

STUDY GUIDE

Module 1: Workplace Communication

Technical Skills vs Soft Skills

TECHNICAL SKILLS VS SOFT SKILLS

Technical Skills

- are the abilities and knowledge needed to perform specific tasks;
- they are practical, and often relate to mechanical, information technology, mathematical, or scientific tasks

Example:

- Coding Programming
- Social Media Experience
- Technical Writing
- Project Management
- Big Data Analysis

Soft Skills

- the personal attributes, personality traits, inherent social cues, and communication abilities needed for success on the job;
- characterize how a person interacts in his or her relationships with others (interpersonal/people skills)

Example:

- Trustworthiness
- Team Spirit
- Self-Confident
- Communication
- Empathy
- Inquisitiveness Creativity

Workplace Communication

WORKPLACE COMMUNICATION

- communication done in the workplace
- the exchange of information that helps people interact with technology and solve complex problems
- the message usually involves a technical subject with a specific purpose and audience

Most forms of workplace / technical communication are done in WRITING.

Typical Kinds of Technical Communication

- Instructions – for assembling a lawn mower
- User Manual – for operating a piece of medical equipment
- Report – analyzing a problem or issue
- Memo – answering questions about a project's progress
- Procedures – for complying with government regulations

****The subject is usually technical, written carefully for a specific audience. The organization is predictable and apparent, the style is concise, and the tone is objective and businesslike. Special features may include visual elements to enhance the message.**

People read literature for pleasure, essays for enlightenment, and journalism for news. People read technical writing to accomplish a job.

SUBTOPIC 2

Characteristics of Workplace Communication

CHARACTERISTICS OF WORKPLACE COMMUNICATION

Characteristics of technical Communication

A. Subject

- technical, factual
- fulfills the special needs of a specific reader

****Technical Writing** - writing to share information or to have someone perform an action

Example: A CONTRACT in a job offer. All statement stipulated in the document must be accurate and factual.

B. Audience

- carefully considered, targeted
- the technical writer expects that the reader possesses some knowledge of the topic and its specialized vocabulary; he also wants the reader to do something after reading

C. Organization

- predictable, apparent (easy to understand)
- technical documents use headings to help the readers perceive the organization at a single glance; "the organization should allow the eyes to travel quickly to the information needed"

D. Style

- concise, direct, specialized vocabulary
- the way an author uses words and sentences gives the audience an idea of the type of document they're reading

****Jargon**, the highly specialized language of a particular discipline or technical field, is used.

E. Tone

- objective or businesslike
- the way the words make the person feel; describes the emotional character of a document

F. Special Features

- visual elements

Font size and style - boldfaced? italicized? underlined?

Numbered and/or bulleted lists - what kind of bullets?

Columns - one, two, three, or more?

Color Graphs and Tables

Letterhead and Logo - size? location? middle, upper left? upper right? or side?

Photos and drawings - subject? style? black and white or color?

Sidebars - what information to highlight? where to place?

Clip Art - what purpose? to add humor, to set a tone, or to celebrate a season?

Desktop publishing software - used in the creation of documents using page layout skills on a personal computer

Technical Writing I writing with precision to locate the best word and sentence structure for the message and designing pages that combines a professional image with a user-friendly approach.

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Module 2: Audience Analysis for Workplace Communication

Audience

AUDIENCE

- people who are reading the material in order to do something or learn something
- also known as “end-users”

Audience Analysis - assessing the audience to make sure the information provided to them is at the appropriate level

Communication Flows in Workplace Communication

COMMUNICATION FLOWS IN WORKPLACE COMMUNICATION

Downward - from SUPERIOR to SUBORDINATE

Upward - from SUBORDINATE to SUPERIOR (i.e., lower hierarchical level to higher level)

Lateral / Sideward - from SUBORDINATE to another SUBORDINATE (i.e., working at the same level)

Diagonal / Crosswise - among persons at different levels who have no direct reporting relationships

Inward - from EXTERNAL AUDIENCE/AGENCIES to the ORGANIZATION

Outward - from WITHIN THE ORGANIZATION to an EXTERNAL AUDIENCE

Types of Audience

TYPES OF AUDIENCE

A. According to Scope

Internal Audience - members of the same workplace

External Audience - people outside of the organization

B. According to Knowledge Level

Layperson - a general reader without expert knowledge but with an interest in a subject

Technician - a person with skilled knowledge in an area who implements the ideas or plans of the expert; operate equipment, repair machinery, and train others; they read manuals, schematics, blueprints, and technical reports

Expert - an authority in a particular field who is highly skilled and professional, perhaps with an advanced degree; designs equipment, conducts research, and creates new products
Manager - a person who organizes personnel and is responsible for the day-to-day operations as well as long-range planning

Layman's Terms – to put something in layman's terms I to describe a complex or technical issue using words and terms that the average individual (someone without professional training in the subject area) can understand, so that they may comprehend the issue to some degree.

C. According to Point of View

Specific Audience - single person or a group whose point of view is the same

Multiple Audience - readers whose points of view differ

D. According to Order of Importance

Primary Audience/Target Audience - the audience for which the message is written; the audience to which the writer is writing by using language this reader will understand

Secondary Audience - individuals outside the immediate circle of people who will be needing the information directly

Primary Audience	Secondary Audience
Asked for or authorized the writing of the document.	Will be affected by the document in some way
Will make decisions based on the information in the document	Is interested in the decisions made or the information in the document
Will request or take action based on information in the document	May use some information for a purpose different from the document's purpose
Will likely read the entire document	May read selected portions

Analyzing Your Target Audience

ANALYZING YOUR TARGET AUDIENCE

Demographics - information such as the age, sex, income, and educational level of your group

****In communicating in the workplace, one rule dominates: The *needs* and *wants* of your audience dictate every decision you make as a writer/speaker.**

1. *Knowledge Level* - experience, age, expertise

Contrast:

- The child suffered from lacerations and contusions.
- The child suffered from cuts and bruises.

2. *Role* - the function or job that someone performs at work

3. *Interest* – accept the lack of interest and focus of readers on giving them the information they need.

4. *Cultural Background* - the special beliefs, customs, and values specific to a group of people or to a particular region

5. *Personality – personality can be affected by culture, heredity, age, experience and role.*

Purpose, Scope, and Medium

PURPOSE, SCOPE, AND MEDIUM

Purpose of Document

Purpose - a specific end or outcome to be obtained; what a writer wants a reader to do after reading a document

****The purpose is *TO INFORM, TO INSTRUCT, TO PERSUADE*, or a combination**

Purpose

In determining purpose:

- -What do I want to inform my readers about?
- -What do I want to persuade or convince the reader?
- -What do I want to happen as a result of this document?
- -What do I want my readers to do after reading the document?

Scope of Document

Scope - the extent of treatment, activity, or influence, that is, what is and is not included

In determining scope:

- How thorough will my coverage be?
- What information do I include and omit?

Medium of Document

Medium - a means by which information is conveyed (e.g., a television commercial)

In determining medium:

- Is the medium appropriate for my audience, message, and purpose?
- Is the time and money required to produce the medium worth the possible outcome?
- What media are available to me?

**** The format of your medium deals with the details of the document arrangement: the type of document, its length, the preferred style manual, and its organization.**

Tone - can range from formal (as in a business letter to a client) to semiformal (as in a memo announcing a change in company dress policy) to informal (as in a quick email to colleagues announcing the upcoming company picnic).

The notion of workplace setting is key here: Always avoid the kind of free-for-all that is common in tweets, text messages, and emails among casual friends outside of work.

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Module 3: Positive Professional Image and Branding

Professional

Being a professional means **dressing smartly at work, doing a good job, bearing moral ascendancy, and acquiring the proper degree required in the position or other certifications to advance his level of work.**

Attributes:

- Specialized Knowledge
- Competence
- Honesty and Integrity
- Respect
- Accountability
- Self-regulation
- Good image

Advantages of Possessing a Professional Image

- Selection for participation on project teams
- Inclusion in social settings with clients
- Selection to present project presentations
- Promotions to positions of greater responsibility
- May contribute to a high-performance rating
- Overall competitiveness in numerous situations

Professional Image

- a set of qualities and characteristics that represent perceptions of your competence and character as judged by both influencers and peers
- the image you project in both a professional (classroom) and non-professional (grocery store) environment
- what I will remember about you, since you are the message
- a lasting first impression - you begin making an impression before you even speak

Two Perspective:

- Behaviour
- Appearance

***Behavior and appearance make up our professional image.*

FIVE ASPECTS:

1. What you write

- Perfect your writing skills.
- Manage your online image.
- Check your voicemail: professional, not "What's Up?" or "Hey!"
- Watch your email/texting: professional address, content, grammar, spelling - even with Smart Phones that check and correct information as you type it needs to be professional.

2. What you say

- Conduct yourself in an ethical manner.
- Respect the organization and its rules.
- Never say bad things about your colleagues or your employer or your university.
- Practice your introduction and handshake.
- Remember that you are the message and the product.

3. What you do -

Avoid
negativity.

- Listen and learn.
- Seek out opportunities to be visible - volunteer, take a risk.
- Follow through - accomplish what you say you will do.
- Be unique, irresistible, and enthusiastic.
- Shine! Use your strengths.
- Smile!

4. How you look

- First impression is always visual
- Sloppy dress = sloppy work; inappropriate appearance = questionable behavior
- Good grooming - neat, clean, pressed (yes, use an iron)
- Think of the competition
- Dress for the industry or position you are aspiring to attain; better to be more formal than under-dressed
- Develop a signature style? - a color, tie/scarf pattern, piece of jewelry
- Don't distract from your message...that you are a qualified candidate!

5. Who you know

- Surround yourself with successful and helpful people; this may mean leaving old friends behind.
- Talk to everyone; it is not WHO you know but who knows YOU.
- Project the image of a confident communicator.

- Keep in mind that you are remembered and judged by who you spend time together with.

Written and Electronic Communications

- -Perfect your writing skills.
- -Manage your online image.
- -Check your voicemail: professional, not "What's Up?" or "Hey!"
- -Watch your email/texting: professional address, content, grammar, spelling
- -even with Smart Phones that check and correct information as you type it needs to be professional
- When afraid
- When sad
- When ecstatic
- When disgusted
- When angry

We are what we say. The Power of Spoken Words We are what we say.

Words and their rules don't tell us about the world; they tell us about ourselves. – Jonah Lehrer, Harvard Psychologist

- Conduct yourself in an ethical manner.
- Respect the organization and its rules
- Never say bad things about your colleagues or your employer or your university.
- Practice your introduction and handshake.
- Remember that you are the message and the product.

