

A wide-angle photograph of a sunset over a calm ocean. The sky is filled with dramatic, wispy clouds colored in shades of orange, yellow, and blue. Numerous birds, likely seagulls, are scattered across the sky, some in flight and others appearing as small dark silhouettes against the bright horizon. The horizon line is visible in the distance where the ocean meets the sky.

WELCOME BACK!

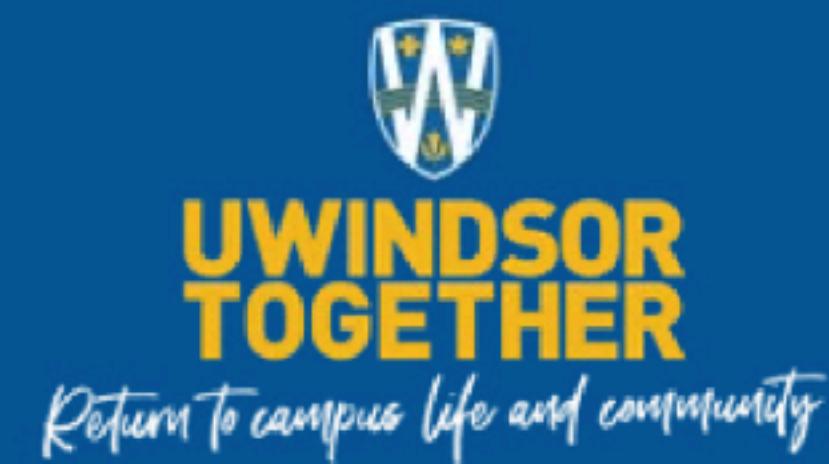
**ENGINEERING
TECHNICAL
COMMUNICATIONS
WEEK #3
LESSON 1**

PRISMACOLOR®
Plastic Eraser
Gomme en plastique



Mask Requirement Guidance for Campus Spaces

Revision Date: January 27, 2022



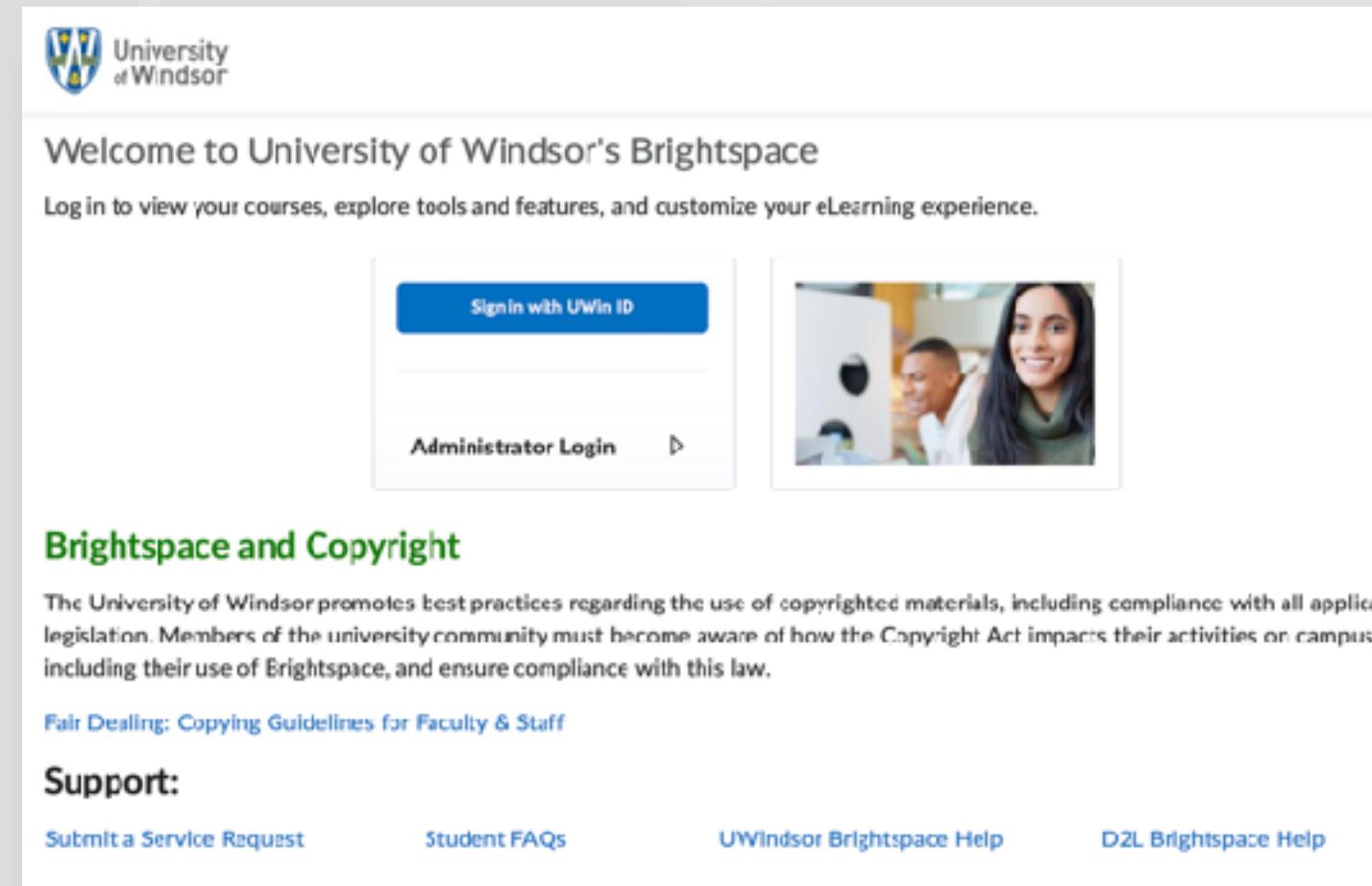
Masks are required in all campus buildings, including common spaces such as classrooms (and other shared instructional spaces), entrances, exits, hallways, stairwells, lounges, washrooms, classrooms and elevators. Masks are also required in work areas where distancing of 2 metres cannot be maintained or where physical barriers are not present.

