

READING

Types of reading, reading between and beyond the lines, importance of reading for effective communication, practice our reading and reading comprehensions

Writing

Elements of business letter and report writing

READING

Reading is a multifaceted process involving word recognition, comprehension, fluency, and motivation.

Reading is making meaning from print. It requires that we:

Identify the words in print — a process called word **recognition**

Construct an understanding from them — a process called **comprehension**

Coordinate identifying words and making meaning so that reading is automatic and accurate — an achievement called **fluency**

To develop word recognition

How to break apart and manipulate the sounds in words — this is **phonemic awareness**

example: feet has three sounds: /f/, /e/, and /t/

Certain letters are used to represent certain sounds — this is the **alphabetic principle**

example: s and h make the /sh/ sound

How to apply their knowledge of letter-sound relationships to sound out words that are new to them — this is **decoding**

example: sssssppppooooon — spoon!

How to analyze words and spelling patterns in order to become more efficient at reading words — this is **word study**

example: Bookworm has two words I know: book and worm.

To expand the number of words they can identify automatically, called their **sight vocabulary**

example: Oh, I know that word — the!

To develop comprehension

Background knowledge about many topics

example: This book is about zoos — that's where lots of animals live.

Extensive oral and print vocabularies

example: Look at my trucks — I have a tractor, and a fire engine, and a bulldozer.

Understandings about how the **English language works**

example: We say she went home, not she goed home.

Understandings about **how print works**

example: reading goes from left to right

Knowledge of **various kinds of texts**

example: I bet they live happily ever after.

Various purposes for reading

example: I want to know what ladybugs eat.

Strategies for constructing meaning from text, and for problem solving when meaning breaks down

example: This isn't making sense. Let me go back and reread it.

To develop fluency

Develop a high level of accuracy in word recognition

Maintain a rate of reading brisk enough **to facilitate comprehension**

Use phrasing and expression so that oral reading sounds like speech

Transform deliberate strategies for **word recognition and comprehension into automatic skills**

Reading also means developing and maintaining the motivation to read. Reading is an active process of constructing meaning. The key word here is active.

To develop and maintain the motivation to read

Appreciate the pleasures of reading

View **reading as a social act**, to be shared with others

See To develop **word recognition**, children need to learn:

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To develop and maintain the motivation to read

Appreciate the pleasures of reading

View reading as a social act, to be shared with others

See reading as an opportunity to explore their interests

Read widely for a variety of purposes, from enjoyment to gathering information

Become comfortable with a variety of different written forms and genres.

Reading is the motivated and fluent coordination of word recognition and comprehension.

4 Different Types Of Reading Techniques

Skimming

Skimming, sometimes referred to as gist reading, means going through the text to grasp the main idea. Here, the reader doesn't pronounce each and every word of the text but focuses their attention on the main theme or the core of the text. Examples of skimming are reading magazines or newspapers and searching for a name in a telephone directory.

Scanning

Here, the reader quickly scuttles across sentences to get to a particular piece of information. Scanning involves the technique of rejecting or ignoring irrelevant information from the text to locate a specific piece of information.

Intensive Reading

Intensive reading is far more time-consuming than skimming and scanning as it needs the readers attention to detail. It involves close reading that aims at the accuracy of comprehension. Here, the reader has to understand the meaning of each and every word.

Extensive reading

Extensive reading lays more emphasis on fluency and less on accuracy. It usually involves reading for pleasure and is more of an out-of-classroom activity. It is highly unlikely for readers to take up the extensive reading of text they do not like.

4 Common Reading Problems

Issues with decoding

Beginner readers may struggle when they meet new or unfamiliar terms, but typically decoding becomes easier with repeated practice of reading the text out loud. If a child continues to struggle, there may be an underlying difficulty or a physical impairment that does not allow them to hear the sounds or see the letters.

Poor comprehension of reading skills

Some children can read like a pro but may not be able to tell you what they have read. This indicates a problem of incomprehension. These children may find the same difficulty when their teachers or parents read aloud.

Speed

The more children read, the more they expand their vocabulary. They begin to recognize more words by sight, enabling them to read faster. If speed is the issue with your child, slow processing of information could be the problem. Since reading is a cognitively demanding task, it involves holding information in the mind while continuously processing the text. This can exhaust the children with slow processing. Such children may require extra time to complete tasks that require extensive reading.

