

**THE
STENOGRAPHER'S
MANUAL**

Published @ 2017 Trieste Publishing Pty Ltd

ISBN 9780649466405

The Stenographer's Manual by Edward Jones Kilduff

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EDWARD JONES KILDUFF

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By

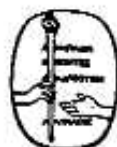
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HARPER & BROTHERS PUBLISHERS

NEW YORK AND LONDON

1921

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INTRODUCTION

BY

GEORGE E. ROBERTS

Vice-President of the National City Bank of New York City

TEAMWORK is one of the big needs of business. If consistently efficient results are to be secured, each department of a business organization must work in harmony with every other department, and each worker with his co-worker. The best efforts of one department or of one worker can easily be nullified by the inefficiency of another.

Having thus stated a generally recognized principle of good business, I wish to apply it specifically to the relationship between the dictator and his stenographer. I may perform my share of the task involved in the writing of a letter by carefully dictating what I wish to say, but if my stenographer is not wholly accurate and dependable in transcribing her notes—her share of this mutual work—the effectiveness of my letter suffers. Through carelessness she has made me appear to say things I did not say, she has inclined my reader to the belief that I am ungrammatical, and by her inaccuracies in typing she has caused my letter to make an unfavorable impression. Is this teamwork?

Letter writing is an important function in business, and is becoming of greater importance because of the fact that the transactions carried on by means of letters are rapidly increasing in number. The personal contact between a business house and its customers that existed in former years is being supplanted by a contact by letters. And all this means that we must to-day make our letters more efficient. To do so we must enlist the co-operation of our

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stenographers to perform efficiently their share of the work of getting out good letters—letters that are accurate in transcription, correct in spelling, grammar, and punctuation, and pleasing in appearance.

For many years I have realized that the work of the stenographer is not so unimportant as it is sometimes thought to be. Any business man can tell you of the satisfaction he enjoys in dictating to a good stenographer, knowing, as he does, that he can sign his name to his letters without being compelled to read them word by word to make sure that they are correct in all respects. This same business man can tell you that he is saved much time and worry because he knows he can depend upon his stenographer. And if the saving of time and worry is not important to a business man, then nothing else is.

In glancing over the proof-sheets of this book which Professor Kilduff has written, I was glad to note that he has placed so much emphasis upon accuracy. It seems to me that this is a quality that is indispensable in a stenographer, for certainly if a stenographer is inaccurate in her work, she cannot be of much assistance to her employer. Upon him falls the burden of correcting her work—work that should be correct. And then the letter usually must be re-typed. All this added effort can be saved if the stenographer will take pains to see that her work is done right the first time.

Professor Kilduff's book will be of much help to the ambitious stenographer who will read and put into practice the ideas that are presented in it. I believe it will go far in making stenographers realize how much their co-operation is needed in business, and in teaching them how to do their share of the work in helping the dictator to put out better letters.