In addition, individuals working in shared spaces, those with face-to-face interactions or those cleaning high-touch areas are required to wear eye protection (face shield, safety glasses, goggles or equivalent) and a medical mask when distancing of 2 metres is difficult to maintain.





Is this your first class?

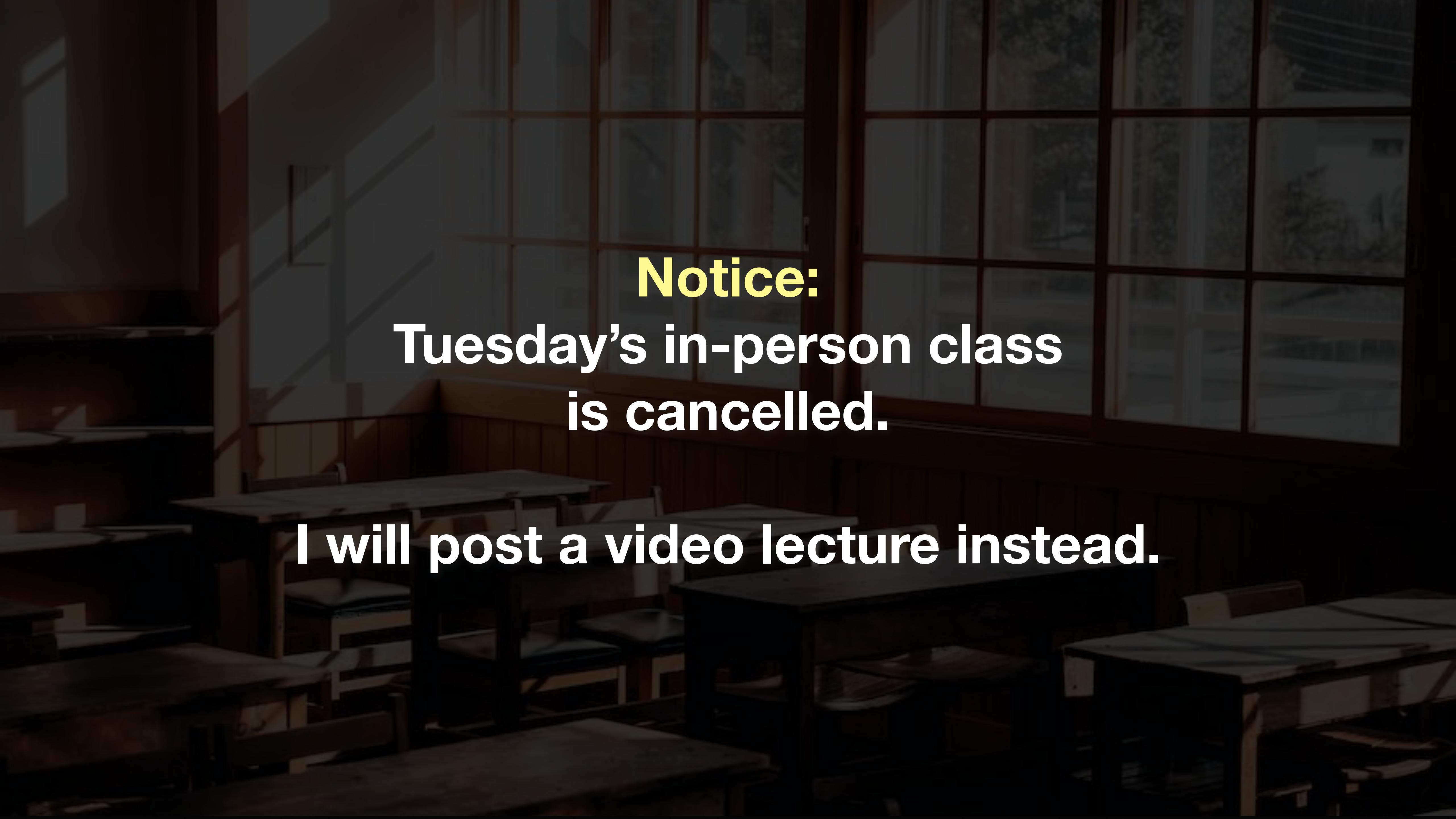


The image shows the University of Windsor's Brightspace login page. At the top left is the University of Windsor logo. Below it, the text "Welcome to University of Windsor's Brightspace" and "Log in to view your courses, explore tools and features, and customize your eLearning experience." are displayed. A blue button labeled "Sign in with UWin ID" is prominent. To its right is a small thumbnail image of two students. Below these are links for "Administrator Login" and a "Help" icon. Underneath the login area, there is a section titled "Brightspace and Copyright" with a detailed paragraph about copyright best practices. At the bottom, there is a "Support" section with links for "Submit a Service Request", "Student FAQs", "UV Windsor Brightspace Help", and "D2L Brightspace Help".

- 1. Access the course Brightspace site (brightspace.uwindsor.ca).**
- 2. Open and read the Syllabus.**
- 3. Open and read the lecture slides from the first class.**
- 4. Purchase an access code to McGraw-Hill Connect and begin that assignment.**
- 5. Email me if you have any questions.**



Announcements



**Notice:
Tuesday's in-person class
is cancelled.**

I will post a video lecture instead.



Discussion Post #1 *is now available.*

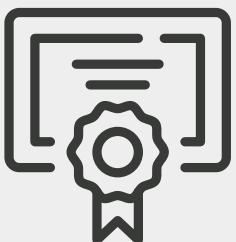
Why Connect?

Connect is your personalized digital learning platform that makes studying and getting work done easier and more convenient than ever.

**The Connect Composition module is due on February 15.
You cannot submit this assignment late.**



Maximize your study time with a personalized learning path.