We are what we do. Etiquette

Who you are affects what you do. – C.R Agnew et al.

- Avoid negativity.
- Listen and learn.
- Seek out opportunities to be visible -volunteer, take a risk.
- Follow through -accomplish what you say you will do.
- Be unique, irresistible and enthusiastic.
- Shine! Use your strengths.
- Smile!

We are who we associate with. Network

You are the average of five people you spend the most time with. – Jim Rohn

If you want to improve and succeed in your life, you need to surround yourself with people who have higher standards than you do. – Benjamin P. Hardy PHD in Organizational Psychology

- Surround yourself with successful and helpful people; this may mean leaving old friends behind.
- Talk to everyone; it is not WHO you know but who knows YOU.
- Project the image of a confident communicator.
- Keep in mind that you are remembered and judged by who you spend time together with.

We are how we look. Power Dressing

Dress for the position you want and not the position you're in.

Professional Branding

Professional Branding

Professional Habits - acquired pattern of behavior when you are at work

Productivity - measure of output from a production process per unit of input

Professional Branding - communicates the essence of who you are in the workplace

We clearly communicate who we are through the habits we show.

Professional Habits Bad Habits at the Workplace

- Procrastination
- Lying
- Negativity
- Tardiness
- Poor email communication
- Social media addiction
- Bad body language habits

Good Professional Habits

Good time management is good habit.

Time management is the right allocation of time to the right task in order to make the best possible use of time.

Different Problems with the Way Professionals Deal with Time

1. Lack of Time

- when an individual thinks that there is not enough time to do the work assigned to him/her

2. Lack of Focus

- when an individual cannot concentrate solely on the task given to him or her

PROBLEMS	SOLUTIONS
1. social media addiction	1.turn off gadgets in the workplace
2. calling during work hours	2.Put your gadgets on silent mode

3. Being Disorganized

- a person unable to plan one's activities efficiently

PROBLEMS	SOLUTIONS
1. messy workplace	1. fix and organize your workplace/desk
2. unorganized thoughts	2. buy a planner or download productivity apps

Important of being Organized:

- helps establish a sense of structure and order
- helps a professional work effectively and efficiently

4. Procrastination

- avoidance of doing a task which needs to be accomplished

CAUSES OF PROCRASTINATION	SOLUTIONS:
1.Fearof Failure 2.Fear of Being Wring 3.Feeling Overwhelmed 4.Avoidance of Unpleasant Tasks 5.Getting a “rush” from working under pressure	1.Prioritize 2.Organize 3.BeRealistic

5. Dependence a state where someone is heavily reliant on someone or something else

PROBLEMS:	SOLUTIONS:
1.daily office work routine-employee is so	open for improvement and accept new ideas

dependent on his/her daily work routine a) Lack of initiative b) Lack of Confidence c) Lack of Thoughtfulness d) Lack of Future Thinking	to improve office work
2. management is dependent to employees -employees became abusive and takes advantage of the situation	there is a limitation as an employee and every management must have a rules and regulations or policy to be followed by the employees

Corporate Planning

Corporate Planning

TYPES:

Strategic Planning systematic process of determining goals to be achieved in the foreseeable future.

Long-Term Planning involves monitoring and evaluating activities

Short-Term Planning within the long-term planning; for the day-to-day operations

Technical Planning includes defining the scope of the technical effort required to develop, field, and sustain the system, as well as providing critical quantitative inputs to program planning and life-cycle cost estimates.

Professional Branding

Your brand reflects your professional reputation —what you're known for (or would like to be known for). When your reputation is a good one, it includes marketable distinctions like positive characteristics and achievements.

7 Habits of Highly Effective People

Our character is a collection of our habits, and habits have a powerful role in our lives

◇Habits consist of knowledge, skill, and desire

- Knowledge allows us to know what to do.
- Skill gives us the ability to know how to do it.
- Desire is the motivation to do it.

The Seven Habits move us through the following stages:

- **Dependence:** the paradigm under which we are born, relying upon others to take care of us.

- **Independence:** the paradigm under which we can make our own decisions and take care of ourselves.
- **Interdependence:** the paradigm under which we cooperate to achieve something that cannot be achieved independently.

The first three habits focus on self-mastery that is, achieving the private victories required to move from dependence to independence.

◇ The first 3 habits are:

1. Be Proactive
2. Begin with the End in Mind
3. Put First Things First

Habits 4, 5, and 6 then address interdependence:

4. Think Win/Win
5. Seek First to Understand, Then to Be Understood
6. Synergize

Finally, the 7th habit

HABIT 7: SHARPEN THE SAW

To be effective, one must find the proper balance between actually producing and improving one's capability to produce.

HABIT 1: Be Proactive

The first habit that Covey discusses is being proactive. What distinguishes us as humans from all other animals is our inherent ability to examine our own character, to decide how to view ourselves and our situations, to control our own effectiveness.

Put simply: In order to be effective, one must be proactive. Reactive people take a passive stance - they believe that the world is happening to them. They say things like:

- ◇ "There's nothing I can do."
- ◇ "That's just the way I am."

They think the problem is "out there" - but that thought is the problem. Reactivity becomes a self-fulfilling prophecy, and reactive people feel increasingly victimized and out of control.

Proactive	Reactive
"I can do better than that."	"That's just the way I am."
"There is nothing I can do, I'll just have to suck it up."	"If my boss wasn't such a jerk, things would be different."
"I will do it."	"I'll try... maybe."
"I choose to."	"I have to."
"There's gotta be a way."	"I can't."
"I'm not going to let your bad mood rub off on me."	"You ruined my day."

- ◇The positive energy we exert will cause our Circle of Influence to expand.
- ◇Reactive people, on the other hand, focus on things that are in their Circle of Concern but not in their Circle of Influence, which leads to blaming external factors, emanating negative energy, and causing their Circle of Influence to shrink.

HABIT 2: Begin With The End In Mind

Start with a clear destination in mind. Covey says we can use our imagination to develop a vision of what we want to become and use our conscience to decide what values will guide us.

Habit 2 suggests that, in everything we do, we should begin with the end in mind. Start with a clear destination. That way, we can make sure the steps we're taking are in the right direction. To begin in the end of the mind means to know where you're going before you get started so that every step you take is always in the right direction

HABIT 3: Put First Things First

- ◇In order to manage ourselves effectively, we must put first things first. We must have the discipline to prioritize our day-to-day actions based on what is most important, not what is most urgent.
- ◇In Habit 2, The mental creation, we discussed the importance of determining our values and understanding what it is we are setting out to achieve.
- ◇Habit 3 is the second creation, the physical creation. It is all about actually going after these goals, and executing on our priorities on a day-to-day, moment-to-moment basis.

“The challenge is not to manage time, but to manage ourselves. “STEPHEN COVEY

In order to maintain the discipline and the focus to stay on track toward our goals, we need to have the willpower to do something when we don't want to do it. We need to act according to our values rather than our desires or impulses at any given moment.

All activities can be categorized based on two factors: urgent and important

	URGENT	NOT URGENT
IMPORTANT	<p>QUADRANT I</p> <p><i>Activities</i></p> <ul style="list-style-type: none"> • Crises • Pressing problems • Deadline-driven projects 	<p>QUADRANT II</p> <p><i>Activities</i></p> <ul style="list-style-type: none"> • Relationship building • Recognizing new opportunities • Planning
NOT IMPORTANT	<p>QUADRANT III</p> <p><i>Activities</i></p> <ul style="list-style-type: none"> • Interruptions • Some calls, meetings • Popular activities 	<p>QUADRANT IV</p> <p><i>Activities</i></p> <ul style="list-style-type: none"> • Trivial busywork • Time wasters • Pleasant activities

Important and Not Important

We react to urgent matters. We spend our time doing things that are not important. That means that we neglect Quadrant II, which is the actually most crucial of them all.

HABIT 4: Think Win-Win

Think Win-Win isn't about being nice, nor is it a quick-fix technique. It is a character-based code for human interaction and collaboration.

Covey explains that there are six paradigms of human interaction:

- ◇1. Win-Win: Both people win. Agreements or solutions are mutually beneficial and satisfying to both parties.
- ◇2. Win-Lose: "If I win, you lose." Win-Lose people are prone to use position, power, credentials, and personality to get their way.
- ◇3. Lose-Win: "I lose, you win." Lose-Win people are quick to please and appease, and seek strength from popularity or acceptance.
- ◇4. Lose-Lose: Both people lose. When two Win-Lose people get together -that is, when two determined, stubborn, ego-invested individuals interact -the result will be Lose-Lose.
- ◇5. Win: People with the Win mentality don't necessarily want someone else to lose - that's irrelevant. What matters is that they get what they want.
- ◇6. Win-Win or No Deal: If you can't reach an agreement that is mutually beneficial, there is no deal.

Win - win sees life as a cooperative arena, not a competitive one. Win - win is a frame of mind and heart that constantly seeks mutual benefit in all human interactions. Win - win means agreements or solutions are mutually beneficial and satisfying.

A person or organization that approaches conflicts with a win-win attitude possesses three vital character traits:

- ◇ Integrity: sticking with your true feelings, values, and commitments
- ◇ Maturity: expressing your ideas and feelings with courage and consideration for the ideas and feelings of others
- ◇ Abundance Mentality: believing there is plenty for

HABIT 5: Seek First to Understand, Then To Be Understood

Because you so often listen autobiographically, you tend to respond in one of four ways:

- Evaluating: You judge and then either agree or disagree.
- Probing: You ask questions from your own frame of reference.
- Advising: You give counsel, advice, and solutions to problems.

- Interpreting: You analyze others' motives and behaviors based on your own experiences.

When we're able to present our ideas clearly, and in the context of a deep understanding of the other person's needs and concerns, we significantly increase the credibility of your ideas.

If you're like most people, you probably seek first to be understood; you want to get your point across. And in doing so, you may ignore the other person completely, pretend that you're listening, selectively hear only certain parts of the conversation or attentively focus on only the words being said, but miss the meaning entirely.

So why does this happen?

- Because most people listen with the intent to reply, not to understand.
- You listen to yourself as you prepare in your mind what you are going to say, the questions you are going to ask. Do any of the following sound familiar?

When people begin to interact together genuinely, and they're open to each other's influence, they begin to gain new insight. The capability of inventing new approaches is increased exponentially because of differences. So how can we introduce synergy to a given situation or Environment? Start with habits 4 and 5 - we must think Win-Win and seek first to understand. What we end up with is not a transaction, but a transformation. Both Sides get what they want, and they build their relationship in the process.

