



WELCOME BACK!

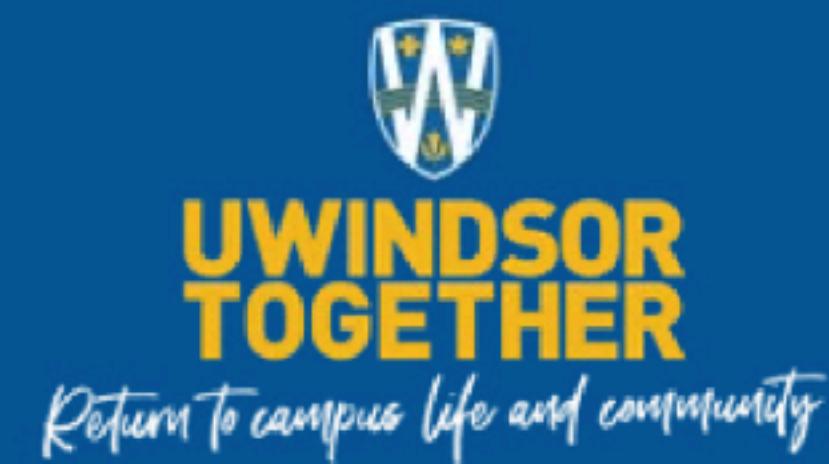
**ENGINEERING
TECHNICAL
COMMUNICATIONS
WEEK #2
LESSON 2**

PRISMACOLOR®
Plastic Eraser
Gomme en plastique



Mask Requirement Guidance for Campus Spaces

Revision Date: January 27, 2022



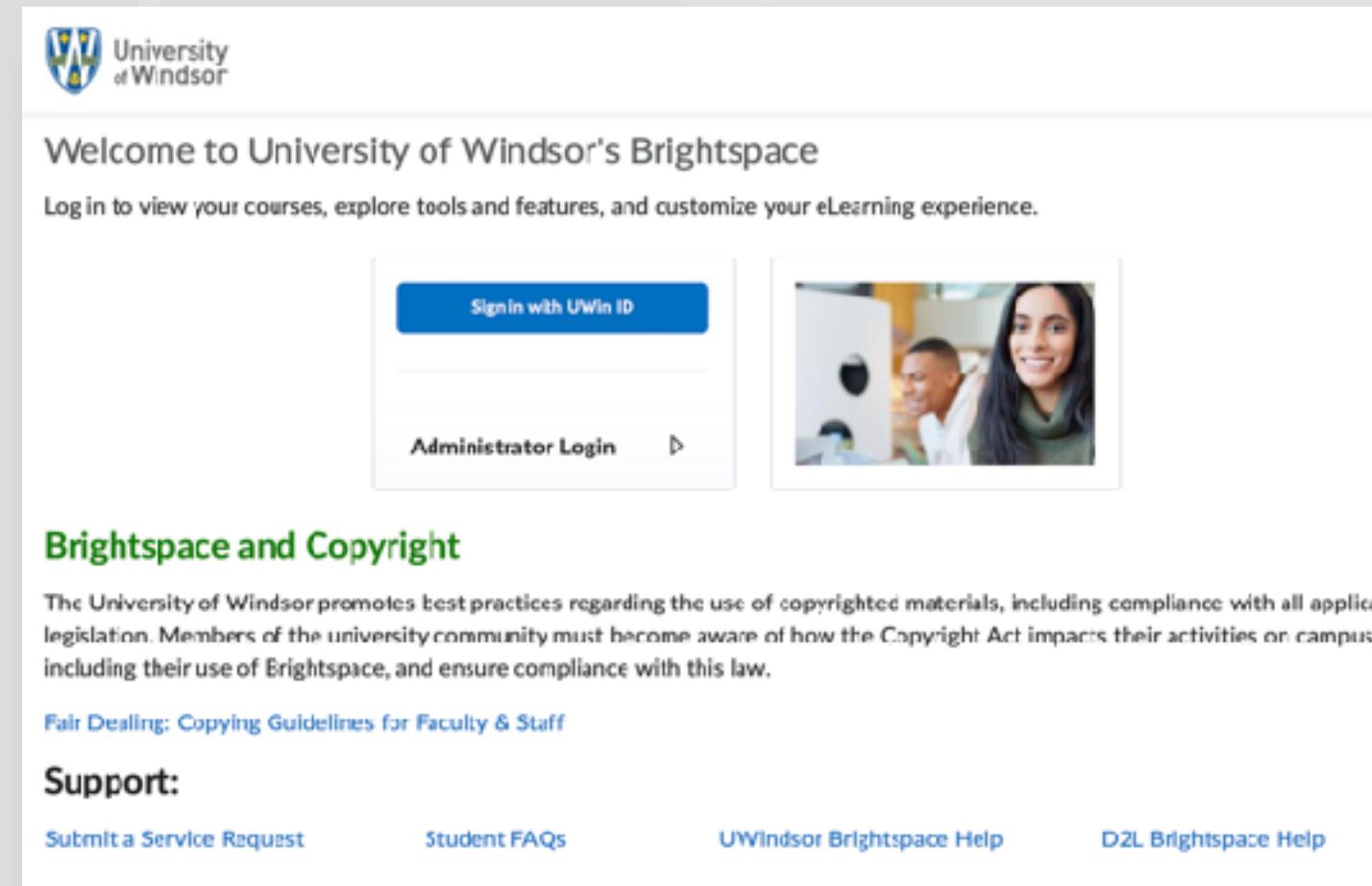
Masks are required in all campus buildings, including common spaces such as classrooms (and other shared instructional spaces), entrances, exits, hallways, stairwells, lounges, washrooms, classrooms and elevators. Masks are also required in work areas where distancing of 2 metres cannot be maintained 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. There is a blue "Sign in with UWin ID" button. To its right is a photo of two students. Below the sign-in button are links for "Administrator Login" and "Forgot my password?". Underneath these links is a section titled "Brightspace and Copyright" with a detailed paragraph about copyright best practices. At the bottom of the page, 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.**