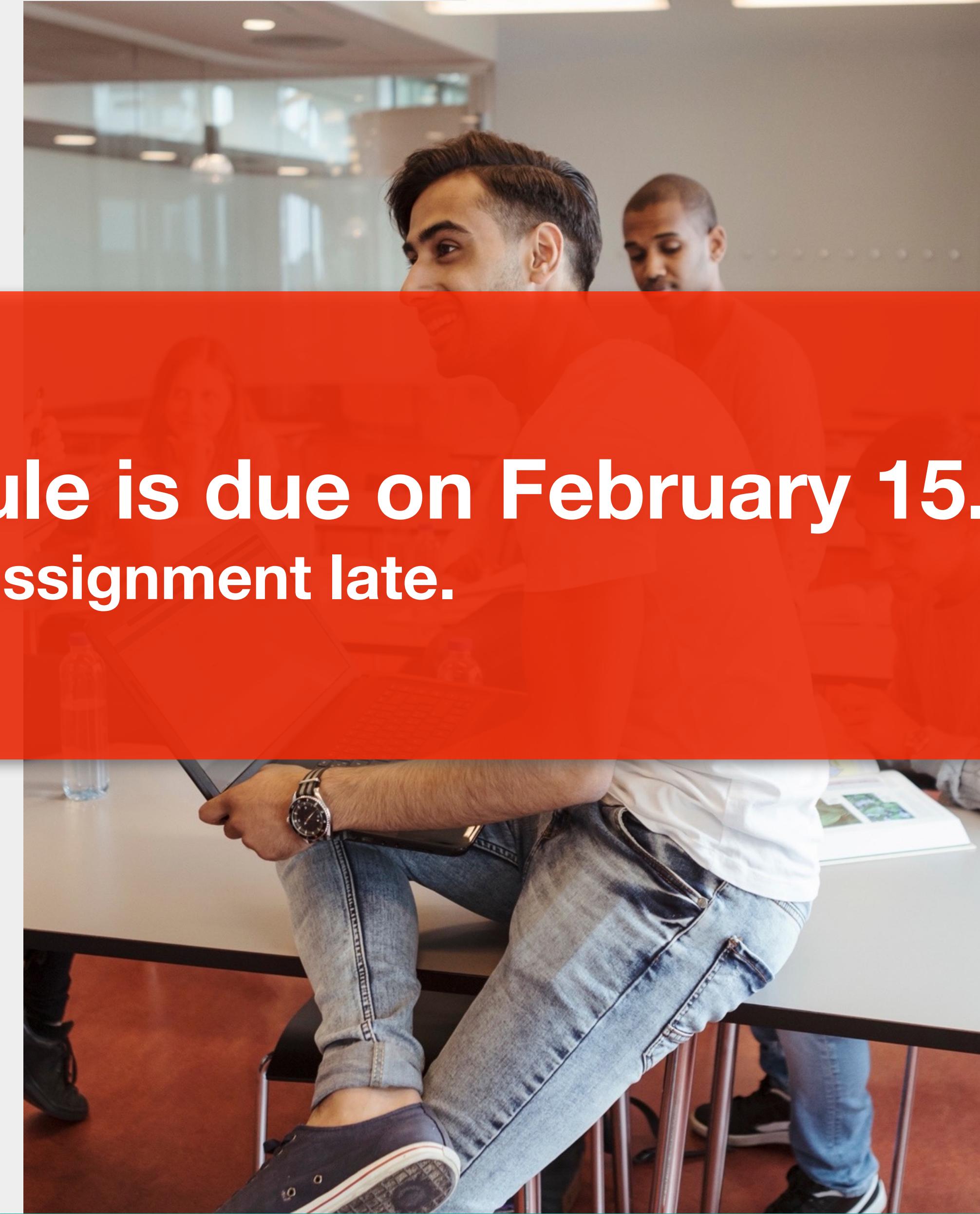
Achieve better grades & track your progress.



Save time – access assignments & learning tools in one place.



Learn online or offline, anytime, anywhere.





Your Major Project Teams are posted.

You will have time to meet with your project teams next week in class.

The assignment prompt for the Project Problem Description will be available next week.



RECAP

LAST CLASS

- ✓ Routine Professional Correspondence
- ✓ Letters
- ✓ Memos
- ✓ Emails
- ✓ Style and Tone

Today:

- Routine Professional Correspondence: Questions?
- Teamwork and Team Dynamics
- In-Class Exercise: Sustainable Development Goals

A black and white photograph of a modern office interior. In the foreground, a yellow chair is partially visible on the left. In the middle ground, there's a large window looking out onto a city street. Inside, a long sofa with blue pillows is positioned near a floor lamp. The background shows a hallway with wooden walls and doors.

PROFESSIONAL COMMUNICATIONS: ROUTINE CORRESPONDENCE

ANY QUESTIONS?



TEAMWORK

Question: What group are you in?



 University of Windsor | GENG8000-4-R-2023W | Engineering Technical Communications (Section 4)

Course Home Content Announcements Assignments Discussions Quizzes

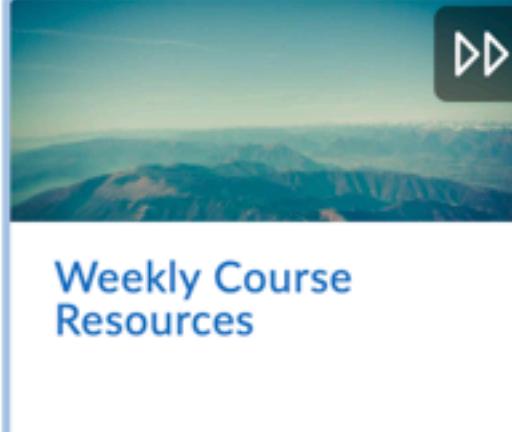
Course Tools

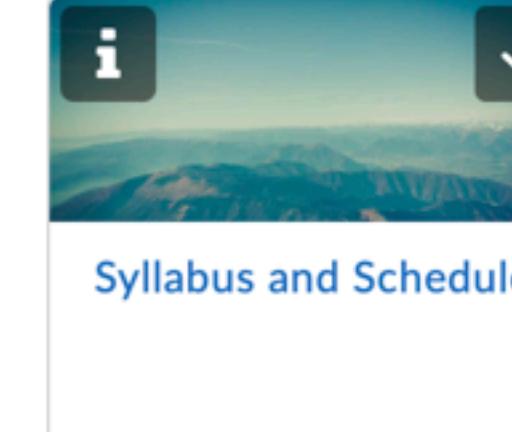
- Checklist
- Groups
- Surveys
- Classlist
- Microsoft Teams