HABIT 6: Synergize

To put it simply, synergy means "two heads are better than one." Synergize is the habit of creative cooperation. It is teamwork, open - mindedness, and the adventure of finding new solutions to old problems. But it doesn't just happen on its own.

Synergy allows us to:

- Value the differences in other people as a way to improve our point of view and expand your perspective
- Sidestep negative energy and look for the good in others
- Exercise courage in interdependent situations to be open and encourage others to be open

HABIT 7: Sharpen the saw

Habit 7 is focused around renewal, or taking time to “sharpen the saw.” It surrounds all of the other habits and makes each one possible by preserving and enhancing your greatest asset—yourself. Sharpen the Saw means preserving and enhancing the greatest asset you have -- you. It means having a balanced program for self-renewal in the four areas of your life: physical, social/emotional, mental, and spiritual.

Here are some examples of activities:

- ◇Physical: Beneficial eating, exercising, and resting
- ◇Social/Emotional: Making social and meaningful connections with others
- ◇Mental: Learning, reading, writing, and teaching
- ◇Spiritual: Spending time in nature, expanding spiritual self through meditation, music, art, prayer, or service

You increase your capacity to produce and handle the challenges around you

Renewal is the process that empowers us to move along an upward spiral of growth and change, of continuous improvement.

7 Habits of Highly Effective People

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1. Be Proactive
2. Begin with the End in Mind
3. Put First Things First
4. Think Win/Win
5. Seek First to Understand, Then to Be Understood
6. Synergize
7. Sharpen the Saw

Content by:

Carmencita C. Suarez
Language Instructor, HSC
FEU Institute of Technology

Prepared by:

Vanrom Kip P. Follosco
Language Instructor, HSC
FEU Institute of Technology

***This guide is not an “all-in” approach for the lesson’s contents. For a more comprehensive review and content learning on the module, please refer to the video courseware and the PPT materials in CANVAS.*

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Module 4: Professional Email Communication

Audience Analysis

AUDIENCE ANALYSIS

When is email the appropriate form of communication to use?

- You need to get in touch with a person who is hard to reach via telephone, does not come to campus regularly, or is NOT located in the same part of the country or world.
- The information you want to share is not time-sensitive.
- You need to send someone an electronic file.
- You need to distribute information to a large number of people quickly.
- You need a written record of the communication (i.e., proof).

When is e-mail NOT an appropriate form of communication to use?

- Your message is long and complicated or requires additional discussion that would best be accomplished face-to-face.
- Information is highly confidential.
- Your message is emotionally charged or the tone of the message could be easily misconstrued.

Analyzing the Audience

- Who is your audience?
- How often does your audience use e-mail to communicate?
- How comfortable is your audience with using electronic communication—for example, when in their lifetime did they begin using e-mail (childhood or adulthood)?
- What is your audience's relationship to you—for example, is the reader your teacher? Your boss? A friend? A stranger?
- How well do you know them? How would you talk to them in a social situation?
- What do you want your audience to think or assume about you? What kind of impression do you want to make?

The Email Header

THE EMAIL HEADER

To & From

Date

Subject

Cc / Bcc

Other Parts/Features:

Forward

Reply

Signature Block

FORMAT for Writing Emails

- Subject of your Official Email
- Greetings - Introduce yourself.
- State the purpose.
- Write the main message.
- Conclude formally (or appropriately).
- Sign off with your full name.

Email Etiquette

EMAIL ETIQUETE

SSNetiquette - a combination of the words network and etiquette, and is defined as a set of rules for acceptable online behavior

Professional Behavior on the Job

- Sending nonbusiness-related emails, jokes, forwards, or chain letters
- Visiting questionable websites not related to job responsibilities
- Beware of phishing.
- Checking your spam.

Your email and your company are a serious issue!

While on company time, do not assume you have any privacy when using company resources and equipment.

Subject: Field

- can determine if your email will even be opened; - Include a clear, direct subject line.

Q: What will likely happen if you don't write the subject of your email?

Q: What are some unprofessional impressions that your subject alone can give to your recipient?

Guidelines in Writing the Subject:

- Write in title case (capitalize the first letter of content words)
- It should not be written like a sentence (thus, no period).
- It should contain the highlighted information from your email body.
- Observe parallel structures.

Writing Subject Lines: Revise the given subject lines to observe proper email writing etiquette and principles.

1. room reservation request for iTAM game con
2. Sending to you the GDD
3. Approval sheet for PROPOSAL DEFENSE

4. Congrats—Toyota Auto Winner!
5. Bad news—delay of salary
6. Condolences
7. College Admission Test Result
8. Invitation for gamecon
9. I'd like to inquire about your policies
10. Revise and approving of the tech proposal

Level of Formality

- One should always communicate as if your email is on your company letterhead - Use a professional email address.

Addressing

- Assume the highest level of courtesy.
- Use professional salutations.
- Do not take premature liberties in the relationship

X = **Taking premature liberties in the relationship

CC / Cc / cc

- traditionally carbon copy; alternatively, courtesy copy
- represents a copy of an email sent to another addressee

When to USE	When NOT to USE
Keeping someone “in the loop” Introducing new people Representing a team Showing that you do not need a response	Copying up Forgoing consent Wanting a response Expecting an extended discussion

BCC / Bcc / bcc

- blind carbon copy;
- functions like a cc, but the person’s email address won’t be displayed to the other people on the email chain

When to USE	When NOT to USE
Mass messaging Maintaining privacy Sparing someone from a lengthy thread	Copying up Including an inappropriate eavesdropper Operating without transparency

Reply to All:

- Use this button with discretion
- Think twice before hitting 'reply all.'

Formatting

- No more formatting or embedded images
- Note: The recipient may not have their email program configured to display your formatting the way it appears on your system.

Attachments

- Assuming your potential customers have the software you do to open any file you may arbitrarily send
- Notes: Use exclamation points sparingly.
- Have business courtesy.

Using Previous Email for New Correspondence

Down Edit Your Replies

Common Courtesy-intros and sign offs are a staple of professional technical communications

Do not Use Previous Email for New Correspondence

Down Edit Your Replies

Common Courtesy

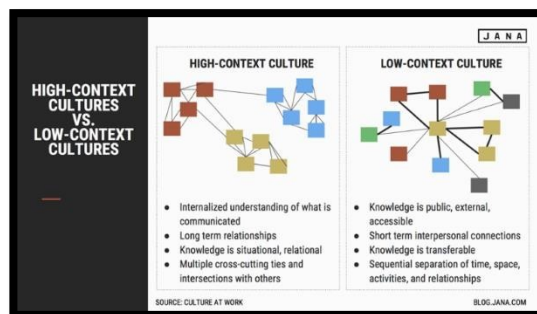
- intros and sign offs are a staple of professional technical communications

Signature Files

- Include a signature block.

Respond Promptly

Know that people from different cultures speak and write differently.



Other Points:

- Email provides little control over who the final audience will be
- Any workplace communication, including email, is subject to ethical and legal considerations.

- The copyright applies to email messages. - Refrain from paragraph indentions.
- Emails aren't only for in-house purposes.
- The introductory part of your message should answer the question: "Why am I writing this?"
- Leave a space between paragraphs.
- Keep your paragraph 7-8 lines (ideal maximum) or shorter.
- Refrain from using colored fonts/text styles.
- Refrain from using ALL CAPS.

Prepared by:

Vanrom Kip P. Follosco
Language Instructor, HSC
FEU Institute of Technology

***This guide is not an "all-in" approach for the lesson's contents. For a more comprehensive review and content learning on the module, please refer to the video courseware and the PPT materials in CANVAS.*

STUDY GUIDE

Module 5: Workplace Memorandum

Memorandum

MEMORANDUM

- abbreviated: Memo(s) | pl. memoranda / memorandums
- Latin: *memorandum est*, "It must be remembered (that)..."
- a technical correspondence that gives directives, provides instructions, relays information, and makes requests
- used for **in-house purpose only** (circulates among colleagues, subordinates, and superiors)

Determining the Purpose:

- To inform the audience?
- To persuade people to support a new plan?
- To motivate them to take action?
- To announce bad news?

Memos vs Emails

- Emails are less formal than memos.
- Emails can function as memos (with the proper format).
- Memos can be turned into PDF files and attached to emails.
- Emails may be ignored when received in crowded inbox.
- Organizations have different preferences whether a memo is hard-copy or digital

Standard Memo Parts

STANDARD MEMO PARTS

- word **MEMO** or **MEMORANDUM**
- Heading [Recipient, Sender (and sender's initials), Date, Subject]
- Body
- Distribution Notation

1. MEMO or MEMORANDUM

- centered at the top of the page or flush to the left margin

2.1 HEADING

TO line - Key all names on one line or in a list

The image displays two examples of memo heading formats, each enclosed in a rectangular box with a green border. The top example shows a 'TO:' line with three names: 'Alec Abernathy, Reanna Braxton, Hector Cruz' and a 'FROM:' line with two names: 'Anita Delmonico' and 'Anita Delmonico'. The bottom example shows a 'TO:' line with three names: 'Alec Abernathy', 'Reanna Braxton', and 'Hector Cruz' and a 'FROM:' line with two names: 'Anita Delmonico' and 'Anita Delmonico'.

TO:	Alec Abernathy, Reanna Braxton, Hector Cruz
FROM:	Anita Delmonico Anita Delmonico

TO:	Alec Abernathy Reanna Braxton Hector Cruz
FROM:	Anita Delmonico Anita Delmonico

TO line - Use distribution list when sending a memo to a large number of people.

The diagram shows a memo header with two lines: "TO: IT Supervisors" and "FROM: Porter Harrington" followed by a handwritten signature "Porter Harrington". Below this is a section titled "Distribution List" containing the names "Delonte Alston", "Daniel Baron", "Toyomi Narita", and "Omar Moya".

2.1 HEADING

TO line - *Hierarchical order* and *Alphabetical order* of ordering recipient names

Q: VanromKipP.Follosco(Instructor)

Ma.RuthS.Que(HSCDirector)

ShaneT.Verde(HSCAsst.Director)

RossanaT.Adao(IT/CSSeniorDirector)

2.2 HEADING

FROM line - your name or a group's name

**Always write your initials or sign your full name after the keyed name

The diagram shows a memo header with two lines: "TO: Alec Abernathy, Reanna Braxton, Hector Cruz" and "FROM: Anita Delmonico" followed by a handwritten signature "Anita Delmonico".

2.2 HEADING

Q: Why do we need to initial or sign our memos?

