

Suggestions for Further Research

Like most ends of projects, we are left with avenues to explore in addition to the results we have found. One avenue is to study younger workers further. Some respondents indicated that younger workers seem less comfortable with in-person communication. In the next study, we could review the relationship between age and various communication preferences. Another question about communication preferences could consider how and when professionals use other devices for work, even when they are not at the workplace. Professionals indicated a trend toward incorporating more phones and other handheld devices into workplaces, and we also wonder about how these devices are shaping processes of invention, review, and revision. The mere presence of tablets, phones, and other handheld devices as mediators of writing practice point to interesting input/output issues regarding readability and usability of documents as well as the challenges of writing (thumb typing, swiping, writing as managing componentized content).

Figure 20.10. Afterword-type final section.¹ The main body of the report discusses a study of writing in the workplace conducted at NC State University. This final section explores the future, looking at current developments and speculating on the impact of certain trends.

¹ Figure derived from Jason Swarts, Stacey Pigg, Jamie Larsen, Julia Helo Gonzalez, Rebecca De Haas, and Elizabeth Wagner, *Communication in the Workplace: What Can NC State Students Expect?* (Raleigh: North Carolina State University Professional Writing Program, 2018), <https://docs.google.com/document/d/1pMpVbDRWIN6HssQQQ4MeQ6U-oB-sGUrtRswD7feuRB0/edit#heading=h.n2a3udms5sd5>. Licensed under a Creative Commons [Attribution 4.0 International](#) License.