



Clearer language,
greater efficiency and
effectiveness
17 – 20 September

Report from a plain language project

Karsten Pedersen

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The project

- Municipality of Stevns
- The pilot project
 - The pilot group



The academic project

- Researcher's role
- Methodologies at work
 - Interviews
 - Observation
 - Reception analysis
 - Interviews
 - Questionnaire



The Findings

- Municipality of Stevns
- Academic findings



Integration of legal information in the process

- Discussion of what to do took place in the project group
- Then the letters were re-written
- Then the project group coordinated word choices etc.
- And finally the legal department was called in.



Integration of legal information in the letters

- In the body text: Plain language versions of legal information
- In appendices: Extracts legal documents
- Links to entire legal documents



First conclusions

- Ownership in the organisation
 - Ownership in the group working with the letters
- Acceptance of letters in the receiver group
- Legal department must be integrated in the process
 - In order to ensure the legal view in the process, rather than as an add-on



Closing slide

Dr. Karsten Pedersen

Roskilde University

kape@ruc.dk

+4546743817