RECAP

LAST CLASS

- ✓ Discussion Post #1
- ✓ Supplementary Writing Resources
- ✓ Types of Audiences
- ✓ The Writing Process

TODAY ROUTINE PROFESSIONAL CORRESPONDENCE

- Letters
- Memos
- Emails
- Style and Tone



ANNOUNCEMENTS

For Your Information

Winter Academic Add/Drop Date: *Tomorrow, January 18*

- Last day for late registration and change of courses
- Last day for deferral request to a future term

Notice:

**Your Project Teams will be announced
(via Brightspace) this Thursday,
January 19.**



Notice:
Next Tuesday's in-person class
is cancelled



Discussion Post #1: Sorry about the delay!

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.
Purchase Connect yet?



Maximize your study time with a personalized learning path.



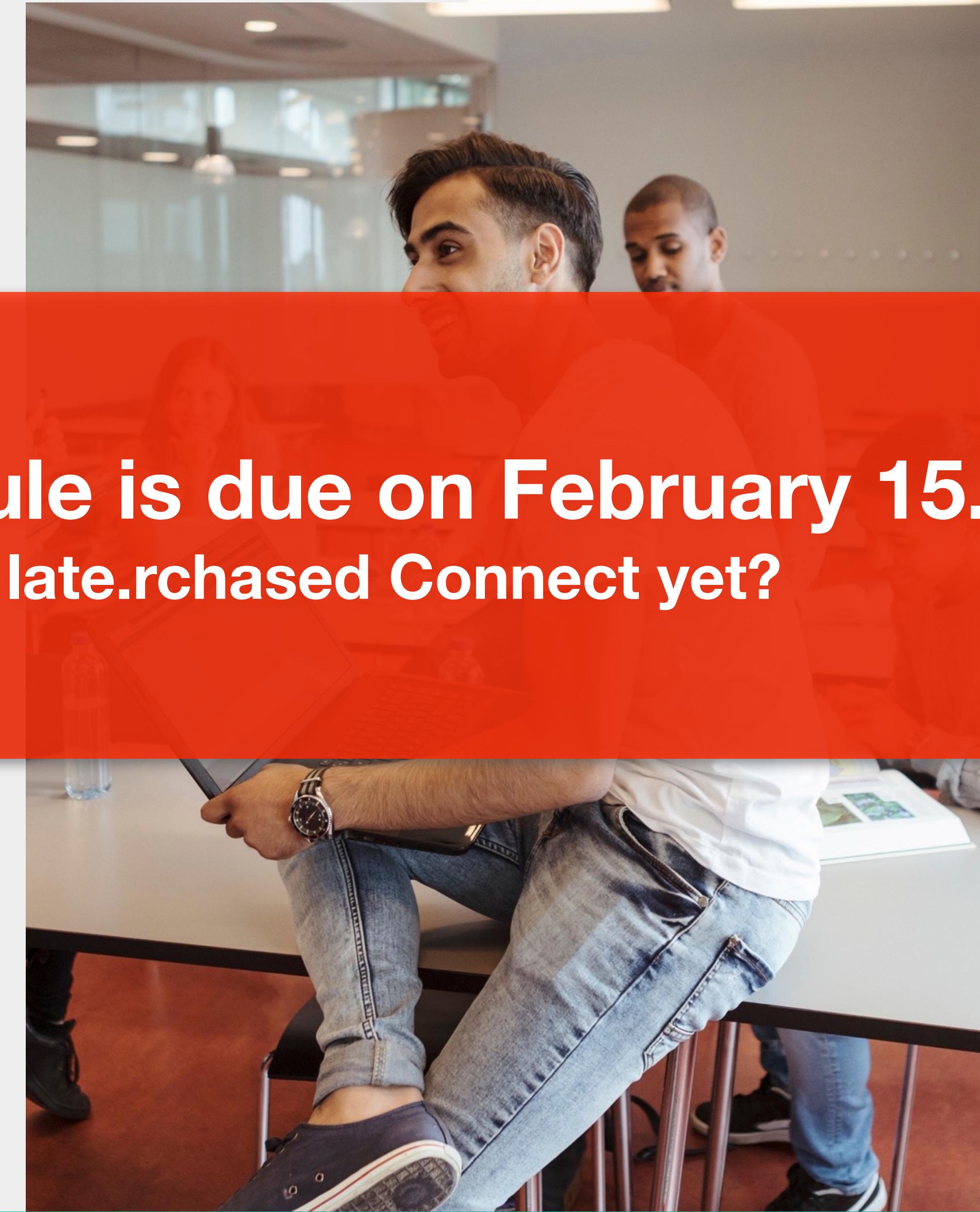
Achieve better grades & track your progress.



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



Learn online or offline, anytime, anywhere.



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

LETTERS

Why letters?

Letters

- Letters communicate with recipients outside of your organization (clients or external parties)
- Formal documents that create an official record of exchanges

Letters - Categories

- Cover letters
- Requests and inquiries
- Acknowledgment letters
- Adjustment letters
- Justification letters
- Reference letters

Business Letter Template

[Your Name]
[Street Address]
[City, ST ZIP Code]
April 30, 2012

[Recipient Name]
[Title]
[Company Name]
[Street Address]
[City, ST ZIP Code]

Dear [Recipient Name]:

It was very thoughtful of you to write about the television series that we sponsor. Our mail from viewers has been much heavier than we expected but, as we had hoped, overwhelmingly favorable. Certainly, your general assessment of the series is very satisfying to us.

Your comments on "Environment versus Progress" indicate that you have given much study and thought to this subject, and I appreciate your frank appraisal of it. Several other people wrote that they, too, felt it was biased in favor of industry.

The producers were well aware in the beginning that this is a highly controversial subject and were determined not to take sides. Our general mail would seem to indicate that they succeeded, for we received comments from many viewers that the program was biased in favor of the environmentalists!

Indeed, conflicting viewpoints are expected on this series, and as long as they are fairly well balanced (as they have been), we feel that the series is encouraging people to think more intelligently and deeply about the unresolved issues that face our nation.

Thank you for writing. I hope you will continue to watch the series and that you will let us have your opinions—favorable or unfavorable.