2.3 HEADING

DATELINE

International format - 20 April 2020

Traditional format - April 20, 2020

2.4 HEADING

SUBJECT line

Re/re - Latin '*res*'; in the matter of (used typically as the first word in the heading of an official document or to introduce a reference in an official letter); about or concerning;

- reflects the main idea discussed in the body;
- should be specific;
- **NOT a COMPLETE SENTENCE** (but a phrase or clause, similar to news headings)

A memo should cover only one main point.

3. BODY

- should focus only on one topic
- short introduction, main issue, suggestion/follow up statement (generally one to four paragraphs long)

4. DISTRIBUTION NOTATION

TO:	IT Supervisors	
FROM:	Porter Harrington	<i>Porter Harrington</i>

Distribution List		
Delonte Alston		
Daniel Baron		
Toyomi Narita		
Omar Moya		

Sample Memo Template & Other Notes

1" margin		8-10 line spaces (approx.)	1" margin
"Memorandum Label"			
Heading Guide	3 spaces		All heading entries aligned evenly after "Subject"
Subject Line	2 spaces		
Introductory paragraph			
	2 spaces		
Body Section			All paragraphs set flush against the left margin, with no indentation
	2 spaces		
Body Section (as needed)			Right margins set ragged—not justified
	2 spaces		
Concluding paragraph			
	2 spaces		
Distribution and enclosure notation (as needed)			

Approaches in Writing Memos

APPROACHES IN WRITING MEMOS

DIRECT Approach - begins with the "bottom line" in the first sentence (as well as in the subject line) and then presents the details or analysis to support your case

<p>Direct approach: Subject line announces main point</p> <p>Opening paragraph starts with bottom line</p>	<p>MEMO</p> <p>To: All employees From: Meredith Rocteau, Payroll Manager <i>MR</i> Date: May 19, 20XX Subject: Delay in Paychecks</p> <p>I regret to inform you that those employees paid by direct deposit will experience a two-day delay in receiving their paychecks.</p> <p>This delay is due to a virus that infiltrated the primary computer server for our payroll system. Although we hired virus consultants to identify the virus and clean out the server, the process took nearly 48 hours.</p> <p>We apologize for the inconvenience.</p>
--	--

INDIRECT Approach - lays out the details of the case over several sentences before delivering the "bottom line" later in the paragraph

MEMO

To: All employees

From: J. Travis Southfield, Director of Human Resources JTS

Date: September 19, 20XX

Subject: Difficult Economic Times

Each employee of the AutoWorld family is a valued member, and each of you has played an important role in our company's expansion over the past 10 years.

Yet as you all know, times are difficult right now for the automobile industry. Sales are down; financing is hard to obtain; and consumers are holding back on major purchases.

Offers an explanation before delivering the bottom line

In order to keep the company solvent, we must consider all options. Therefore, I have been informed by our company president, John Creaswell, that we must downsize.

We will begin with options for retirement packages, but please be prepared for the possibility that layoffs may follow.

The bottom line

We will have more information for you at an all-hands meeting tomorrow.

Approaches in Writing Memos

APPROACHES IN WRITING MEMOS

Transmittal Memo

- accompanies a package of materials, such as a long report, a manuscript, or a proposal;
- to signal that the information is being sent from one place to another (providing a paper trail), to introduce the material, and to describe what is enclosed;
- may be as simple as a sentence or a paragraph with a bulleted list describing the contents of the package

Summary or Follow-up Memo

- provides a written record of a meeting or conversation, or just a recap of a topic discussed that was not resolved at the time
- ensures that each recipient has the same understanding of what was decided

Routine Miscellaneous Memo

- covers a virtually infinite variety of topics

Other Guidelines:

Do not overuse or misuse memos.

Use memos for in-house purposes only.

Focus on one topic.

Be brief but sufficiently informative.

Be sure the tone of your memo is polite and respectful.
Avoid sounding too formal or too informal for the topic or audience.
Use the appropriate organizational sequence (direct or indirect).
Follow the standard format illustrated.
Use white space, headings, and bullets, as needed.
Use tables, charts, and other visuals to display quantitative information and to achieve emphasis, as needed.
Check spelling, grammar, and style.
Be sure to initial your memo.
Determine whether to use paper or email to send your memo.
Distribute to the right people.

Prepared by:

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[FORMATIVE 1] Specialized English Program 3

1. In communication continuum (presented in the learning material), an editorial is classified under:
 - Journalism
 - Creative Writing
 - Expository writing
 - **Technical writing**

2. Choose TRUE if the statement very likely comes from a technical writing document:

The video output stage simply provides the voltage amplification and driving power for the cathode-ray tube and accepts the vertical and horizontal blanking signals.

Answer: **True**

3. These are instances of Technical Writing, EXCEPT:
 - **Motivation audio**
 - Travel guides
 - Cover letters
 - Cookbook

4. Choose TRUE if the statement very likely comes from a technical writing document:

Once upon a time there was a princess who rules a vast country.

Answer: **False**

5. These are specific talents and expertise an individual possesses, helping him perform a certain task or job in the workplace.

- **Technical skills**
- Outsourcing
- Corporate management
- Soft skills

6. A website seems disorganized. It is difficult to locate information using its interface. Which characteristic of technical communication is not followed?

- **Organization**
- Style
- Special features
- Audience

7. True or False: The tone in technical documents should ideally be objective.

Answer: **True**

8. What is one of the characteristics of 'conciseness'?

- **Correct grammar and mechanics**
- Limit sentence length
- Clear and complete
- Developing ideas precisely

9. The PCs for Dummies (and other similar titles) is a casual, almost conversational reference text for PCs, making its approach to the technical topics unique. Which characteristic of technical writing is shown here?

- Tone
- Audience
- Organization
- **Style**

10. This refers to the highly specialized language of a discipline or technical field.

- **Jargon**
- Register
- Creole
- Pidgin

11. Identify the communication flow shown in the situation below:

A production supervisor coordinates with the marketing manager the release of the film.

- **Diagonal**
- Downward
- Upward
- Lateral
- Inward
- Outward

12. Identify the communication flow shown in the situation below:

A teacher coordinates the master class course design with his co-teacher through email and CANVAS learning platform.

- **Lateral**
- Outward
- Inward
- Diagonal
- Upward
- Downward

13. Identify the communication flow shown in the situation below:

An employee files for her resignation due to F reasons.

- Lateral
- Outward
- Inward
- Diagonal
- **Upward**
- Downward

14. Identify the communication flow shown in the situation below:

An online shopper sends a complaint email to a digital online seller upon receipt of defective product.

- Lateral
- Outward
- **Inward**
- Diagonal
- Upward
- Downward

15. Identify the communication flow shown in the situation below:

Two programmers design and develop a website for their team's upcoming project.

- Lateral
- Outward
- Inward
- Diagonal
- Upward
- Downward

16. Which of the following is primarily considered when an employee works abroad with people of various background?

- Role
- Knowledge Level
- Interest
- Cultural Background
- Personality

17. A medical doctor relays a very complex information to his patient in a manner that the patient will somehow understand. What type of audience according to knowledge level is the patient?

Answer: Expert (Layperson)

18. A client sends an email complaint to an online seller company. What type of audience according to scope is the client?

Answer: External

19. Which tone is highly encouraged when an employee communicates with his higher-ups?

- Formal
- Casual
- Nonformal

20. An architect is responsible for drawing up the detailed plans for a structure and developing final construction plans to include electrical and HVAC (heating, Ventilation, and Air Conditioning) systems. What type of audience according to knowledge level is the architect?

Answer: Technician

21. Choose TRUE if the action shown is professional or appropriate; otherwise choose false.

You forgot to bring your personal cup at work. You are thirsty and there are a lot of drinking glasses in the pantry. One of the owners is absent for the day. You called him and asked permission to use his personal glass.

Answer: True

22. Choose TRUE if the action shown is professional or appropriate; otherwise choose false.

Your classmate's mom just died, and everyone was sending their condolences. You are not very close with her. You thought that since everyone is doing it, it could enough not to approach her.

Answer: **False**

23. Choose TRUE if the action shown is professional or appropriate; otherwise choose false.

Your part in team logistics which includes preparing the photocopy of the project proposal. A meeting was emailed a week earlier but it slipped your mind. One the day of the meeting, you realized that you have not prepared the presentation hard copy. In panic, you went to the copying department and asked your friend in the department without proper request.

Answer: **False**

24. Choose TRUE if the action shown is professional or appropriate; otherwise choose false.

Telling your team leader that your close friend (who is also a colleague) at work forges attendance records.

Answer: **True**

25. Choose TRUE if the action shown is professional or appropriate; otherwise choose false.

You are team lead for a company project and your leadership orientation is 'that orders come from you and your members can just suggest'. The manager of the department scheduled a meeting for a project presentation. Since you believe your team is prepared, you did not inform your members anymore about the meeting.

Answer: **False**

26. Identify the term/concept: unit is a measure of output from production proves per unit of input.

Answer: **Productivity**

27. Identify the term/concept: This plan includes the overall goal of an organization that are projected be achieved within three (3) to five (5) years' time. This is usually encapsulated in the strategic plan.

Answer: **Strategic Planning (Long-Term Plan)**

28. Identify the term/concept: Improving skills and attitudes of employees on a daily basis (as bite-sized-day-to-day operation) is included in what type of plan?

Answer: **Short Term Planning (Short-Term Plan)**

29. Identify the term/concept: It is a pattern of behavior when you are at work.

Answer: **Professional Habits**

30. Identify the term/concept: It is the right allocation of time for the right task to make the best possible use of time.

Answer: **Time Management**

31. Choose TRUE if the statement very likely comes from a technical writing document:

The mist peeked over the marshland.

Answer: **False**

32. Choose TRUE if the statement very likely comes from a technical writing document:

Most intriguing is the adaption of Corvette Z52 calipers to the car.

Answer: **False**

33. MS Office Apps, Adobe software, and other content creation tools are examples of...

- **Desktop Publishing Software**
- Desktop Publishing Hardware
- Desktop Utility Hardware
- Desktop Utility Software

34. True or False: The subject of technical documents should be subjective but factual.

Answer: **False**

35. Identify the communication flow shown in the situation below:

A game company releases patch notes to the player community.

- Downward
- Upward
- Lateral
- Diagonal
- Inward
- **Outward**

36. Identify the communication flow shown in the situation below:

A project proponent sends a budget plan to the executive committee for review.

- Downward
- **Upward**
- Lateral
- Diagonal
- Inward
- Outward

37. Identify the communication flow shown in the situation below:

A team manager sends an official memo to his subordinates for the department team building.

