

Bill Chott ■ Writer-Consultant

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Reference re: Jan Niehaus, Communication by Design, St. Louis, MO

Jan Niehaus is a consummately professional business writer and instructional designer who has delivered numerous highly successful marketing/training writing projects for me, personally--and whom I have recommended as an instructional designer on major projects for a former employer, Psychological Associates, Inc., a St. Louis-based international training and consulting firm. I first retained Jan for a project following an enthusiastic endorsement by a Maritz business theatre executive when I asked him to give me the name of the best writer he could think of.

You can count on Jan to grasp even the most complex concepts both quickly and comprehensively, then deliver clear concise content that the given audience will find very easy to understand. Her deliverables will conform precisely to project specifications, and you can be assured of receiving them on or ahead-of time.

Psychological Associates, my former employer, retained Jan for numerous major training projects, including writing original seminar material, updating and revising existing PA courses, writing custom videos for clients, developing custom training exercises, and also writing marketing literature. After I left the firm to become an independent consultant, the company continued to use Jan's diverse and versatile talents on many projects. The most extensive of these projects saw Jan working directly with one of Psychological Associates clients, Northwestern Mutual Life, to develop an original introduction-to-management curriculum for NML.

My most recent project with Jan was for a high-flying, Silicon Valley high-tech firm, VMware. I needed her eleventh-hour help writing video scripts to meet an accelerated delivery date for an e-learning project on financial concepts. The combination of Jan's day-and-night efforts and her breadth of experience enabled us to deliver scripts that were quickly approved and which a voice-over narrator was able to record immediately in order to satisfy the client's needs.

I will be happy to provide my personal assessment of Jan's qualifications to anyone who wishes to contact me.

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Former positions

- Editorial/Creative Director, Psychological Associates, Inc.
- Editorial Manager, Maritz Communications Business Meetings Division
- Creative Director, Sandy Corporation