Mixed reading difficulties

Mixed reading problems in kids include decoding words and difficulty with comprehension. They have challenges when it comes to reading words, retaining information, and understanding the text. These problems could be due to a reading disorder. Although some kids learn slower than others, if you notice any difficulty that

affects your child's daily life, it should be evaluated by a professional.

Reading between the lines

Reading between the lines, or interpreting the hidden meanings of what people say, is a skill that you can learn. While you may not always be able to figure out exactly what someone might have meant, you can get a good idea. Make sure to look at the big picture when reading between the lines. Pay attention to their words, their body language, and the situation.

Method

Analysing What People say

Listen carefully. Listening closely to what people say is essential to reading between the lines. Develop your listening skills and practice them regularly. Some good listening techniques include

Smiling and nodding to show you are paying attention.

Using neutral statements to encourage the person to keep talking, such as yes, I see, and go on.

Rephrasing what the person has just said to ensure that you have understood them. For example, you might say something like, "It sounds like you are saying that you don't think I am a very good listener. Is that right?"

Take notes so that you can analyze them later. Taking notes on what someone says will allow you to return to the information later and analyze it. Write down anything that seems important or that you'd like to come back to. However, taking notes might not be practical for every situation.

For example, taking notes during a job interview is acceptable, but taking notes during a conversation with a friend may seem strange to the other person.

Notice what the person does not say

What the person leaves out may be as important as what they include. After the conversation, consider whether they left out anything that you think is important.[3]

For example, if a coworker avoided talking about their progress on a special project, then they might be struggling with the project.

If a friend changes the subject when you attempt to talk to them about a recent fight you had, then they might not be ready to talk about it.

Ask for clarity

After the conversation, it is fine to ask the person about anything that was unclear to you. Be honest if you don't understand something or if you want more information about something they said.

Try saying something like, I am interested in the way you described your process for this piece of art. Could you tell me more about that?

You can also simply say, I didn't understand what you said about about the homework. Can you please explain that again?

Reflect on the things the person said

After the conversation, reflect on what was said. Ask yourself some questions to identify things that seemed important or that might have a hidden meaning. Some good questions to ask yourself include:

What stood out about the conversation? Was there anything about it that was bizarre or uncomfortable?

What was the main focus of the conversation?

What seemed to be the most important subject for the other person?

Did we arrive at a solution or compromise? If not, did the other person suggest a way for us to do that?

Note the person's facial expressions

The way that someone looks at you can say a lot about what they are thinking. Pay close attention to the person's facial expressions while they are talking and listening to you.

Look at how they're sitting or standing

The way someone positions themselves in relation to you can also give you clues about their attitude. Check the position of their body while you are talking to them.

Watch their hands and arms

Hand and arm position is another good way to read between the lines as well. Note where the person places their hands and arms to determine how interested they are in the conversation.

Think about the circumstances

Along with the things that the person says and the way they use body language, the circumstances of a conversation may also provide helpful clues about the persons

feelings. Consider the circumstances of the conversation to decide if any of their words or body language might be due to that.

Examine the timing

Choosing the best time to have a conversation can also make a big difference in how the person responds to you. Reflect on how well you timed the conversation as well.

Reflect on any other relevant factors

Before you decide what the persons reaction to you might have meant, make sure to consider other possible factors in how they responded to you.

Importance of reading for effective communication

THE IMPORTANCE OF READING

Reading enhances our life in several ways:

EXERCISING YOUR MIND

One of the advantages of reading is that it engages various parts of your brain. When you read, you exercise your comprehension abilities and your analytical abilities. It fires up your imagination and stimulates the memory centers of your mind. It helps recall information as well as stabilize your emotions.

The importance of a reading habit is that it strengthens mental muscles. Reading is one of the best mental workouts there is. Its been found that regular mental stimulation can slow down and possibly even prevent diseases like Alzheimers and dementia. Reading keeps the mind agile and young.

Reading and writing work in similar ways. Reading improves your writing style and flow. Writers learn to perfect their craft by taking inspiration from other writers. Its impossible to be a good writer if you dont read. Acclaimed author Stephen King is said to carry a book with him wherever he goes. He even reads while eating.

Another vital role of reading skills in communication is perfecting your oratory skills. Reading teaches you new words and perspectives. It helps strengthen language and sharpens sentence structure. It gives you a better command over the language. All of these are critical to being a good speaker.