- **Downward**
- Upward
- Lateral
- Diagonal

- Inward
- Outward

38. The company's operations manual primarily has the following purpose...

- **To inform and to instruct**
- To inform and to persuade
- To instruct and to persuade

39. Which of the following is primarily considered when a project presenter defends the value and feasibility of his proposal to a set of panelists?

- Role
- **Knowledge level**
- Interest
- Cultural background
- Personality

40. Choose TRUE if the action shown is professional or appropriate; otherwise, choose false.

You have a project in school that needs to be printed out. In your internship site, there is a printer that everybody can use. You printed out your schoolwork before the day ends.

Answer: **False**

41. Choose TRUE if the action shown is professional or appropriate; otherwise, choose false.

Everybody was given a nice expensive bal pen as an appreciation gesture of your boss for coming to work on that special working day. You mistakenly received two. You gave it to an absent friend.

Answer: **False**

42. Choose TRUE if the action shown is professional or appropriate; otherwise, choose false.

Since you got promoted as manager, you made yourself a little late for the meeting you called to show authority over your peers. You can just apologize and say the traffic was bad.

Answer: **False**

43. Choose TRUE if the action shown is professional or appropriate; otherwise, choose false.

Telling your team leader that your close friend (who is also a colleague) at work forges attendance records.

Answer: **True**

44. State the professional habit that says we can control events around us.

Answer: **??**

45. Choose TRUE if the statement very likely comes from a technical writing document:

My memory of her will never fade. She brought music into my life.

Answer: **False**

46. Doctors usually explain medical results to patients in a simple and understandable manner. Which characteristic of technical writing is carefully considered by doctors prior to using a specific style?

- **Audience**
- Tone
- Organization
- Style

47. This is a special feature used as a special section placed adjacent to an article to highlight a contextual connection on the same topic.

- **Sidebar**
- Letterhead
- Clip Art
- Column

48. Nowadays, TV shows are accompanied with sign language interpreters to help the hearing impaired understand information. What type of audience according to order of importance are the hearing impaired?

Answer: **Secondary Audience**

49. Choose TRUE if the action shown is professional or appropriate; otherwise, choose false.

You just got promoted and the first person you saw in the office is someone from the housekeeping. You were expecting one of your officemates to congratulate you, so you ignored the housekeeping personnel.

Answer: **False**

50. Choose TRUE if the action shown is professional or appropriate; otherwise, choose false.

You promised your officemate to bring a copy of a report from last year which he intends to use as reference only. You only remembered when you arrived at the office. You do not feel like going back even when you have extra time. You plan to avoid your officemate to follow up on it.

Answer: **False**

51. Identify the term/concept: it is the kind of plan where one gives the direction/goals to be achieved by the organization within an extended amount of time.

Answer: **Strategic Planning**

52. In which habit can we consider self-advancement a part of?

- **1**
- 2
- 3

- 4
- 5
- 6
- 7

53. Choose TRUE if the statement very likely comes from a technical writing document:

There are two types of computer random-access memory (RAM): static RAM and dynamic RAM.

Answer: **True**

54. This refers to the highly specialized language of a discipline or technical field.

- **Jargon**
- Register
- Creole
- Pidgin

55. Identify the communication flow shown in the situation below:

Hoping to land a great career, a fresh graduate sends his resume to his prospective company.

- Downward
- Upward
- Lateral
- Diagonal
- Inward
- **Outward**

56. There are various campaigners encouraging people to be aware and undergo HIV testing, regardless of their gender and status. What type of audience according to point of view are the people who are encouraged to have this awareness?

Answer: **Layperson**

57. The following are all bad habits in the workplace expect for one.

- Procrastination
- Poor email communication
- **Amiability**
- Bad body language

58. True or False: The technical writer expects that the reader has enough advanced knowledge on the topic of any technical communication.

Answer: **True**

59. Identify the communication flow shown in the situation below:

The Department of Health releases a statement to the public regarding the rapid increase of cases of a viral disease.

- Downward
- Upward
- Lateral
- Diagonal
- Inward
- **Outward**

60. Which of the following is not a demographic variable?

- Age
- Sex
- Income
- **Attitude**

61. Choose TRUE if the action shown is professional or appropriate; otherwise, choose false.

Everybody was given a nice expensive ball pen as an appreciation gesture of your boss coming to work on that special working day. You mistakenly received two. You gave it to an absent friend.

Answer: **False**

62. These are personal attributes that enable someone to interact effectively and harmoniously with other people in the workplace.

- **Soft skills**
- Corporate management
- Technical skills
- Outsourcing

63. Identify the term/concept: This reflects your reputation (the essence of who you are) in the workplace.

Answer: **Professional Branding**

64.

STUDY GUIDE

Module 6: Workplace Letters

Letters are generally for readers outside an organization.

Format and Style

Format Block Letter Style

- aligns the return address, dateline, and closing at the left margin
- paragraphs are not indented

Modified Block Letter Style

- the dateline and closing begin at the horizontal center of the page

Punctuation Style

Open Punctuation - no punctuation marks are used after the salutation and the complimentary close

Close Punctuation - the salutation and complimentary close are followed by punctuation marks

Block with No Indentation, Open Punctuation

	Letterhead
Dateline	
Inside Address	
Dear Mr. Torres	
XXXX XXXXX XXXXXX XXXXX XXXXXX XXX X XXXXX XX XXX XX XX XXX XXXXXXXXXXX XXXXX X XXX XX XXXXX	
Sincerely	
Jerrod Mauer	
JM/dsw	

Modified Block with No Indentation, open Punctuation

Letterhead
Dateline
Inside Address
Dear Mr. Torres
XXXX XXXXX XXXXXX XXXXX XXXXXX XXX X XXXXX XX XXX XX XX XXX XXXXXXXX XXXXX X XXX XX XXXXX
Sincerely
Darian Webster
Enclosure: Deed of Transfer

Standard Parts

- Heading and Date
- Inside Address / Letter Address
- Salutation
- Text
- Complimentary Closing
- Signature Block

Heading and Date

[Company Name]

[Blk/Lot/House Number] [Street Name], [Barangay]

[Town/Area], [City] [Zip Code]

[Date in Traditional/Int'l Format]

***If your stationery has a company **letterhead**, simply include the date a few lines below the letterhead, flush against the right or left margin. When you use your personal address, omit your name because that will appear below your signature at the letter's end.*

15A C. Aguinaldo St., Bgy. Marilag
Project 4, Quezon City 1109
July 20, 2020

20 Lilac St., Bgy. Concepcion Dos, Marikina City 1811

15 Nicanor Tomas St., BF Phase VI-A
BF Homes, Parañaque City 1718
July 20, 2020

360 De Leon St., Bgy. Molino 3, Bacoar City 4102

Unit 1003, Tower 2, The Silk Residences
Santol St., Bgy. 586, Sta. Mesa, Manila 1016

1 Sandpiper St. cor. Atis St., Aurora Subd.,
Bgy. Kalayaan, Angono, Rizal 1930

1356 Norte St., Alvarez Ext.
Bgy. 267, Tondo, Manila City 1012

240 Zulueta St., Bgy. Parang-Parang
Orani, Bataan 2112

Lot 15 Blk 17 Makabud St., Amparo Subdivision
Novaliches, Caloocan City 1125

1320 Zone 9B, Bgy. Sta. Monica
Hagonoy, Bulacan 3002

Sample heading & Date if there's a company letterhead

***Company logo & address used for educational purposes only*



103 Eulogio Amang Rodriguez Ave., Pasig City, 1610

July 20, 2020

STANDARD PARTS

Inside Address

- **[Professional or courtesy title]** (Dr., Rev., Capt., / Mr., Mrs., Ms.) + **[Full Name]**
- **[Position/Title]** [,] **[Company Name]**
- **[Address of the recipient]**; two to six-line spaces below the heading

Salutation

[Dear] [Professional/Courtesy Title] [Surname] [:]

Text

- one to two-line spaces below the salutation or subject line
- (1) a brief introductory paragraph (five or fewer lines) that identifies your purpose and connects with the recipient's interest
- (2) one or more discussion paragraphs that present details of your message
- (3) a concluding paragraph that sums up and encourages action.

Complimentary Closing


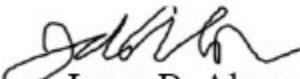
- **[Complimentary closing]** [,]
- polite but not overly intimate (*Very truly yours*)

Respectfully, Sincerely, Cordially, Best wishes, Regards, Best,

Signature Block

- [Signature]
- [Name]
- [Position/Title]

***If you are representing your company or a group that bears legal responsibility for the correspondence, **type the company's name in full caps** two line spaces below your complimentary closing; **place your typed name** and title four line spaces below the company name **and sign in** the triple space between.*

 Engr. Jason B. Almonte Site Engineer	Sample Signature Block (Typical) **Name made up.
Best regards, DMCI HOMES  Engr. Jason B. Almonte Site Engineer	Sample Signature Block (Representational) **Name made up.

Optional Parts

- Attention Line
- Subject Line
- Typist's Notation / Reference Initials
- Enclosure Notation
- Copy (or distribution) Notation
- Postscript

- Headers for Subsequent Pages

Attention Line

[ATTENTION: (Position/Department)]

***Use an attention line when you write to an organization and do not know your recipient's name but are directing the letter to a specific department or position.*

***Drop two line spaces below the inside address and place the attention line either flush with the left margin or centered on the page.*

Subject Line

[Subject: (Text)]

***Typically, subject lines are used with memos, but if the recipient is not expecting your letter, a subject line is a good way of catching a busy reader's attention.*

***You can italicize or CAPITALIZE the subject to make it prominent.*

Typist's Notation

[MESSAGE ORIGINATOR'S INITIALS / typist's initials]

***If someone else types your letter for you (common in the days of typewriters but rare today), your initials (in CAPS), a slash, and your typist's initials (in lower case) appear below the typed signature, flush with the left margin.*

Sample Signature Block (Typical)

***Names from works of fiction for educational purposes only.*

Originator: Daenerys D. Targaryen

Typist: Jon T. Snow

Typist's Notation: DT/js

Enclosure Notation

[Encl. / Enclosure(s) / Attachment(s)] [(Number of documents)] [:]

***If the enclosures are important documents such as legal certificates, checks, or specifications, name them in the notation*

Copy (or distribution) Notation

[CC / cc / c / Copy for / Copy furnished] [:]

Postscript

[P.S.] [Sentence.]

