keys on your keyboard to move Matio through the landscape and around any obstacles or traps.



ITEMS



COIN

Collect the coins to be able to buy a potion to strengthen Matio during the boss level!



KEY TO SUCCESS

Collect keys to gain knowledge that will help Matio complete the Challenge Blocks!



POTION

Buy the potion for 30 coins. This will make your attack worth 2 instead of 1 in the boss battle.

BLOCKS

Hit the blocks from the bottom or ram them from the side to activate the challenge.



CHALLENGE BLOCK

Matio will be faced with a decision on whether to send an email or not.



BLOCK

Hit these to see if they have a hidden item or if they harden.

OBSTACLES

If Matio runs into an obstacle, he will be knocked back! Avoid the obstacles so that Matio doesn't go backwards in his journey!



TUBE

These tubes are not useable and only make the path harder for Matio.



HARDENED BLOCK

No items were in this block. Now it will just get in your way!

ENEMIES

If Matio comes into contact with any of these critters, **he will lose a heart!** Make sure to avoid them! His touch though does kill them. So, the damage will be done, but the enemy will be gone.



A CHALLENGE AHEAD!

There are five challenge blocks throughout the Kingdom. Matio must collect and complete all five in order to progress to the final level. Each time Matio activates one of the Challenge Blocks, he will be presented with a scenario and an email.

Read the email and decide if Matio should send it or edit it.

Review the scenario and follow the directions!

Select EDIT or SEND

Hi Penny,

I found a training event I would like to attend. Do you mind if I take the time to go?

I don't think it will affect our deadlines by more than a day or two.

Thanks!

A Test of Knowledge!

You desire to go to a conference for more training and to advance your skills.

Read the email and decide:

1. Select Send
2. Select Edit

Beware! If you send the email and it is not effective, it will affect your health! Lose all your hearts and game over.

Need help? Use your online assignment guide to help you make your choice!

EDIT

SEND

KEEP MATIO ALIVE

Matio starts his adventure with 5 health (shown by the hearts in the upper left-hand corner of the screen). Each time you fail a challenge block, Matio loses a heart.



Figure 2: Full health



Figure 3: Health of 3

If you get to zero hearts, it's **GAME OVER!** Matio will have to start his journey over again.



Figure 4: GAME OVER!

BOSS LEVEL

Once Matio has collected all five challenge blocks AND he has at least 1 heart, he will advance to the final boss level.

To defeat the boss, Matio will need to correctly answer five riddles about writing effective requests.

A correct answer will hit the boss for 1 health.

A wrong answer will result in the loss of a heart for Matio. If Matio loses all his hearts, it is **GAME OVER**.

Luckily, there is a save location right before the boss battle so you will have the option to restart the game or retry the boss level.

CHEAT CODES

You can help Matio by using the information below to ensure Matio knows when an email is an effective request or not. Each of the sections below detail four leading practices to consider when writing a request.

NOTE: Email is ONE method of making a request. Before you write out a request through email, always consider whether email is the best format. Research has shown that face-to-face interactions are 34% more effective than an email.



BUILD YOUR CASE AND KNOW YOUR AUDIENCE

When making a request, include the following components when possible:

- What is in it for the person who you are asking?
- What type of decision-maker are they:
 - Data-driven – if so, make sure your supporting details are stats, research, and data.
 - Emotional – if so, make sure your supporting details are more human-centered rather than data
- Why is it important/valuable?
- How will your request impact the decision maker and/or your company?

When crafting a request, check that you have built the case for your request and that you are appealing to the person/audience you are asking. Knowing your audience should also help you decide whether you send the request, or you do it face-to-face. Do they prefer to talk in person? Are they really busy? When possible, get to know the person a little so that when you must make a request, you know what method will be more likely to receive a positive response.



MAKE THE ACTION CLEAR

We get hundreds of emails every day, whether for work or for our personal lives. It can be easy for someone to miss when they need to take action. When writing a request, make sure you are clear what you need from them. Don't try to sugar-coat the request. Be honest and state what you need. Be direct. This will help set expectations for you and the person you are asking to take action.

Example of an unclear request:

I was wondering if there are any training opportunities that I might benefit from taking?

More direct request:

I would like to attend an online training session on how to troubleshoot and solve problems using the data from Puppet.



CREATE URGENCY

You don't want your request to end up on someone's back-burner so make sure to build a little urgency into the request. This doesn't need to be a hard deadline. Instead, you can explain or suggest the consequences of what will happen if the action is not taken in a certain timeframe.

Examples of creating urgency without setting a hard deadline:

"We have been doing really well this week to work towards our Sprint Goal so it would be best if you could get me that information by Thursday so that we can keep up that momentum."

"Our meeting is on Friday and we will need to make sure we are fully prepared for our proposal."

"I will be OOO next week and won't be able to assist with this unless we can do this by Friday this week."



MAKE IT EASY TO TAKE ACTION

Need someone to read something? Want them to take a survey? Provide them anything they need to complete your request right in the email. You can do this by including links, attachments, or very clear directions. If they know exactly what you need and you give them all the tools and steps to do it, this will make it much easier for them to say yes and just do it for you.

To make it easy provide them with:

- Links
- Attachments
- Step by Step directions

Keep your message simple and to the point so that they can easily see what you need and the steps they need to take in order to do what you need.

If you have any questions or concerns, please reach out to IT Training at ITtraining@uwm.com