Sincerely,

[Your Name]
[Title]

Letters - Format

- Usually 1-2 pages in length, but may include enclosures
- There are many styles for writing letters, but the safest bet is to use the most formal *full block* letter format

Letters – Full Block

- Left-align each line, with no indenting
- Single-space within paragraphs; double-space between them
- Before the salutation, include at least the date and the recipient's address. The sender's address may also be included (or may be printed on company letterhead)
- A subject line may also be included before or after the salutation
- Precede your signature with a formal closing (such as “Sincerely”) followed by a comma

123 Nonsuch St., Unit 13
Vancouver, BC V4E 1A2

September 12, 2017

Dr. David Thompson
City Manager
800 Macleod Trail SE
Calgary, AB T2P 1M4

Dear Dr. Thompson,

Proposal Submission: Westcross Kindergarten

We are pleased to present our design for the Westcross Kindergarten for the City of Calgary design competition #CoG-WCK-2017-32A. The following are some highlights from the design rationale (enclosed).

You will note from our plans (enclosed) that we have created a somewhat larger footprint for this building than initially discussed, but that we have kept this footprint within the property setbacks stipulated by the by-laws and the costs within the limits set by the City of Calgary Planning Department.

Our decision was guided by the idea that children would benefit from a larger indoor grossmotor play area to run around in and get exercise when opportunities to play outdoors may be limited, for instance during particularly cold spells in the winter or sudden cold snaps in spring or fall. This did reduce the outdoor play area a little bit, but seemed a reasonable compromise.

Also, while the design specification stated a preference for easy-clean and aseptic surfaces, we have used as many natural materials inside the kindergarten as possible to bring the outdoors in and to give the interior space a more comfortable feel. For instance, we have created a post and beam structure using wooden glu-lam beams and have paneled parts of the interior with beetle-killed pine. However, we would treat these natural materials with organic, low-VOC stains that will meet the City's requirement for an easy-to-clean and aseptic public space.

We are particularly pleased with the high insulation values we've been able to maintain, despite the large window surfaces, by using triple-glazed windows (R-value 24), by designing extra thick walls (R-value 32), by including a green roof (R-value 45), and by specifying a very tightly sealed building envelope.

... 2

Dr. Thompson
September 12, 2017

2

The green roof will be accessible to staff and students and would make a great place for a kitchen garden. We do not intend for this area to be used for play, but feel that it will partially compensate for the reduced outdoor play area caused by our increased building footprint.

We would like to thank the city planning team for answering our continual questions about the design requirements, in particular Mr. Dan Paisevic, Planning Director, and Dr. Jean Schmidt, City Health Officer. Their patience and ability to explain complex material in layperson's terms were invaluable.

Please let me know if you have any questions about our design; I would be delighted to show how our design decisions were motivated by the well-being of the children and staff who will occupy the space.

Sincerely,

T. Comford

Theodore Comford
President, Streamline Architects
tcomford@streamlinearch.ca
778-822-1111

cc: Bing Thom

encl: design rationale
drawing package

Memos

正郵
貼票

請寫收件人郵遞區號

Why memos?

Memos

- Memos often record policies, decisions, or findings as part of a “permanent record,” serving as an organization’s collective memory

To:

From:

Date:

Subject:

Memo

To: John Smith
From: Albert Johnson
Date: 9/15/2010
Re: Your call from Augus. 28, 2010

Message:

Hello John,

Thank you for your prompt response to my inquiry. However, my original question still remains. Looking forward to your response.

Regards Albert

Memos - Conciseness

- Memos are often written to busy executives who will skim them quickly for information
- “Concise” does not mean “short” – do not remove important content
 - Organize the memo around your central message
 - Determine what should be included in attachments (if necessary)
 - If you have too much data or technical material, you may want to consider a slightly longer report format

Memos – Organizing for Clarity

- **Forecasting:** States the main argument upfront; usually done in a brief paragraph preceding the memo's first heading
- **“Talking head” style:** States each section's main point in the heading
- **Lists and tables:** Some information (especially quantitative data) can be delivered most effectively in lists and tables, rather than in paragraph form

To: Selection Committee
From: Dr. David Thompson *DT*
Date: Sept. 15, 2017
Subject: Evaluation of Westcross Kindergarten Submissions

The attached are the four proposals for the Westcross Kindergarten. Each consists of a design rationale and a drawing package. I've also attached the evaluation forms for you to fill out.