***A postscript (typed or handwritten) draws attention to a point you wish to emphasize or adds a personal note.*

REMEMBER: *Do not use a postscript if you forget to mention a point in the body of the letter. Rewrite the body section instead.*

OTHER FORMAT & FEATURES

Letter Format - Block style

Digital Templates - Strive for a tasteful, conservative look

Quality Stationery - 8.5" x 11"

Uniform Margin and Spacing - 1" (Strive for a balanced look)

Headers for Subsequent Pages - **[Recipient], [Date], [p.]**

Envelope - #10 envelope

“ALWAYS STRIVE FOR A BALANCED LOOK.”

LETTER TONE

Establish and Maintain a "You" Perspective

- putting the reader's interest and feelings first
- putting yourself in the place of the person who will read your correspondence, and asking yourself how this recipient will react to what you have written

Offensive: *Our record keeping is very efficient, and we have investigated it; so this is obviously your error.*

Considerate and Respectful: *Although my paperwork shows that you were charged correctly, I will investigate this matter immediately by checking my files against our computer records.*

Be Polite and Tactful

- If you must express criticism, do so in a way that conveys good will and trust in the recipient.

Tactless: *I am shocked that your company lacks the standards to design and manufacture an alarm clock that actually works.*

Polite: *Although your clock worked reliably for several months, one of the internal mechanisms recently malfunctioned. I would appreciate your contacting me about an exchange or refund.*

Use Plain English

- Avoid **letterese**, the stuffy, puffed-up phrases some writers use to make their communications sound important.

Letterese:	<i>As per your request</i>	<i>Contingent upon receipt of</i>
Clear and Direct:	<i>As you requested</i>	<i>As soon as we receive</i>

***Exemption: Phrases known as “terms of art” and connote a specific meaning in the legal profession.*

ORGANIZATION PATTERN Direct Approach Indirect Approach

WHEN TO SEND A LETTER INSTEAD OF A MEMO OR EMAIL

- To personalize your correspondence, conveying the sense that this message is prepared exclusively for your recipient
- To convey a dignified, professional impression
- To represent your company or organization
- To present a reasoned, carefully constructed case
- To respond to clients, customers, or anyone outside your organization
- To provide an official notice or record (as in a letter announcing legal action or confirming a verbal agreement)

GENERAL TYPES OF LETTERS

INQUIRY LETTER

- ask questions and request a reply
- may be solicited or unsolicited

SALES LETTER

- written to persuade a current or potential customer to buy a company's product or try its services

CLAIM LETTER

- also “complaint”
- request adjustments for defective goods or poor services, unfair treatment or something similar

ADJUSTMENT LETTER

- written in response to a claim letter from a customer

Prepared by:

Vanrom Kip P. Follosco

Language Instructor, HSC
FEU Institute of Technology

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[FORMATIVE 2] Specialized English Program 3

1. This part of an e-mail header contains the topic of the message.
 - **Subject**
 - Topic
 - Title
2. This is an email feature that allows the recipient to respond to a message from the sender.
 - **Reply**
 - Respond
 - Acknowledgement
3. This is an email feature where recipients are invisible to the other recipients.
 - **BCC**
 - CC
 - BBC
4. This part of an e-mail header lists the sender’s e-mail address.
 - **From**
 - To
5. This is a part of an email that often lists the sender’s business name, address, telephone number, etc.
 - **Signature Block**
 - Signature
 - Signature Box
6. Leave a space between paragraphs.

Answer: **True**
7. The copyright applies to email messages.

Answer: **True**

8. Any workplace communication, including email, is subject to ethical and legal considerations.

Answer: **True**

9. Emails should only be for in-house purposes only.

Answer: **False**

10. It is acceptable to use red color font as this may bring luck to the recipient.

Answer: **False**

11. Single-spacing is used between paragraphs and double-spacing within paragraphs.

Answer: **False**

12. A memo should only have one topic. If a business correspondence needs to discuss two or more topics, an email is more appropriate to use.

Answer: **True**

13. The subject in the subject line is written in the sentence case.

Answer: **True**

14. Each component in the memo heading ends with semi-colon.

Answer: **False**

15. The body/text of the memo starts with a salutation (e.g., Dear Sir,).

Answer: **False**

16. In delivering bad news, a direct approach is often more suitable.

Answer: **False**

17. Write a memo to ask a quick question or resolve a simple issue.

Answer: **False**

18. A positive change in company operations should warrant a direct approach in writing memos.

Answer: **True**

19. Use tables, visuals, and other visuals to display qualitative information.

Answer: **False**

20. An announcement or update is an example of a routine miscellaneous memo.

Answer: **True**

21. This part of an e-mail header refers to when the message was sent, often automatically issued by the e-mail server.

- Date Stamp
- **Date and Time**
- Day and Time

22. This is an e-mail feature that allows the sender to pass the message to another recipient, including attachments.

- Reply
- **Forward**
- Copy

23. The first line of the paragraph in the body of the email should be indented.

Answer: **False**

24. The ideal length of a paragraph in an email is **10-15 LINES**.

Answer: **False**

25. All the entries in the heading should be indented and aligned vertically.

Answer: **False**

26. Memos are for in-house purposes only.

Answer: **True**

27. Emails are considered **LESS FORMAL** than a memo.

Answer: **True**

28. Graphics or visuals can be incorporated in memos.

Answer: **True**

29. A routine memo provides a written record of a meeting or conversation, or just a recap of a discussed that was not resolved at the time.

Answer: **False**

30. Use a comma to separate the units in the address (House Number, Street Name, Barangay, Town/City, etc.). This also applies to zip codes.

Answer: **True**

31. Use a comma after the salutation to signal courtesy and polite tone.

Answer: **False**

32. Use a colon after the complimentary close.

Answer: **False**

33. The international date style is used in the heading of standard business letters.

Answer: **False**

34. The paragraph in the body of the text should ideally be **FIVE OR FEWER LINES**.

Answer: **True**

35. The copy notation in workplace letters is found in the heading.

Answer: **False**

36. Which type of letter is written when you want to ask for a quote of your prospective product purchase?

- **Inquiry**
- Claim
- Sales
- Adjustment

37. Which type of letter is written when a beauty product company invites social media influencers to try out their product for free as a marketing strategy to lure people to buy it upon official release.

- Inquiry
- Claim
- **Sales**
- Adjustment

38. The Attention Line can replace the salutation.

Answer: **True**

39. Which type of letter is written when an internet service provider addresses the longstanding concerns of its subscribers and offers compensatory packages?

- Inquiry
- Claim
- Sales
- **Adjustment**

40. This part of an e-mail header indicates to whom the message is being sent.

- **To**
- From
- Sender

41. This is an email feature for sending an original message to the prime recipient and to other interested parties.

- **CC**
- BCC
- BBC

42. Capitalizing all the words in a sentence suggests emphasis; therefore, this is highly encouraged in email writing.

Answer: **False**

43. Always initial or sign your memos. To do this, you either affix your signature at the top or beside your name in the “To” field.

Answer: **False**

44. A transmittal memo may be as simple as a sentence or a paragraph with a bulleted list describing the contents of the package.

Answer: **True**

45. The person's default title used in business correspondence is "Mr." or "Ms.".

Answer: **True**

46. If the company has a letterhead, include the dates a few lines below the letterhead.

Answer: **True**

47. It is encouraged to use direct approach for bad news and indirect approach for good news.

Answer: **False**

48. It is important to state the number of enclosures in a letter if there is more than one enclosure.

Answer: **True**

49. Email provides little control over who the final audience will be.

Answer: **True**

50. Using the chronological order listing of names in the subject line of a memo, the person's first name is the primary consideration.

Answer: **False**

51. A school memo showing some changes in protocols and operations can be classified as a transmittal memo.

Answer: **False**

52. The inside address includes the complete name of the recipient, the address, and the date.

Answer: **False**

53. A postscript is used if an important point in the body of the letter is missed out.

Answer: **False**

54. Which type of letter is written when a client wishes to express his sentiments about the poor people skills from government employees in some agencies?

- Inquiry
- **Claim**
- Sales
- Adjustment

55. This is the area where the email message is entered.

- **Body**
- Text Line
- Typing Area

56. The block letter style is the most commonly used structure for workplace letters.

Answer: **True**

57. The Subject Line can be used in workspace letters as it is a good way of catching a busy reader's attention.

Answer: **True**

58. The heading is comprised of the recipient's address.

Answer: **False**

59. The introductory part of your message should answer the question: "Why am I writing this?"

Answer: **True**

60. A standard memo has the word "Memo" centered at the top of the page and includes a heading flush to the right margin.

Answer: **False**

STUDY GUIDE

Module 7: The Résumé and Other Job-Search Materials

Vocabulary (Job Hunt Vocabulary)

aptitude - a natural ability to do or to learn something

prospective - likely to be or to become

dossier - a file containing detailed records on a particular person or subject

credential - a document which shows that a person is qualified to do a job

portfolio - a selection of student's/applicant's work compiled over a period of time and used for assessing performance or progress

Resume

- an applicant's personal advertisement for employment that provides an instant overview to the employer
- French word meaning "summary"
- a summary of one's education, skills and employment when applying for a new job

Structure:

A good resume would start with a Brief Profile of the candidate, Summary of Qualifications, followed by Industry Expertise and then Professional Experience in reverse chronological order.

Focus is on the most recent experiences (with responsibilities and accomplishments), and previous experiences are only presented as a summary. This would be followed by Education details and/or Professional Affiliations and/or Voluntary Initiatives.

General Parts

- Contact Information
- Career Objectives
- Education
- Work Experience
- Personal Data and Interests
- References
- Portfolios/Webfolios (optional)

1. Contact Information

[Name]

[Address]

[Phone Number]

[email address]

***If you have two addresses (permanent or current), you may list both, or just list the address easily accessible for the employer to reach you.*

***Check the accuracy of your email address and phone number.*

2. Career Objectives

[Career Objectives]

Spell out the kind of job you want.

A position in which I can apply my educational experience—*vague*

A competitive position in programming and scripting, with eventual goal of supervising—*specific*

State your immediate and long-range goals.

If the company has branches, you may include **Willing to relocate**.

You may insert **Qualifications** below the Career Objectives.

Sample Career Goal & Objective

****Source:** <https://www.greatsamplesresume.com/resume> examples

- To be a part of a prestigious organization as a Backend Java Developer and further enhance my skills in Java, J 2 EE, JBoss, Oracle, Websphere and Hibernate

- Looking for work as an Engine Design Engineer in which to put my education and past training to good use for the good of the company
- To gain employment as a 3 D Animator where I can deploy my animations skills to help the company grow

3. Education

[Degree Completed] [Year Completed]

[Name of School]

If your class rank or GPA is favorable, list it.