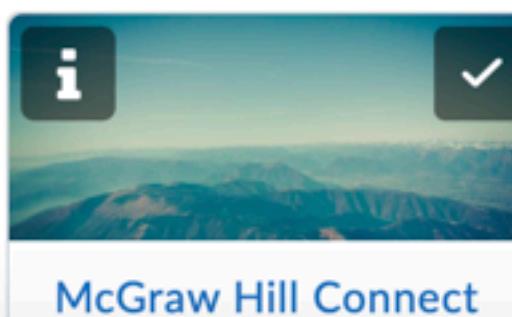


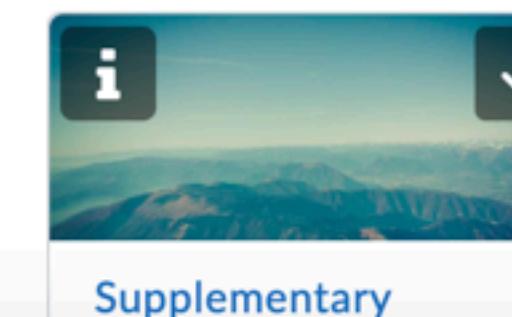
Engineering Technical Communications (Section 4)

Visual Table of Contents Widget


Weekly Course Resources
0% 0 of 3 Topics Completed


Syllabus and Schedule
100% 1 of 1 Topics Completed


McGraw Hill Connect


Supplementary Writing and

Course Visibility

Course Name:

Change Course Name

Course Status:

Your course will not be visible until the default start date listed in My Courses. This can be adjusted via Course Admin-> Course Offering Information.

Many thanks to Peter Phinney from the Greater Essex County School Board for providing us with this widget.

TEAMWORK

- Learning to work as a team is a valuable skill.
- Employers often look for proof of being a “team player” as part of their hiring criteria.
- It is expected that everyone will contribute to the team project.
- Everyone has a unique set of strengths and skill sets, and it is up to the team to decide who should take on which tasks related to the project.



TEAM DYNAMICS

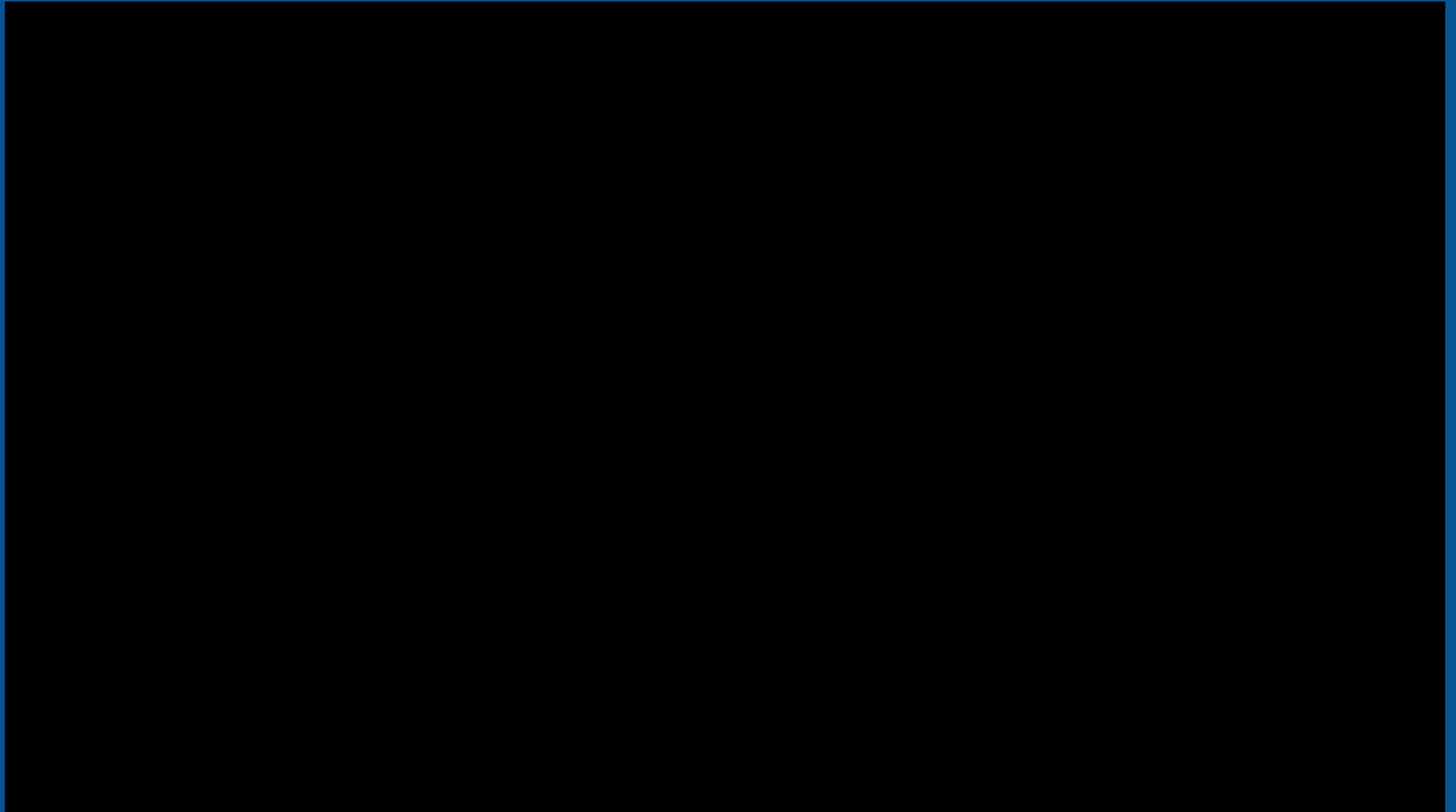
Forming → Storming → Norming → Performing



Source: Shwom, B., Synder, L. & Clarke, L. (2017). *Business communication: Polishing your professional presence* (pp. 164-66). Toronto, ON: Pearson.

The Stages of Group Development in *The Fellowship of the Ring*

<https://www.youtube.com/watch?v=ysWWGf8VsOg>



FORMING

FORMING: LAYING THE GROUNDWORK

- Exchange information
 - Primary form of communication
 - Secondary form of communication
- Assign roles (leaders for project components)
 - E.g., Team leader/Chairperson, Report Organizer, Presentation Leader, Arbiter, etc.
- Complete team contract
 - Goals
 - Expectations
 - Policies and Procedures
 - Consequences



FORMING: WHAT TO DO

Tips for Participating in a Small Group

- Prepare for group meetings.
- Treat other members courteously.
- Listen interactively.
- Participate, don't dominate.
- Participate authentically.
- Fulfill your commitments.