FINDING YOURSELF

Books work as portals to newer worlds. They have the potential to broaden your perspective, shape your attitude towards others and life, and open you up to new ways of thinking about everyday life.

One of the several advantages of reading is that it helps shape your identity. When you read, you decide who you want to become. You borrow bits from fictional characters you hold dear. For example, reading Sherlock Holmes can inspire you to become a detective or simply become more observant and analytical.

BECOMING A WELL-READ INDIVIDUAL

Well-read individuals are held in awe. The words well-read are often used to denote a learned individual, full of wisdom.

Before the internet, books were the only sources of information and knowledge. Books contain the collective wisdom of our times. The more you read, the more you will learn about the world and the people in it. One of the great benefits of reading is that it helps you evolve your understanding of the world.

KEEPING CALM AND ENTERTAINED

Books can be a perfect escape from reality. They can cheer you up when you're down, motivate you when you're sad, and even keep you company when everybody else is busy.

One of the benefits of reading is that it relaxes your mind and body. You recharge your energy levels much faster when you read. Reading is the best way to end the day on a calm note. It may even help you fall asleep much faster.

ADVANTAGES OF READING

The points above demonstrate the importance of maintaining a reading habit. Here are a few more benefits of reading regularly:

IMPROVES YOUR THINKING SKILLS AND ANALYTICAL ABILITIES

There are times when you read a book and realize there are loopholes in the plot. You figure out who the murderer is before the book tells you. Somehow, your mind works faster when you read.

Reading sends your analytical and critical thinking abilities into hyperdrive. Each book becomes a puzzle your mind races to solve. With each book, it keeps improving its score.

These same abilities also apply to the real world. A reader's mind is trained to notice tiny details. It puts the pieces together and can find connections. It is more adept at identifying patterns and solving puzzles. It learns how to synthesize knowledge better. In Harappa Education's course on Reading Deeply, this aspect is covered in the module on Post Reading.

HELPS YOU BLOCK OUT THE NOISE

Short attention spans are the order of the day as lives become a constant stream of

interruptions and activity.

You are expected to manage your WhatsApp messages and check your email and interact with your colleagues, all at the same time. Juggling such tasks reduces focus and lowers productivity.

But when you read a book, all your attention is focused. The importance of reading in our digital age cannot be overstated. It is perhaps the only way left to improve focus and attention.

HELPS MASTER A LANGUAGE

Reading is one of the best ways to learn a new language or gain mastery over a known one. Also, when you learn through stories, you learn much faster.

Learning about words through context is one of the most organic ways to understand their meaning and improve your vocabulary. This also helps gain knowledge about colloquial terms.

CONNECTING WITH OTHERS

Books can be great conversation starters and can help bond with new people.

Readers can have multiple stories to tell or topics to discuss, and can easily become the center of attention due to their knowledge. Their ability to objectively critique issues also makes them popular.

KEEPS YOU GROUNDED

Reading is a constant exercise in humility. The more you read, the more you realize how much you haven't. That reminds you of how much further you still need to go. Each book reminds you of how limited your knowledge is.

Readers are friendlier and more accepting of others. They are always helpful as they know they too are still a work in progress.

Its benefits make reading a non-negotiable habit. A book can be many different things. It can be a guide when you are lost. It can be a companion when you feel alone.

While these benefits are remarkable, reading deeply requires expert guidance. You can learn all about in Harappa Educations Reading Deeply course, which helps you improve your reading quotient. Sign up now to start your reading journey.