Include other specialized trainings relevant to your degree.

4. Work Experience

[Position/Title held]

[Employer's name]

[Dates of employment]

Begin with your most recent work experience backward (reverse chronological).

5. Personal Data and Interests

Any **awards, skills, activities**, and **interests** relevant to the position posted.

Memberships in professional organizations, **demonstration of leadership, languages special skills**, and **hobbies**

6. References - people who have agreed to provide strong assessments of your qualifications and who can speak on your behalf

[Name of the Referee]

[Job title]

[Company address]

[Contact Information]

==References==

- Three to five people (former employers, professors, and community figures)
- Never list people who haven't given you express permission
- They should not be family members or non work-related friends
- If saving space is important, you may state **References available upon Request**.

7. Portfolio / Webfolio (Optional)

Portfolio available upon request

ORGANIZING YOUR RÉSUMÉ

Reverse Chronological Résumé - lists the most recent school and job first

Functional Résumé - highlights skills relevant to a particular job

Résumé vs CV vs Biodata

CV – Curriculum Vitae

- more detailed than a résumé; lists out every skill, all the jobs and positions held, degrees, professional affiliations the applicant has acquired, and in chronological order
- Latin word meaning “course of life”
- used to highlight the general talent of the candidate rather than specific skills for a specific position
- talks about your entire career ever since you graduated

Biodata / Bio-data

- the focus is on personal particulars like date of birth, gender, religion, race, nationality, residence, marital status, and the like
- short form for Biographical Data and is an archaic terminology for résumé or C.V.
- not used in a career-oriented field anymore but may be required when applying for government, or defense positions

Resume	CV	Biodata
1 or 2 pages max	No limit on the pages	No limit on the pages
Lists important KRAs (Key/Result/Area or OKRs (Objectives and Key Results) from the last 10 years	Lists important KRAs or OKRs from the entire tenure	Focus on Date and Time of Birth, gender, religion, race, nationality, residence, marital status
Lists only relevant active certifications	Lists all skills and certifications held (also expired)	Customized for the purpose of obtaining particulars
Customized to a target job description	Customized for a large audience and not for a specific job description	Written in a first or third- person tone
Written in a neutral or third person tone	Written in a first, neutral or third person tone	Education & Experience: not mandatory
Most Important Information: Full Name, Contact Details, Experience in reverse- chronological order, Education details, Professional Skills & Certifications	Most Important Information: Full Name, Contact Details, Short Bio, Education details, Experience in chronological order, Professional Skills & Certifications, Interests, Courses, Publications, References	Salary details may be required
Not required: Date of Birth, Gender, Father’s name, Nationality, Hobbies,	Not requires: Date of Birth, Gender Fathers name, Nationality, Hobbies,	

Declaration.	Declaration.	
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Guidelines

Guidelines for HARD-COPY RÉSUMÉ

Begin your résumé well before your job search.

Tailor your résumé for each job.

Try to limit the résumé to a single page but keep it uncluttered and tasteful.

Stick to experience relevant to the job.

Use action verbs and key words.

Use bold, italic, underlining, colors, fonts, bullets, and punctuation thoughtfully, for emphasis.

Never invent or distort credentials.

Use quality paper and envelopes.

Proofread, proofread, proofread.

Guidelines for EMAILED & SCANNABLE RÉSUMÉ

- Use keywords.
- Consider making your scannable résumé slightly longer than your standard, hard-copy version. Use a simple font (e.g., Times New Roman, Arial, Helvetica, Garamond)
- Use simple formatting.
- Save your résumé in "text only" or "rich text" format.
- Proofread your résumé.
- Do not staple or fold pages of a scannable résumé.

Guidelines for ONLINE RÉSUMÉ Add hyperlinks, if desired, for a searchable résumé.

- Be sure your searchable résumé can download quickly.
- Include the searchable résumé's Web address on your hard copy or scannable résumé.
- Prepare alternative delivery options.
- Avoid personal information

THE APPLICATION LETTER

- a.k.a. **Cover Letter**, complements a résumé by explaining how the credentials fit the particular job and to convey a sufficiently informed, professional, and likable persona for the prospective employer

SOLICITED Application Letters

- used for applying for positions advertised in print or by word of mouth

ADVANTAGES

- You can tailor your documents for the advertised position.
- It is likely that someone will peruse your documents.

DISADVANTAGES

- The advertised position will draw in competitors.
- The posting may be time-sensitive and slots for interview may easily get filled up.

UNSOLICITED Application Letters

- used for applying for positions not advertised with an opening but might need someone

ADVANTAGES

- Some employers are willing to accept unsolicited applications and may pass them on to another employer who has an opening.
- You give an impression to the employer that you are really interested with the job.

DISADVANTAGES

- You cannot tailor your letter to advertised requirements.
- Your application may get ignored (as it arrives unexpectedly), so be sure to catch the busy reader's attention.

March 1, 20XX
642 Eagle Lane
Eugene, OR 97405

Martha LaFrance, Personnel Director
Zithro Marketing Associates
132 Main Street
Portland, OR 42290

Dear Ms. LaFrance:

SUBJECT: Inquiry about a Marketing/Communications Position with Your Firm

Marketing Research, Marketing Management, Principles of Marketing, Business and Technical Communication, Visual Design, Photography, Typography: I believe such courses, along with two internships and relevant employment, have given me the theoretical background and practical experience employers would seek.

My experience includes writing and analyzing surveys, researching market trends, speaking before groups, and creating promotional materials. Could your firm use the services of an entry-level employee with this type of experience?

Through internships with Mercy Hospital and the Small Business Institute, I have done public relations work, assisted in publishing the newsletter, written ads and public relations stories for local newspapers, interviewed key personnel, prepared layout and copy, and edited text. While working for the Chamber of Commerce, I wrote promotional letters, designed brochures and posters, organized events, and collaborated in promoting the organization's goals. Jobs as personal trainer and as salesperson not only have covered 75 percent of my college expenses but also have taught me a great deal about motivating and getting along with people.

My references will confirm that I am conscientious, disciplined, energetic, and reliable—someone willing to take on new projects and prepared to adapt quickly.

If you have an opening and you feel that I could make worthwhile contributions to your firm, I would welcome an interview at your convenience.



Subject line
announces
purpose of letter

Highlights special
skills and opens
forcefully

Focuses on
experience

Relates
background
to employer's
needs

Focuses on
relevant
personal traits

Encourages
follow-up

Guidelines:

What – and What Not – to Include in Your Letter

- Develop an excellent prototype letter (keep it to a single page, if possible).
- Customize each letter for the specific job opening.
- Use caution when adapting sample letter templates.
- Create a dynamic tone with active voice and action verbs.
- Avoid flattery.
- Avoid being overly informal (unprofessional) or overly stiff (stuffy). Never send a photocopied letter.

THE RESIGNATION LETTER

- a short letter formally advising your employer that you are leaving your job

Guidelines:**What – and What Not – to Include in Your Letter**

Provide Notice: Give adequate notice to your employer, write a formal resignation letter, and be prepared to move on prior to submitting your resignation.

Include the Details: Resignation letters not only describe the employee's intent to leave but also provide information about the last day worked and other requests or details. This eases the transition for both employer and employee.

Thank Your Employer: In order to maintain a positive and graceful exit, a letter of resignation often thanks the employer for the opportunities provided and mention experiences gained at the company or how the employee enjoyed their time there.

Offer to Assist with the Transition: Often, resignation letters will also offer to help in the transition, whether it be recruiting or training the new replacement. In this way, both the employee and the employer can leave the situation with closure and a sense of respect and amicability.

Don't Complain! Resignation letters are not an appropriate place for complaints or critiques of the employer or co-workers.

Prepared by:

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Language Instructor, HSC
FEU Institute of Technology

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STUDY GUIDE

Module 8: Job Interview

Job Interview

A **job interview** is a conversation which occurs between a potential employer and a job applicant

As a *JOB CANDIDATE*:

- (a) convince the employer of your potential
- (b) learn more about the job and the company
- (c) expand on the information in your résumé

From the *EMPLOYER's PERSPECTIVE*:

- (a) assess your abilities in relation to the requirements for the position
- (b) discuss your training, experience, knowledge, and abilities in more detail
- (c) see what drives and motivates you
- (d) decide whether you would fit into the organization

Types Job Interview

Job applicants generally face two kinds of interviews: **screening interviews** and **hiring/placement interviews**.

SCREENING INTERVIEWS

- intended to eliminate those who fail to meet minimum requirements
- may be conducted during job fairs, on college campuses, on the telephone, or online

HIRING / PLACEMENT INTERVIEWS

- recruiters try to learn how the candidate would fit into their organization

INTERVIEW FORMATS

ONE-ON-ONE INTERVIEWS

- the most common type
- you can expect to sit down with a company representative and talk about the job and your qualifications

PANEL INTERVIEWS

- typically conducted by people who will be your supervisors and colleagues - interviewers take turns asking questions

GROUP INTERVIEWS

- a company interviews several candidates for the same position at the same time
- some employers use this technique to measure leadership skills and communication styles

SEQUENTIAL INTERVIEWS

- you meet individually with two or more interviewers one-on-one over the course of several hours or days (e.g., you may meet with human resources representatives, your hiring manager, and potential future supervisors and colleagues in your division or department) ***Subsequent interviews also tend to be more in-depth than first interviews, which means that you need to be even more prepared and know even more about the company.*

STRESS INTERVIEWS

- meant to test your reactions during nerve-racking situations and are common for jobs in which you will face significant stress
- you may be forced to wait a long time before being greeted by the interviewer, you may be given a test with an impossible time limit, or one or more of the interviewers may treat you rudely

ONLINE INTERVIEWS

- conducted through an online platform using web conferencing / technology tools or programs
- usually done when the job applicant is not in the same geographic location as the company

BEFORE the Job Interview

Ensuring Professional Phone Techniques

- Invest in a good answering machine or voice mail service
- Tell those who might answer your phone at home about your job search.
- If you have put your cell phone number on your résumé, don't answer unless you are in a good location to carry on a conversation with an employer.
- Use voice mail to screen calls.

Making the First Conversation Impressive

- Treat any call from an employer just like an interview. Use a professional tone and businesslike language. Be polite and enthusiastic; sell your qualifications.
- Have a copy of your résumé available so that you can answer any questions that come up. Also have your list of references, a calendar, and a notepad handy.