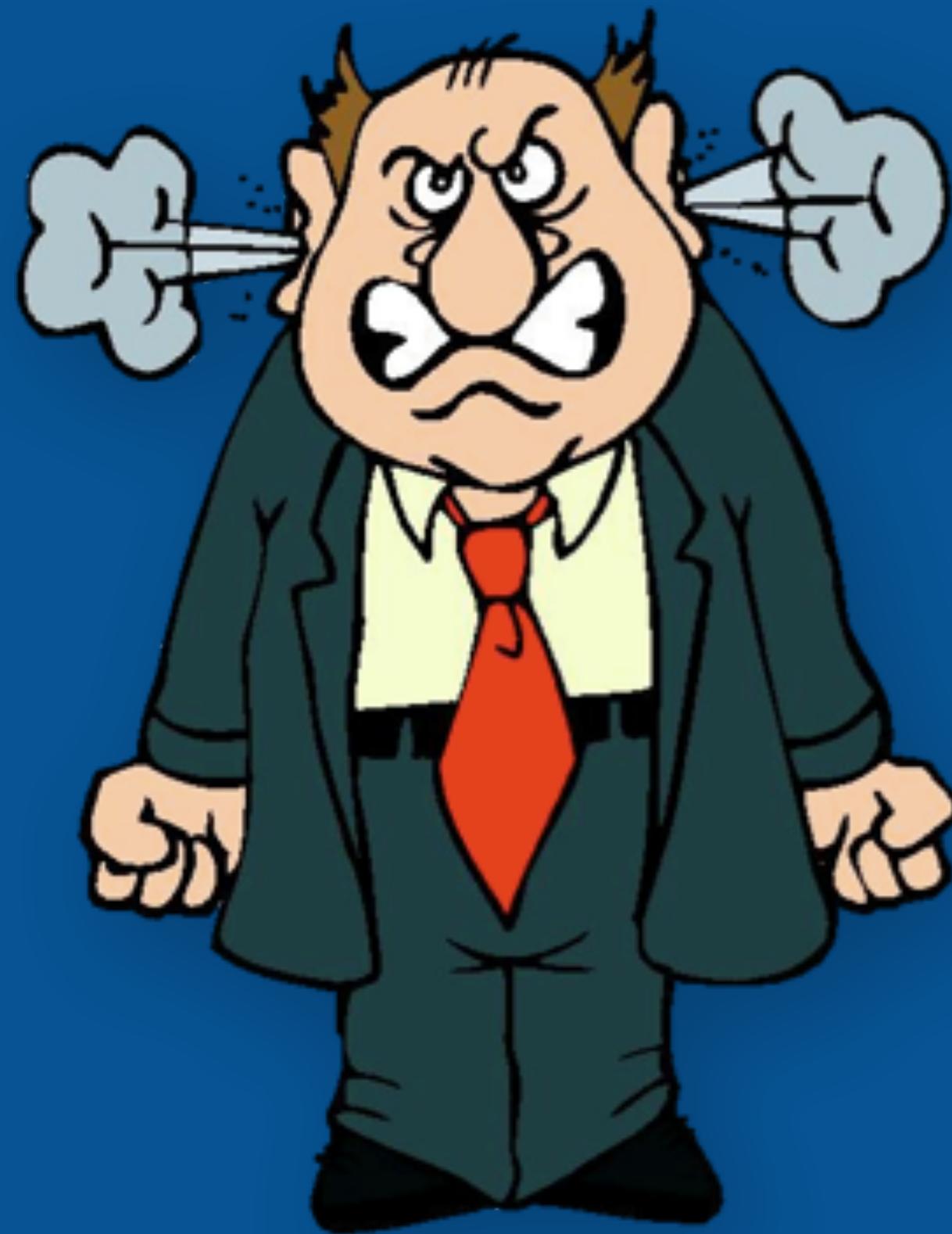


Source: Fraleigh, D.M. & Tuman, J.S. (2014). *Speak up!: An illustrated guide to public speaking*. (pp. 637-40). Boston, MA: Bedford St. Martin's.

STORMING

STORMING: WHAT NOT TO DO

- Block
- Withdraw
- Dominate
- Distract



Source: Fraleigh, D.M. & Tuman, J.S. (2014). *Speak up!: An illustrated guide to public speaking*. (pp. 636-37). Boston, MA: Bedford St. Martin's.

STORMING: CONFLICT MANAGEMENT

Conflict is normal and expected, and it can be constructive. If necessary, select an appropriate **conflict management** technique:

- Avoid
- Accommodate
- Compete
- Compromise
- Collaborate



Source: (Kilmann, 2011), referenced in Shwom, B., Synder, L. & Clarke, L. (2017). *Business communication: Polishing your professional presence* (pp. 174-75). Toronto, ON: Pearson.

STORMING: CONFLICT MANAGEMENT

More tips for conflict management:

- Separate the people from the problem.
- Focus on shared interests.
- Generate several options to solve the problem.
- Base decisions on objective criteria.

NORMING

NORMING: EFFECTIVE MEETINGS

- Your team should decide to meet regularly to work on the team project.
- Throughout the term, there will be several assignments that you will need to complete together as a team.
- Regular team meetings will keep you on task and allow for any issues to be resolved.

NORMING: EFFECTIVE MEETINGS

Speaking at a meeting is a form of technical communication:

- Speak clearly and at an even pace.
- Do not speak to the wall or ceiling.
- Avoid mumbling.
- Make one point at a time.
- Be aware of your body language.

NORMING: EFFECTIVE MEETINGS

- Meetings must be purposeful—everyone should be clear about why they are there.
- Meetings should have a “chairperson” who will help to keep things on task and encourage debate and discussion.
- The team leader usually will serve as the chairperson; however this may depend on what component of the project the meeting is pertaining to.