WRITING

ELEMENTS OF BUSINESS LETTERS

- **Heading:** Heading includes the name ,address,telephone no., trade mark, fax no., e-mail address etc.
- **Date:** The date should be written two space below the last line of the letter head, at the right hand corner. Date may be written in either of the following forms 14 March,2010 or March 14, 2010 or 14th March 2010.
- **Reference:** The refrence is given below the date line on the left hand side. Reference helps to identify and place the correspondence in the proper file and maintain a link between the previous and present correspondence. The refrence line can be written in the following way: your refrence no., Our reference no., Reference no.
- **Inside address:** The inside address is written on the left hand side of the page.All its line_start at the same margine,which is identical with the margin of the body of the letter. The inside address consists of the name and address of the addressee.
- **Attention line:** It is placed between the inside address and the salutation.Its purpose is to draw the attention of a particular department or a person of a company.
- **Salutation:** The salutation is used as a greeting with which a started. It is written from the left margin and is placed two spaces below the inside address. Generally Dear Sir/Madam is used as greeting.
- **Body of the letter:** This is the main part of the letter where in the message that we want to convey, is written. The opening paragraph introduce the message. The second paragraph contains the main message of the writer. The closing paragraph has writers expectations and intentions regarding the matter.
- **Complimentary close:** The letter ends with a complimentary expression. It is placed spaces below the last line of the closing paragraph.The complimentary close should match the salutation.
- **Signature:** Signature is the signed name of the writer. Which suggests that the writer has given his approval to the written matter. It is placed between the complimentary close and the name of the sender.
- **Enclosures:** These are the additional documents and papers which are sent along with writer.If they are more in number than they are numbered like Encl.1. Encl.2 etc.

STYLES OF LETTER WRITING

- **Complete block style:** This is a modern style and widely used. All the elements of the letter start at the left hand margin. There is complete absence of punctuation marks from date, salutation, complimentary close and from the end line of the inside name and address.
- **The block style:** In this style the date line, complimentary close and the signature are aligned with the right margin, all other except heading are set left margin.
- **The semi block style:** In this style the body of the letter is started with margin, intended. The date, complimentary close and signature are aligned with the right margin. Rest all the elements are on left side. In this style mixed punctuation.
- **Indented style:** In this the name and paragraph of the body are two or four spaces indented. The paragraphs are separated by double spacing. The inside address is offset to give the letter balance.
- **Hanging paragraph:** In this style of letter writing, the paragraph are displayed in such a way that they appear to be hanging on peg. In this style, the first line of paragraph is fully blocked and the remaining lines are continuously indented 5 to 7 spaces inside the left hand margin.
- **Noma-simplified or memorandum:** This style of letter writing is implied in inter office correspondence or internal written communication in offices. In this style there is no salutation, no subscription as in business letters and the matter is written directly in a simplified manner. In writing the body of a letter, fully blocked style is generally used.

TYPES OF BUSINESS LETTERS

QUOTATION

- **Inviting quotation:** Inviting quotation is a letter of enquiry in which you ask other firm or organization to quote their rates and terms of payment for the goods your firm or company wishes to buy from them. The purpose being to find out the cheapest and best source of supply of goods required.
- **Sending quotation:** Sending quotation is the quotation sent in response to the letter inviting quotations. Hence, every point mentioned in the letter inviting quotations should be carefully noted down and then reply should be drafted keeping those points in mind.
- **ENQUIRY LETTER:** Enquiry letter is a letter when a buyer wishes to get some information about the quantity, price, availability etc of goods to be purchased or about the terms of sales etc. He writes a letter of enquiry to the seller.

- **COMPLAINT LETTER:** Complaint letter is a letter written by a consumer to a manufacturers or retailer regarding a problem with a product or services.
- **ADJUSTMENT LETTER:** A written response by a representative of a business or agency to a customers claim letter.
- **CREDIT LETTER:** A letter of credit is a document by a financial institution, or a similar party assuring payment to a seller of goods or services.
- **SALES LETTER:** Sales letter is a letter which is written to persuade the reader to purchase product or service in the absence of a salesman.

REPORT

A report is a systematic description of an event for one who was not present on the scene

According to C.A.Brown

A report is a communication

from someone who has some

information to someone

who ment to use that information

CHARACTERISTICS OF GOOD REPORT

- Information collected in the report must be **relevant and focused** to derive desired results. Pictorial and graphical presentation of data and related information help to understand the details easily. There is a possibility that the collected data in the report needs to be represented at many places in different formats to fulfill the report goals. The ultimate goal is to determine all the issue and make suitable strategies to cope up with these issue or problems.
- Report should follow the exact **predefined goals and objectives**. If there is any sort of divergence of related information which does not match the goals then the results are of no use. In fact there is a probability of landing up in making negative or out of focus strategies, which will be very dangerous.

