

## Unit-2: Technical Writing Skills

- Resume

PowerPoint Slide Show - [Resume making] - PowerPoint

### Sequence of Résumé making

1. Johari Window
2. SWOC
3. KYC
4. Job Description (internal) – job posting (external)
5. Resume making

Slide 3 of 21

PowerPoint Slide Show - [Resume making] - PowerPoint

- II. SWOC
- III. KYC – profits, estd., products, services, branches, area where you can contribute
- IV. Job posting – outline of main duties, responsibilities, skills, qualifications, job location, necessary certificates, who will the employee report to, benefits and remuneration,
- V. Resume-making

Slide 5 of 21

PowerPoint Slide Show - [Resume making] - PowerPoint (Product Activation Failed)

### I. Johari Window

- Developed by American psychologists Joseph Luft and Harry Ingham in 1955 - combining their first names, Joe and Harry JO-HARI

### The window

|        |         | Self                |                   |
|--------|---------|---------------------|-------------------|
|        |         | Known               | Unknown           |
| Others | Known   | 1<br>Open/Free Area | 2<br>Blind Area   |
|        | Unknown | 3<br>Hidden Area    | 4<br>Unknown Area |

werPoint Slide Show - [Resume making] - PowerPoint

### Common Resume Types

**Chronological**

- Lists most recent position first
- Preferred by employers
- Most common resume type

**Functional**

- Focuses on skills and experience
- Often used by people who are changing careers or who have gaps in their employment history

**Combination**

- Mix of chronological resume and a functional resume
- Highlights relevant skills while providing chronological work history
- Emphasizes what makes you the best fit for the job, while still giving the employer desired information

the balance

Source: <https://www.thebalancecareers.com/resume-types-chronological-functional-combination-2063235>

6 of 21

## Broad categories in a Résumé

- **Curricular** – education, projects, work experience – achievements – *depicts your knowledge and experience about the field* – acts as proof
- **Co-curricular** – extra courses, workshops, projects, association with a technical/professional body – achievements – *the extra mile you will walk to learn more about your field*
- **Extra-curricular** – social, cultural – events, sports, quiz, etc – participated, won, committee member – *depicts your personality and helps in developing generic skills*

## Components of a Resume

- Identification
- Position Sought (Optional)
- Career Objectives (Optional)
- About Me
- Work Experience
- Education
- Professional Skills
- Generic Skills
- Professional Affiliation
- Activities And Interest
- Awards/Honours/Achievements
- References (Optional)

Slide 7 of 21

Slide 8 of 21

## About Me

- A M.Com. Student seeking a job
- *Highly organized and detail-oriented merit student with a Masters degree in Commerce from RTMNU is seeking an entry level position as an accountant. With one year of internship in accountancy, I have also tutored UG students of commerce on accountancy, budgeting, and accounting principles.*

## About Me

- *Successful communication skills teacher with 13 years of experience and 7 years of experience as a researcher. Seeking a career change for a leading position as a content writer and professional document creator for a large firm. Creative, detail-oriented, and a fast-learner who has created content and high-impact documents for over 20 years.*

Slide 10 of 21

Slide 11 of 21

- 1. Professional Affiliation** - Member of – professional bodies –*e.g. Indian Economic Association* – **indication of your interest and contribution to your discipline.**
- 2. Activities and interests**
  - Community service, member of NGO, courses done (other than curricular), hobbies, sports – **indications of candidate being energetic**
- 3. Achievements**
  - Awards/honours – award for what, date, by whom, scholarships

## References

- Optional – only to fill your resume page – if full can add line “Reference available on request”
- If company has not asked for and no one to give good reference – omit it completely
- Two references
- Name, institute, address, phone number, email ID

Slide 14 of 21

Slide 15 of 21





### Dos and Don'ts

- Don't put too many in 'To' – will add confusion – each one will think
- Use CC only when people in team aware of what is going on and need to be updated
- Use CC when you are doing someone else's work
- Don't use CC to save your skin or shed responsibility - "I CCed to you. You must have read the mail"
- Don't use CC to embarrass someone or take revenge
- Don't CC you boss to prove that he/she was wrong

### Letter Components

#### Essential components

- **margin** - decide top margin as per letter head - leave 1" margin on all sides
- **writer's address** – if not using letter head – full details -plot no., street address, city, pin code, state, **name** – if international then **country** – if through company then **co. name**
- **date** – two lines below writer's address
  - decide the alignment – Indian way – right - or us way left
  - choose a date format – e.g. 31 October 2011 (UK) or October 31, 2011 (us) - if international audience – spell the date

### Letter Components

- **TO or inside address**
  - **Name and address of person** - in India – name, title of person, company name, address – others if title then no name and vice versa
- **Salutation**
  - **Dear sir/madam** – when unsure – it is avoided as name should be sought
  - **Dear vinod** - only when receiver of letter comfortable

- **Dear Mrs. Mehta**
- **Dear Mrs. Vashali Gokhale** – Can Be Avoided
- **Dear Sirs**
- **Dear All** – Multiple Receivers – Used in Emails/Notices
- **Hi Ashok, (Very Informal)**
- **Ashok (Very Informal)**
- **To-whom-so-ever-it-may-concern/ To Whom It May Concern** – Can Be Used As A Last Resort - Multiple Receivers
- **Punctuation After Salutation**
  - Comma After Salutation – UK Or Informal / Personal Correspondence
  - Colon – US Business Format
  - Or Open Punctuation – No Colon Or Comma
- **Subject Line – After Salutation – UK – Before Salutation – USA – I Follow USA – My Logic?**