This officially closes the competition and requires us to cease all communication with the proponents.

We'll hold our preliminary assessment meeting on the 24th, as discussed. As always, I'm available for questions at john_johnstone@cog.gov.ab or local 213.

attach: 4 design submissions (1 design rationale and 1 drawing pkg each)
4 evaluation forms

To: Selection Committee

From: Dr. David Thompson 

Date: Sept. 15, 2017

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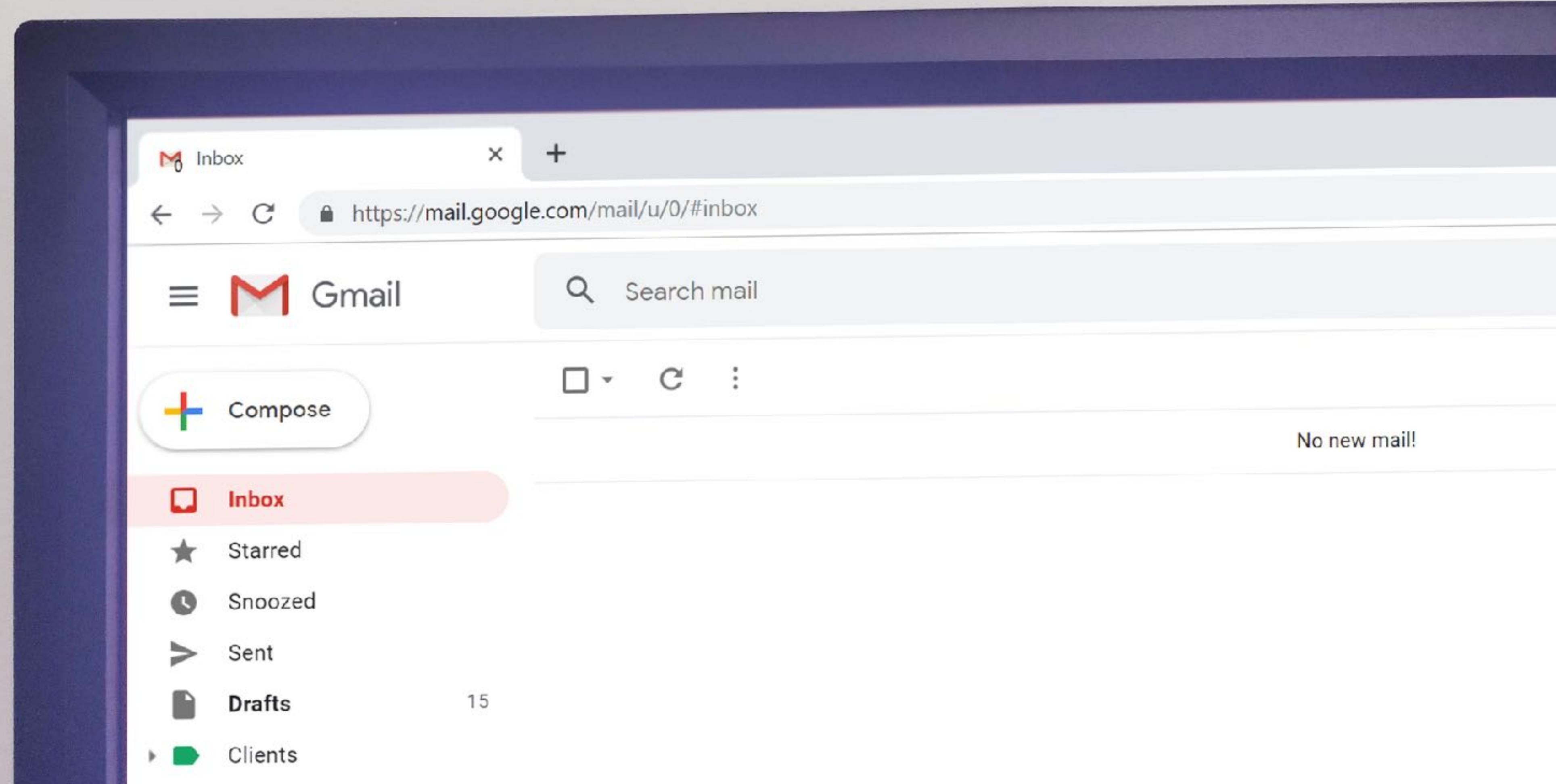
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PROFESSIONAL EMAILS

("NETIQUETTE")





“Etiquette”

What's Wrong With This Email?