NORMING: EFFECTIVE MEETINGS

Meetings should be:

- Properly planned (agenda)
- Effectively conducted
- Accurately documented (minutes)

NORMING: AGENDAS

Writing an effective agenda:

- Base the agenda on input from each team member.
- Include day, time, and place of the meeting.
- State the purpose of the meeting.
- List all topics to be discussed/all decisions to be made.
- Estimate the amount of time each item will require.
- It is recommended to assign each topic to a team member to ensure that all team members have some responsibility during the meeting.
- Include a wrap-up as the last item on the agenda.

NORMING: SAMPLE AGENDA

AGENDA		
AGENDA		
Online Internship Handbook Team		
Human Resources Conference Room Tuesday, July 31, 20XX 4:00–5:00 p.m.		
MEETING PURPOSE: To kick off the internship handbook project and develop a six-week plan.		
I. Introductions	– Jay Macintosh	5–10 min.
a. Jay Macintosh, Intern to Director for Human Resources, Team Leader b. Rachel Ferrera, Intern to Assistant to CEO c. Arnie Glover, Intern to Temp Pool Supervisor d. Roberto Washington, Intern, Web Development Department		
II. Project Overview	– Jay Macintosh	10–15 min.
a. Brainstorm Initial Ideas for Topic Content b. Assign Responsibilities		
III. Web Development Support	– Roberto Washington	10–15 min.
a. Discuss Format / Layout Options b. Determine Resource Needs (Materials)		
IV. Six-Week Timeline	– Jay Macintosh	10–15 min.
a. Meeting Times b. Progress Reports and Submission Schedule c. Interns Who Will Provide Feedback: 1. Sarah Fernandez, Marketing Department 2. Paul Mason, Research & Development 3. Soren Afzabi, Research & Development 4. Melanie Godfarb, Accounting		
V. Other?		5–10 min.
VI. Due Next Week: Content Reports		

Source: Shwom, B., Synder, L. & Clarke, L. (2017). *Business communication: Polishing your professional presence*. (p. 167). Toronto, ON: Pearson.

NORMING: MINUTES

- Valuable for anyone who could not attend or for a source of reference.
- A person is selected to record the main points of discussion at the meeting.
- Effective minutes assist action, record decisions that were made, and record action items that were assigned.

NORMING: MINUTES

- Take good notes during the meeting.
- Complete the minutes immediately after the meeting.
- Include a clear title with the meeting date.
- List attendees (and absentees).
- Describe all agenda items.
- Record all decisions or conclusions, as well as key discussions.
- Make sure the minutes are easy to navigate.
- Make sure the minutes are precise and clear.
- Keep personal commentary, humour, and “sidebar” comments out of meeting minutes.

NORMING: SAMPLE MINUTES

MINUTES	
MINUTES	
Online Internship Handbook Team	
Human Resources Conference Room July 31, 20XX	
<p>Present: Jay Macintosh, Intern to Director for Human Resources, Team Leader Rachel Ferrera, Intern to Assistant to CEO Amie Glover, Intern to Temp Pool Supervisor Roberto Washington, Intern, Web Development Department</p>	
<p>I. Introductions: Jay Macintosh called the meeting to order, introduced himself, and asked the others to state their department, experience, and skills.</p>	
<p>II. Project Overview: Jay Macintosh explained the project goals. The team brainstormed ideas for topics and assigned content as follows:</p> <ul style="list-style-type: none">a. Welcome to the Company – Rachel Ferrera<ul style="list-style-type: none">1. History of the Organization2. Mission / Vision Statements3. Organizational Chart4. Your Role as an Internb. Policies and Procedures – Amie Glover<ul style="list-style-type: none">1. Maintaining Work Hours and Reporting Absences2. Sending and Responding to Email3. Logging Telephone Calls4. Using the Internet5. Using Social Media6. Submitting Reimbursement Requestsc. Human Resources – Jay Macintosh<ul style="list-style-type: none">1. Salary and Payroll Procedures2. Health Benefits3. Educational Resources4. Applying for Permanent Employment	
<p>III. Web Development Support: Roberto Washington explained company policies about website format, layout, and design options. The team discussed where on the current company website the internship handbook should be located. Decision: Roberto will check with his supervisor about content and resource needs and report to the team by email before the end of the week.</p>	
<p>IV. Six-Week Timeline: Decisions:</p> <ul style="list-style-type: none">1. We will meet on Tuesdays from 3 to 5 p.m. Between meetings we will update each other by email.2. Jay will send our weekly meeting minutes to his supervisor as our progress reports.3. We will send the completed version of our first draft to the other interns who volunteered for this project to get their feedback by Week 3.4. We will submit a draft to the Director of Human Resources by Week 4.5. Roberto will begin putting the material on the web in Week 5.	
<p>V. Next meeting: The team will meet on August 7 to discuss the content reports.</p>	

Source: Shwom, B., Synder, L. & Clarke, L. (2017). *Business communication: Polishing your professional presence.* (p. 167). Toronto, ON: Pearson.

PERFORMING

PERFORMING: TEAMWORK

- Communicate
- Coordinate
- Collaborate
- Cooperate
- Compromise



Source: Beer, D. & McMurrey, D. (2005). *A guide to writing as an engineer* (pp. 38-39). Hoboken, NJ: John Wiley & Sons, Inc.