- **mailing notation:** by courier, by reg. post, by hand –top most (center) – **why?**
- **addressee notation:** personal, confidential, please forward, through proper channel
- **writer's/typist's initials:** if the typist is different - initials in the end - **why?**

### Common Formats – Block Layout

|  |                                 |
|--|---------------------------------|
| 1. writer's address (if letterhead – center) | 10. letter body                 |
| 2. date (spelt)                              | 11. close                       |
| 3. mailing notation (optional)               | 12. signature                   |
| 4. addressee notation (optional)             | 13. enclosures (optional)       |
| 5. to (reader's name & address)              | 14. cc/ps (optional)            |
| 6. attention line (optional)                 | 15. typists initials (optional) |
| 7. sub line                                  |                                 |
| 8. ref line (optional)                       |                                 |
| 9. salutation                                |                                 |

### Modified/Simplified Block Layout (redundant)

|                               |               |      |
|-------------------------------|---------------|------|
| Writer's Address (LETTERHEAD) |               | Date |
| Ref                           |               |      |
| To                            |               |      |
| Reader's Name & Address       |               |      |
| Sub                           |               |      |
| Salutation                    |               |      |
| Letter Body                   |               |      |
|                               | Close         |      |
|                               | Signature     |      |
|                               | Enclosures/CC |      |

- Minutes of Meeting

PowerPoint Slide Show - [Circulars, Agenda, MOM] - PowerPoint

## Notices, Agenda, Minutes

- **Notice**
- Written information about date, time, and venue of meeting
- Not sent too many days before meeting
- Not sent in too short period
- Only sent to those who are meant to attend

PowerPoint Slide Show - [Circulars, Agenda, MOM] - PowerPoint

## Agenda

- Purpose or road map of the meeting
- Serves as guide to the participants
- It's a list of topics to be discussed/covered in the meeting
- If the meeting in sequel then agenda should be:
  - Confirmation of minutes of the last meeting – date
  - Current agenda

Slide 4 of 15

Slide 7 of 15

PowerPoint Slide Show - [Circulars, Agenda, MOM] - PowerPoint

## How

- Send preliminary agenda and seek suggestions – give deadline for suggestions
- Include only those that meet the objective of meeting
- All topics that will help participants prepare
- If special guest – ask before hand what issue they want to include

PowerPoint Slide Show - [Circulars, Agenda, MOM] - PowerPoint

## Format

- HEADING – would only have subject – can be centered – the word 'subject' can be eliminated.

**Safety committee April meeting minutes**

Why only subject? – reporting secretary is the undersigned/or head of institution

Slide 9 of 15

Slide 11 of 15

PowerPoint Slide Show - [Circulars, Agenda, MOM] - PowerPoint

- Subject (left or centered)
- Introduction
- Date,
- time,
- Place
- List of people who attended the meeting
- Agenda or issues to be discussed

**DISCUSSION**

- What was discussed and decided – only what was done/voted/decided/discussed/caused conflict/pending – not who said

PowerPoint Slide Show - [Circulars, Agenda, MOM] - PowerPoint

- Any resolution passed – to be reported in exact words

**Conclusion**

- Any old topics unresolved
- Any new topics unresolved which will need further meeting
- Next meeting – when, where
- When did the meeting end
- "Respectfully submitted by" - name Signature of the sender

Slide 12 of 15

Slide 13 of 15

## Producing the product

- **How do you write effectively?**
- **How to effectively produce the finished product?**
- *For some it is easy* - But for most it is difficult - Thus, a structured, step-by-step process/technique is essential in writing
- Process involves:
  - a.Prewriting
  - b.Writing
  - c.Rewriting

- **Communicate to persuade** – change opinions – proposal, flier, sales letter.
- **Communicate to instruct** – written instructions – give directions/rules/follow procedures
- **Communicate to inform** – sharing information – time of meeting/invitation for meeting/
- **Communicate to build trust** - motivate

## Prewriting techniques

Different techniques

- **Answering the reporter's questions** – answer to *who (to whom)*, *where (address)*, *when (time of action)*, *what* – contents of correspondence
- **Mind mapping** – look at topic from different angles
- **Brainstorming** – Listing out suggestions on ideas in groups or individually
- **Branching** – sub-sections of the main topic

## Organization charts

```

graph TD
    HP[Home Page] --> LPP[Linked Page Product Info]
    HP --> LPPr[Linked Page Prices]
    HP --> LPPJ[Linked Page Job Opportunities]
    LPP --> W[Warranties]
    LPP --> D[Discounts]
    LPP --> TS[Technical Specs]
    LPPJ --> CT[Computer Technicians]
    LPPJ --> SR[Sales Reps]
    LPPJ --> AA[Administrative Assts]
    
```

## Rewriting

- Simplify (complex sentences, words)
- Move information (*Cut, paste, why?*)
- Add tables instead of text).
- Reformat (*use highlighting*)
- Change tone – *negative/positive (putting blame – squarely)*
- Grammar
- other errors
- Proof reading – 5%