

“Documentation”

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“**Documentation**” is the use of documentary evidence. It’s a furnishing of documents, as to substantiate a claim. It’s the taking notes so as to better remember something.

We have all heard the advice, “Get it in writing” or “It means nothing unless it’s in writing”. In fact, if you are involved in a real estate transaction within the state of California, all related agreements not evidenced in writing really do mean nothing...and that is state law.

Taking notes is standard operating procedure (SOP) for lots of people, including:

- Doctors diagnosing a patient;
- Newspaper reporters getting a story;
- Writers doing research;
- Stenographers recording witness statements;
- Students attending class lectures; and
- Employees attending meetings.

Life has gotten so complicated that it’s sometimes difficult to recall what folks told you or even what you agreed to do. Therefore, it just makes good sense to take notes. Once the note has been made, the thing noted need not clutter up the brain thereafter. All that is needed is to recall where the notes are kept.

In a corporate culture, ‘personal power’ often gets confused with ‘position power’ with the result being that unauthorized action is taken. If that action delivers a negative result, the person initiating same could very likely take the fall. To avoid being the ‘fall guy’ in situations like this, all that is needed is a minor item of “**Documentation**”. The subordinate individual writes a ‘confirming memo’ containing the language of the unauthorized directive and requests confirmation of same as evidenced by the supervisor’s signature on the return memo.