To: janedoe@business.com
From: frankthetank@yahoo.com
Date: May 18, 2019
Subject: FYI

plz be advized that i quit this job is NOT fun for me
anymore and its time that i look for something else.

cya,
Michael

“Be the change you wish to see in the world.”

Professional E-mails

- E-mail has largely replaced the memo in workplace communication
- ***Highly formal*** e-mail sends a fully formal letter or memo in electronic form, preserving all of its conventions and formatting
- Think of e-mail as a **medium**, a channel of communication that can be used to deliver many different kinds of messages

Consider Your Audience

- If you are writing to a customer, client, or superior in your organization, use a more formal tone than with a coworker or immediate supervisor.
- Remember to consider secondary audiences. It is very easy to forward an e-mail.

Source: Gurak, L.J., & Lannon, J.M. (2016). *Strategies for Technical Communication in the Workplace*. New York, N.Y: Pearson Education, Inc.

Do Not Use E-Mail When

- Reporting an engineering problem that needs to be addressed
- The information is time-sensitive
- The content or tone may be misunderstood
- The information is distressing
- A more personal medium is preferable

Consider Your Purpose

- Don't use email to resign from a job, request a raise, respond to a formal letter, or respond to something that may have legal implications.

Consider Confidentiality

- Email may not be the best medium for sending legal documents, confidential company files, or anything else that should remain private.
- Before forwarding a message, obtain permission from the sender, who may have intended the message for you only.

Consider the Email Address You Are Using

- It should be professional and (hopefully) identify you.
- Be careful of using accounts you have set up that have inappropriate or immature IDs (sexyguy@hotmail.com, etc.)
- For communication within the University, use your UWin account.

Your Email Is Permanent

- “Forensic software” can find virtually any file that has been deleted.
- Do not make promises you can’t keep.
- Do not expect anything you say to disappear forever.
- Remember what you write may have legal implications.

Source: Gurak, L.J., & Lannon, J.M. (2016). *Strategies for Technical Communication in the Workplace*. New York, N.Y: Pearson Education, Inc.

Use Proper Spelling, Grammar, and Mechanics

- DO NOT USE ALL CAPITALS!!! (NO NEED TO SHOUT!)
- do not use all lower case letters either
- No need for multiple punctuation!!!!
 - Or ?!?!?!

Use Proper Spelling, Grammar, and Mechanics

- Emoticons/emoji ☺ and common abbreviations (FYI, ASAP, OMG) should be used only in informal messages to coworkers or people you know very well.
- Please (PLZ) avoid text speak.

Keep It Short

- Messages longer than one screen will often go unread.
- Get your main point across, and if there is a need to communicate more, suggest a time for a phone call or meeting.
- Or, if you must send a complex message, put longer details in an attachment.

Always Be Polite And Professional

- Respond in a timely manner
 - If you need time to collect information, reply to let the person know when they can expect your full reply.
- Avoid angry or personal attacks
- Avoid sexist or biased language
- Do not send large attachments
- Say “please” and “thank you”

Edit and Proofread

- It is very easy to hit “send” without reading your message over. This cannot be undone. Take a minute to carefully read over your message for mistakes.
- Mistakes take away from the message and look unprofessional.

Ask, Don't Tell!

“Do the needful.”

vs.

“Can you please help me with this matter?”

Ask, Don't Tell!

“Grant me an exemption.”

vs.

“Will you please grant me an exemption?”

Write A Clear Subject Line

- Always fill it in with something that is concise and means something to your reader.
 - “Documents for January 25th Staff Meeting”
- For communication with your professors, it is appreciated if your subject line contains the **course and section** that you are inquiring about.