- The report should always contain the executive **summary of the work**. This is generally kept before the actual report starts as it shows the summary of the desired business plan.
- Apart from the actual analysis the report should also depict the reasons of making this report and what advantages and profit it can provide after successful implementation of business plans described inside the report.
- It should also contain the **methodology of the research** which shows the overall process adopted to create the report.
- It is important that the report contains the possibility of errors in any of the module or process so that immediate measures could be taken to cope up with these errors.
- The report should contain the **description of the questionnaires** used in analysis and the way it has been prepared.
- The methodology used in the interviews should also be elaborated and what was achieved in this should also be described.
- If the information show that some aspects needs to predict the future trends then the reports should depict that prediction. This prediction should have scale of success so that the accuracy could be judged efficaciously. The report should also define each and every variable and element used in creating these predictive analyses.
- The report should be **flexible** enough to be changed accordingly. The analytical information described inside the report should be maintained in such a way that there is no extra effort labored if any strategy or process it to be changed in future. It should necessarily mould the changes without changing the structure of the report.

IMPORTANCE OF GOOD REPORT

- **Complete and Compact Document** : Report is a complete and compact written document giving updated information about a specific problem.
- **Systematic Presentation of Facts** : Report is a systematic presentation of facts, figures, conclusions and recommendations. Report writers closely study the problem under investigation and prepare a report after analyzing all relevant information regarding the problem. Report is supported by facts and evidence. There is no scope for imagination in a report which is basically a factual document.
- **Prepared in Writing** : Reports are usually in writing. Writing reports are useful for reference purpose. It serves as complete, compact and self-explanatory document over a long period. Oral reporting is possible in the case of secret and confidential matters.

- **Provides Information and Guidance** : Report is a valuable document which gives information and guidance to the management while framing future policies. It facilitates planning and decision making. Reports are also useful for solving problems faced by a business enterprise.
- **Self-explanatory Document** : Report is a comprehensive document and covers all aspects of the subject matter of study. It is a self-explanatory and complete document by itself.
- **Acts as a Tool of Internal Communication**: Report is an effective tool of communication between top executives and subordinate staff working in an organization. It provides feedback to employees and to executives for decision making. Reports are generally submitted to higher authorities. It is an example of upward communication. Similarly, reports are also sent by company executives to the lower levels of management. This is treated as downward communication. In addition, reports are also sent to shareholders and others connected with the company. It may be pointed out that report writing / preparation acts as a backbone of any system of communication.
- **Acts as Permanent Record**: A report serves as a permanent record relating to certain business matter. It is useful for future reference and guidance.
- **Time Consuming and Costly Activity** : Report writing is a time consuming, lengthy and costly activity as it involves collection of facts, drawing conclusion and making recommendations.

TECHNICAL REPORT

It is divided into three parts:

Front Matter

- Cover
- Frontispiece
- Title page
- Copyright Notice
- Forwarding Letter

- Preface
- Acknowledgements
- Table of Contents
- List of illustration
- Abstract and Summary

Main Body

- Introduction
- Discussion or Description
- Conclusions
- Recommendations

Back Matter

- Appendices
- List of References
- Bibliography
- Glossary
- Index

Cover

A cover is usually made of white or some soft, neutral-coloured card. It protects the manuscript from damage and gives the report a neat appearance. Some organizations have prepared covers which have their name and address printed on them.

Frontispiece- It is a type_of window display that ignites the curiosity of the reader. The forms most often used for the purpose are photographs, maps and artistic drawings.

Title Page- Usually the title page is the first right-hand page of the report. In addition to all the information given on the cover. It may contain the following information:

- Sub-title
- Name of the author
- Name of the authority for whom the report was written 4. Contract, project or job number
- Approvals
- Distribution list

While setting the various items on the page, allow a one inch margin on all the four sides, and

about half an inch extra on the left side for binding.

Copyright Notice

If a report is published, copyright notice is given on the inside of the title page as:

@ 1992 Ram Gopal Shewde

Sometimes a note is also added to it as:

All rights reserved. No part of this report may be reproduced in any form or by any means without permission in writing from the publisher.
"

Forwarding Letter-There are two types of forwarding letters: 'covering', and 'introductory'. While both are written for the primary recipient of the report, the first type serves simply as a record or transmission of the report. The 'introductory' letter performs almost the same function which a preface or an introduction does for a book.

Preface-The *preface* introduces the report (not the subject-matter of the report) and offers it to the reader. It contains almost all information which is given in the 'introductory' type of letter of transmittal.

The preface should not be confused with the *foreword*. Whereas the former is written by the author himself, the latter is customarily written by an authority or expert in the field commending the work done. Day-to-day reports rarely have a foreword.

