






CONTACT

-  910-635-7724
-  director@writewordsusa.com
-  www.writewordsusa.com

PROFILE

Training public sector and nonprofit professionals to convey complex ideas in plain language. Learners develop functional skills in writing and dialog that improve user and customer experiences and increase trust.

VENDOR INFO

Write Words Inc.
Incorporated in Washington

Primary NAIC:
611430, 541612, 541611

Microbusiness established in 1991; incorporated in 2007.

VAOSB: 517BCA17
WA UBI: 602656085

CONTACT

Managing Director:

Carriann Lane, MSA, PMP®
910-635-7724

See all of our courses

<https://writewordsusa.com>



CORE COMPETENCIES

- Writing and Dialog: Written and Oral Communication
- Teaching Others, Education and Training
- Multimedia Technologies
- Project Management and Stakeholder Management
- Organizational Awareness and Political Savvy
- Public Service Motivation
- Customer Service
- Integrity and Honesty
- Legal, Government, and Jurisprudence

DIFFERENTIATORS

- We pioneered and piloted plain language training in Washington. **We've maintained top-tier ratings as a preferred vendor for Washington state government and the US Department of the Navy for over 20 years.**
- We design and deliver training experiences that help private sector professionals and those working in regulated environments create clear content.
- Using design thinking, agency standards, and plain talk, course grads write and speak to accomplish vital work.
- Learners experience **live, hands-on labs** to apply what they learn right away. We reflect current research and best practices in UX, service design, and reading ease.

PAST PERFORMANCE

We pioneered and piloted plain language training in Washington.

We've maintained top-tier ratings as a preferred vendor for Washington state government and the US Department of the Navy for over 20 years.

For references, contact us. These clients have invited us back for over 20 years:

US Department of the Navy

- OCHR San Diego
- NAVFAC EXWC (Port Hueneme)
- DoD Locks
- HR Service Center
- SW Naval Supply Systems Command
- FISC

State of Washington

- Master contracts with the Department of Enterprise Services allow us to train staff from 30+ agencies annually. We deliver single agency courses for the Department of Ecology, Department of Labor and Industries Capstone Program, Office of the Attorney General, and the Office of the Insurance Commissioner.

TRAINING

Contact us or visit www.writewordsusa.com to see a full course catalog.

Detailed course descriptions in the [catalog](#) provide scope, performance objectives, instructional methods, and resources supplied.

Learning managers can mix-and-match content blocks from different courses.

We offer custom course delivery—often at no extra cost.

We'll make sure you get an off-the-shelf course focused on the skills your team needs.

Duration notes total training hours. We can create a custom delivery schedule to meet your needs.

Choose full days, half days, or a hybrid of personal coaching with group training.

We deliver all courses live online and in-person.

Our best-selling courses:

Plain Talk: Writing in Plain Language | 7 hours

Technical Editing Techniques | 7 hours

Editing and Proofreading Techniques | 14 hours

Technical Writing | 14 hours

Technical Writing, Editing, and Proofreading for the Defense Workforce | 18 hours

Includes contractors, vendors, and community partners by organization invitation.

Conference sessions, microlearning, and asynchronous e-learning available by request.