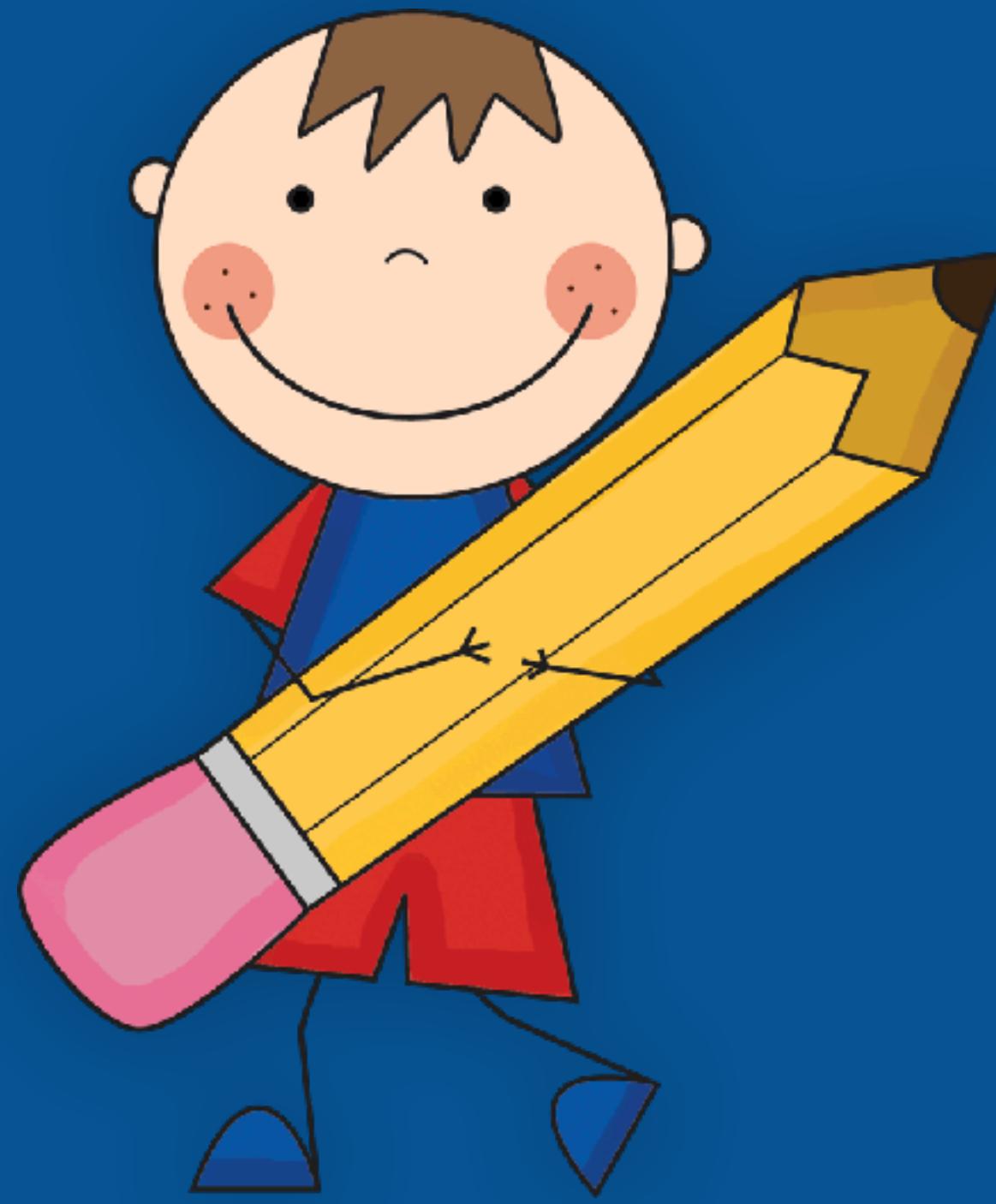
PERFORMING: COLLABORATIVE WRITING

1. Plan the report
2. Assign tasks and set timelines
3. Select arbiters
4. Agree on format and style
5. Create performance contracts
6. Write draft sections
7. Edit draft sections
8. Combine sections and perform final edit
9. Submit report
10. Debrief

Source: Ewald, T. (2017). *Writing in the technical fields: A practical guide*. Don Mills, ON: Oxford University Press.

PERFORMING: PLAN AS A TEAM

- Define your purpose
- Profile your audience
- Create an outline
- Define a style sheet
- Draft an introduction



Adapted from House , R., Layton, R., Livingston, J., & Mosely, S. (2017). *The engineering communication manual*. (pp. 75-109). New York, N.Y.: Oxford UP.

PERFORMING: DRAFT AS A TEAM

Drafting by Sections:

- Work from the outline and overall goals of the document
- Contact the team when you need information

Drafting by Roles:

- Take turns with the entire document
 - Subject matter experts share material and content
 - Lead writer integrates the ideas into a draft
 - Editor polishes the prose

PERFORMING: DOCUMENT SHARING AND CONTROL

- Track Changes Function
- Document Version Control
- Dropbox / OneDrive / Google Docs
- Wikis

Source: Ewald, T. (2017). *Writing in the technical fields: A practical guide*. Don Mills, ON: Oxford University Press.

TRACK CHANGES FUNCTION

The screenshot shows a Microsoft Word document with the 'Review' tab selected in the ribbon. The 'Track Changes' button is highlighted. The document contains three paragraphs of text. The first paragraph discusses the composition and origin of Beetlecrete. The second paragraph describes its properties as a hybrid material. The third paragraph notes its workability like particle board. A red callout box labeled 'Comment [CN1]' points to the first paragraph, containing a note about defining Beetlecrete.

To make Beetlecrete, Portland cement powder and wood chips are combined with water. The wood replaces the sand or gravel aggregate normally used. Like concrete, the material can be made into shapes using concrete forms or molds. The name Beetlecrete derives from the fact that the wood used in the large scale production of the Beetlecrete would be pine-beetle killed pine trees that have to be cut-harvested anyway because of the extreme fire hazard.

It's a hybrid between concrete and wood particle board, so it takes properties from both sides. It's moisture resistance like concrete, so that even after it is soaked in water for two weeks, for example, you can soak it in water for 2 weeks and nothing happens. I t won't swell and it's strength is unaffected. It's also fire resistant because of the cement matrix covering the wood chips.

On the other hand, Beetlecrete can be worked just like particle board, since wood replaces the aggregate in concrete while cement acts as a binder. This means that once poured and cured, Beetlecrete can be drilled, just like wood.

Page: 2 of 2 | Words: 571 | English (U.S.) | 120% | + | -

DOCUMENT VERSION CONTROL

- As soon as your colleagues open the file, they should save it under a different version name.
- Any changes made creates a new file; it's no longer the old file.
- Use the following three-part naming convention to keep track of file versions:
 1. Document name and/or number
 2. Revision identification
 3. Draft identification
- While at school, though, you probably won't require version identification.

SAMPLE DOCUMENT VERSION NAMES

Doc 1239 Disaster Recovery SOP Rev 1 Section 3 Draft 2.docx

This document is a standard operating procedure (SOP) for disaster recovery, possibly for an organization or municipality. For filing purposes it has a document number: 1239.