Use Appropriate Formatting

- Include a **greeting**
- Provide an introduction, body, and conclusion
- Include an appropriate complimentary close
- Use bullets, headings, numbered lists, italics, and other formatting features to make your message easy to read

Appropriate Greetings

Greetings are *conventional*; they trigger audience expectations.

- Dear Ms. Patel,
- Good morning Dr. Salah,
- Hello David,
- Greetings,
- Dear Hiring Manager,
- Hi everyone,

Greetings to Avoid

- “Dear Sir/Madam”; “To whom it may concern”
- “Respected sir”; “Esteemed professor”; etc.
- “Greetings of the day”

Use A Suitable Email Sign-Off

- Regards, (simple, polite, and positive)
- Best regards, (more powerful and respectful)
- Kind regards, (simple, warm, and respectful)
- Sincerely, (simple, polite, possibly for someone not well known to the writer)
- Best wishes, (for someone you do not expect to see face to face in the near future)

Use A Suitable Email Signoff

- Thanks, (informal and appropriate if someone has done something for you that is discussed in the email)
- Thank you, Sincere thanks, Many thanks, Much appreciated, (more formal and more appropriate if the gesture discussed was more significant)
- Respectfully, (often used when the email has content in disagreement with the recipient's known views)
- Hope this helps, Hope to see you soon, Great hearing from you, (variations on friendly signoffs).

Add a Signature Block

- Add a signature block with contact information.
 - Your name, business address and phone # (if applicable)
 - no need for emoticons, etc.
- As a student, try the following signature block:

Jane Doe
Master of Engineering Student
University of Windsor

Jesse Ziter

Lecturer, Technical Communications
Faculty of Arts, Humanities, and Social Sciences
University of Windsor

Chrysler Hall North G124
401 Sunset Ave. Windsor ON N9B 3P4

Professionalism in This Course

- During this course, you must send professional emails to the instructors and TAs.
 - Must have an informative subject line.
 - Must contain a proper salutation.
 - Must be grammatically correct.
 - Must contain a closing that includes your full name and section number.
- **If your emails are not professional, they may be returned to you to be revised prior to you receiving a response.**



STYLE AND TONE

Style and Tone

- Most of the writing you will do in the workplace will be daily correspondence:
 - Letters
 - Memos
 - Emails

Generally, decreasing level of formality
- But an email to a client might be more formal than a memo to a manager or colleague.
- Think of yourself speaking to the reader; adopt a slightly more formal tone than you would in person.

Three Steps for Proper Tone and Style

1. Start with the main idea
2. Write clearly and concisely
3. Be friendly and personable

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

Style and Tone

Harb,

You've met the deadline, but your interface still doesn't do what I asked and there are glitches with the coding.

See me in my office tomorrow at 0800.

Mai Ling

Style and Tone

Harb,

Thanks for getting the app to me yesterday.

I've been playing with it and have noticed a couple of functions that don't quite work yet the way we discussed. Also, when I took a closer look at the coding I found some areas that I felt we could improve.

Can we have a chat about this tomorrow at, say, 8 a.m. in my office? I've got a busy schedule and want to clear this up first thing so you can get going on the changes.

Thanks,

Mai Ling

Style and Tone

To achieve the proper tone:

- Always consider your writing from the reader's perspective.
- Avoid sounding angry, negative, or condescending.
- Don't use overly formal or archaic language.
- If you wouldn't say it when speaking with your reader, don't write it.

Style and Tone

In general, to maintain a professional tone, you should:

- Construct your message thoughtfully
- Use complete sentences and appropriate punctuation
- Avoid slang and derisive comments
- Err on the side of formality: Use courteous greetings and closings, avoid contractions, etc.

Style and Tone

Don't say...

I'm shocked that you would...

Your report is wrong ...

We trust that you will ...

Enclosed please find...

It would be appreciated if you would...

If any questions should arise, do not hesitate to contact the undersigned.

Say...

I was surprised that you ...

I've double-checked some of the calculations and ...

Please ...

Enclosed is..., I have enclosed...

Please...

Please call me if you have questions.

ANY QUESTIONS?