Acknowledgement- Mention diligently the names of persons and organizations that have helped you in the production of the report. When you include published material and the list of sources is very long, use a separate page for the purpose.

Table of Contents-If the report is long, say, more than ten pages, the Table of Contents is essential. Its function is to give the reader an overall view of the report and help him locate a particular topic or subsidiary topic easily. The contents contains the headings and sub-headings of the report. Subheadings beyond the third order are generally excluded. The page numbers are carefully checked against the text so that the reader does not feel frustrated when he opens a particular page and looks for a heading sub-heading that is not there.

While preparing the table of contents bear in mind the following points about its layout:

- Leave a one and half inch of margin on the left and a 1" margin on the right, the top, and the bottom. Write 'Table of Contents' on the top centre in capitals and underscore.
- Leave two spaces between headings and one space between sub-headings.

List of Illustrations-A separate list of illustrations .is given immediately after the table of contents if there are a large number of (a dozen or more) tables and figures. Its layout is the same as that of the table of contents and it gives information about the number, title and page reference of each illustration. If the number of illustrations is very large, divide it into two parts, namely: List of Tables, and List of Figures.

Abstract and Summary-Most reports contain a synopsis which is called an abstract or a summary. Although some people regard these two terms as different names for the same element, a distinction between them is made by discriminating writer.

The main difference between them is that of function. An *abstract* tells in concentrated form what the report is about whereas a *summary* gives the substance of the report. A reader who is interested in knowing only the extent of coverage will be satisfied with the abstract. But if he also wants to know the method of analysis, the significant findings, the important conclusions and the major recommendations, he will need a summary.

MAIN BODY

Introduction

An introduction provides a better starting point to the reader who is not familiar with the subject of a report. The main function of the introduction is to say what the report is about, what work has already been done on the subject and what new grounds are covered in the present study,

Discussion or Description

This section discusses or describes the main business of the report. It naturally fills most of the report and contains almost all the illustrations. Usually it has several sections grouped under different headings and sub-headings. It is, however, not necessary to use the term 'Discussion' or 'Description' itself as a heading; other apt words or phrases may serve this purpose better.

The main function of this part is to present data in an organized form, discuss their significance and analysis and the results that flow there from. If the data are too numerous and likely to impede the explanation or discussion, give them in the appendix; in this part refer to them either by means of footnotes or parenthetical statements.

Conclusions

The term conclusion is generally used to describe remarks at the end of a piece of writing, The function of such a conclusion is to bring the discussion or description to a close and to signal to the reader gracefully that he has reached the end.

All conclusions must be supported by what has gone before; nothing new should be included at this stage. If their number is large, they may be itemized in the descending order of their importance.

Recommendations

In some reports conclusions and recommendations are combined on the plea that they are closely associated. You should not do so unless your report is very short or you are

required to combine them.

As in the case of conclusions, you should list recommendations in the descending order of their importance. If their number is very large, they may be grouped under different subheadings.

BACK MATTER

Appendices

The appendix contains material which is needed to support the main body of the report but is too detailed/voluminous to be included in the text. Thus in deciding which material should be relegated to the appendix, bear in mind the following two factors:

All appendices should be referred to in the text and their significance or meaning should be pointed out. If their number is more than one, they should be designated as Appendix A, Appendix B and so on.

Generally, the kinds of materials included in the appendix are questionnaires, statistical data, samples of forms or data sheets used in the investigation, detailed calculations, derivations of questions, illustrative materials, worked out examples, sample documents, specimens, etc.

List of References

It is not only customary but also essential to give credit to the works (published or unpublished) which you have used or quoted in your report. This is done by citing such works in the text and listing them in alphabetical order at the end of the report. If their number is small, they may be mentioned in the footnotes at the bottom of the page on which they are cited,

Bibliography-A bibliography is a serially numbered list of published and unpublished works which are consulted before or during the: preparation of a report.

A few examples are given overleaf.

1. Book with One Author

Glossary -A glossary is a list of technical words used in the report and their explanations. If, however, the number of such words is small, they are generally explained in the footnotes.

Index

The index is intended to serve as a quick guide to the material in the report. It enables the reader to locate easily any topic, sub-topic or important aspect of the contents. There is a need for giving an index only in bulky reports where the Table of Contents cannot do this job.

Entries in the index are made in alphabetical order and cross-referenced. All page numbers on which information about an entry is available are mentioned against it.