This document is undergoing its first major revision since it was originally completed and released to stakeholders.

This file is the third section of the report undergoing revision. And it's the second draft of that section.

SAMPLE DOCUMENT VERSION NAMES

Power Supply Manual ELEX 1250 Section 3 Draft 3 TE.docx

A team of students is writing the manual for a power supply they are building in a course called ELEX 1250. This is the document name.

This file is the third section of that report, in its third draft. The person responsible for it uses the initials TE.

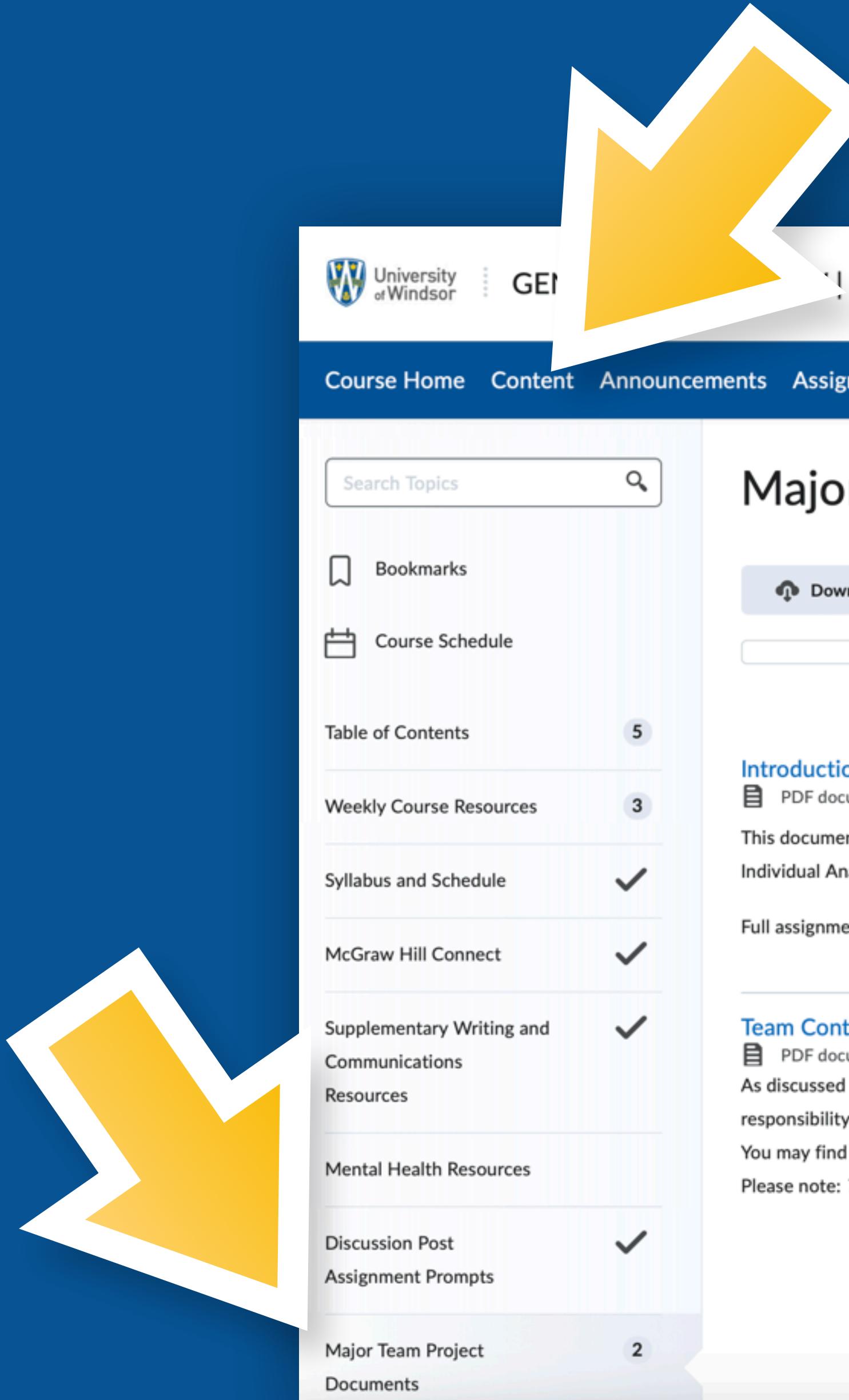
PERFORMING: INTEGRATE AND UNIFY

- Merge the files
- Identify and fill in gaps
- Assess coherence
- Draft the summaries (abstract, executive summary, conclusion)
- Unify style, tone, and voice
- Unify format

**Note: these collaborative processes work best in person, allowing for smooth discussion with everyone's full attention*

THE MAJOR TEAM PROJECT





 University of Windsor GEI Engineering Technical Com...      Jesse Ziter as Learner 

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Supplementary Writing and Communications Resources ✓

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Major Team Project Documents 2

Major Team Project Documents ▾

 Print

 Download

0 % 0 of 2 topics complete

Introduction to the Four Smart Design Lenses - W23 ▾

 PDF document

This document *is not an assignment itself*, but it will help you understand the requirements of the Project Problem Description, Individual Analysis Report, Synthesized White Paper, and Team Oral Presentation assignments.

Full assignment prompts for these assessments will be posted later in the semester, one at a time.

Team Contract ▾

 PDF document

As discussed in class, I encourage you to fill out and agree upon a team contract. Written contracts help project teams delegate responsibility and hold each other accountable for producing strong work according to clear expectations.

You may find this template helpful if you wish to establish a contract for your Major Project Team.

Please note: *This is not an assignment. This task is not mandatory.* I am providing this prompt for your benefit only.

TEAM CONTRACT



PROJECT PLANNING

IN-CLASS EXERCISE #1



SUSTAINABLE DEVELOPMENT GOALS



sdgs.un.org/goals

Engineers play a significant role in the global effort to address the United Nations Sustainable Development Goals (SDGs).

Go to <https://sdgs.un.org/goals> and read over the full list of SDGs.

Write down three different SDGs you believe can be achieved by effective engineering design. For each, write a sentence or two explaining how an engineering project might help humanity accomplish that SDG.

ANY QUESTIONS?