- Take good notes during the phone conversation.
- Before you hang up, reconfirm the date and time of your interview.

Researching the Target Company

- Learn all you can about the company's history, mission and goals, size, geographic locations, number of employees, customers, competitors, culture, management structure, reputation in the community, financial condition, strengths and weaknesses, future plans, as well as the names of its leaders.

Preparing and Practicing Rehearse

Success Stories

- (a) dealing with a crisis
- (b) handling a tough interpersonal situation
- (c) successfully juggling many priorities
- (d) changing course to deal with changed circumstances
- (e) learning from a mistake,
- (f) working on a team
- (g) going above and beyond expectations.

Practice Answers to Possible Questions

- expect to be asked about your education, skills, experience, salary expectations, and availability

Clean Up Any Digital Dirt

The top reasons cited for not considering an applicant after an online search were that the candidate

- (a) posted provocative or inappropriate photographs or information
 - (b) posted content about drinking or doing drugs
 - (c) talked negatively about current or previous employers, colleagues, or clients
 - (d) exhibited poor communication skills
 - (e) made discriminatory comments
 - (f) lied about qualifications; or
 - (g) revealed a current or previous employer's confidential information
- Remove questionable content.
 - Stay positive.
 - Be selective about who is on your list of friends.
 - Avoid joining groups or fan pages that may be viewed negatively.

- Don't discuss your job search if you are still employed.
- Set up a professional social networking page or create your own personal Web site.

Fighting Fear

Expect to be nervous before and during the interview. It is natural!

- Practice interviewing.
- Prepare thoroughly.
- Understand the process.
- Dress professionally.
- Breathe deeply.
- Know that you are not alone.
- Remember that an interview is a two-way street.

DURING the Job Interview

Sending Positive Nonverbal Messages and Acting Professionally -

Control your body movements.

- Exhibit good posture.
- Practice appropriate eye contact.
- Use gestures effectively.
- Smile enough to convey a positive attitude.
- Listen attentively.
- Turn off your cell phone or other electronic devices.
- Don't chew gum.
- Sound enthusiastic and interested—but sincere.
- Avoid empty words.
- Be confident, but not cocky.

Answering Typical Interview Questions

- Questions to Get Acquainted
- Questions to Gauge Your Interest
- Questions About Experience and Accomplishments
- Questions About the Future
- Challenging Questions
- Situational Questions
- Behavioral Questions
- Illegal and Inappropriate Questions

Asking Your Own Questions

****Ask questions that will help you gain information and will impress the interviewer with your thoughtfulness and interest in the position.**

- What will my duties be (if not already discussed)?

- Tell me what it is like working here in terms of the people, management practices, workloads, expected performance, and rewards.
- What training programs are available from this organization? What specific training will be given for this position?
- Who would be my immediate supervisor?
- What is the organizational structure, and where does this position fit in?
- Is travel required in this position?
- How is job performance evaluated?
- Assuming my work is excellent, where do you see me in five years?
- How long do employees generally stay with this organization?
- What are the major challenges for a person in this position?
- What do you see in the future of this organization?
- What do you like best about working for this organization?
- May I have a tour of the facilities?
- When do you expect to make a decision?

***Do not ask about salary or benefits, especially during the first interview. It is best to let the interviewer mention those topics first.*

Ending Positively

***Before you leave, summarize your strongest qualifications, show your enthusiasm for obtaining this position, and thank the interviewer for a constructive interview and for considering you for the position.*

***Shake the interviewer's hand with confidence acknowledge anyone else you see on the way out.*

AFTER the Job Interview

What to do?

- Immediately make notes of what was said in case you are called back for a second interview.
- Ask yourself what went really well and what you could improve.
- Write down your follow-up plans.

Thanking Your Interviewer

- Send a thank-you note, also called a follow-up message.

Contacting Your References

- Alert your references that they may be contacted by the employer.

Following Up

- An e-mail to find out how the decision process is going may be your best bet because such a message is much less intrusive.

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STUDY GUIDE

Module 9: Basic Telephoning Etiquette and Technique

Vocabulary

answer - to say "hello" into the phone when it rings

busy/busy signal - a beeping sound that tells the caller that the other person is already on the phone with someone else

call/phone up - a telephone conversation (or an attempted one); to telephone **caller**
- the person who telephones

call back / return call - to call someone who called you first **call display** - a screen that shows

you who is calling **call forwarding** - sending all your incoming calls to another landline or cell phone number ***You pre-program a number that you'd like your incoming calls to go to,*

and whenever someone dials your number, the phone will ring at the forwarding number. **call transfer** - sending a call from one phone to another telephone without the need to disconnect the phone call

***Your phone will ring at your regular number, but you will be able to transfer--or connect--the call to a different number.* **consultation hold** - a service feature that allows a speaker on an extension instrument to place one call on hold and to speak with another caller on a separate line

dial - to press the buttons on the phone

dial tone - the sound the phone makes when you pick it up

directory, telephone directory, phone book - a book that alphabetically lists local phone numbers of people and businesses

hang up - to put the receiver down and end a call

hold (put on hold) - when you wait for your call to be answered – usually while listening to music **inbound call** - one that a customer initiates to a call center or contact center

outbound call - one initiated from a call center agent to a customer on behalf of the call center or a client

operator - a person who answers telephone-related questions when you dial "0"

pager - a small machine you wear that makes a noise (or vibrates) when someone wants to contact you **phone** - telephone(landline)/cellular, mobile, or smart phone/cordless phone **phone booth, pay phone** - a place where you can pay to use a public telephone **pick up** - to answer the phone **receiver** - the piece on the phone that you speak into and listen from; the handset **ring** - the sound a phone makes when somebody calls; to make that sound **ringer** - the sound-piece that alerts a person that a call is coming through; the bell
voice mail / voicemail - a system in which callers can leave recorded messages for you over the telephone (voicemail message)

“Communicating effectively on the telephone is a unique skill.”

Telephone Etiquette

How many rings do we need to answer the phone call?

A: Answer promptly by the **second** or **third ring**.
If we answer by the first ring, the receiver might be surprised or unprepared.
If more than three rings, it may signal inattentiveness or absence in the office.

Hi or Hello?

A: 'Hi' is casual. 'Hello' is more formal.

Casual or Formal?

A: It depends; but formal language is more appropriate in business communication. Always use please and thank you or thanks very much whenever you ask for, or receive, help or information.
Use words like would, could, may, please, etc. to show politeness.
It is alright to use more informal English, such as okay, bye, no problem, as long as the overall tone of the conversation is polite.

Pitch, tone, and rate?

A: **Slow speed** and **low pitch** communicate the message, “I’m depressed and want to be left alone.”

A **high-pitched** and **emphatic** voice says, “I’m enthusiastic about this subject.”

An **abrupt speed** and **very loud tone** says, “I’m angry and not open to input!”

High pitch combined with **drawn out speed** conveys, “I don’t believe what I’m hearing.”

Should we talk in a monotone?

A: Definitely NOT. You're not a robot. It's like saying: “I’m bored and have absolutely no interest in what you’re talking about.”

Courtesy?

A: Of course. Manners, manners, manners. A pleasant greeting is essential to a successful call because it sets the stage emotionally.

Tone?

A: It is not just what you say, but how you say it. Voice should reflect sincerity, pleasantness, confidence, interest, and respect.

How about speaking rate?

A: Adapt. "Fast talkers" can arouse suspicion; "slow talkers" may reflect incompetence or disinterest.

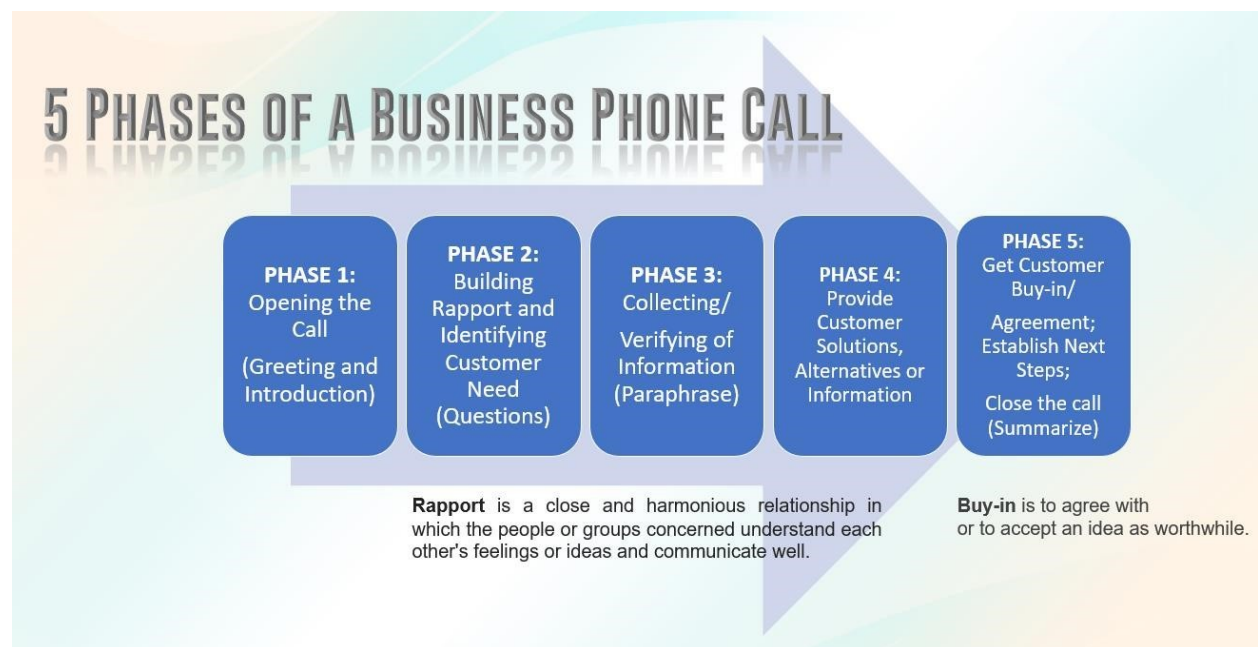
Listening? Anyone?

A: Engage in **critical active listening**, as you do not have any nonverbal cues to assist you in interpreting the speaker's message.

Professionalism?

A: Keep your personal feelings and moods separate from your professional demeanor.

Phases of a Business Phone Call



Other Phone Etiquette

BEFORE THE CALL

- Set aside a specific time to make your phone calls. Keep your calls to business hours (usually from 8/9 A.M.- 5/6 P.M.)
- Have a calendar, notepad, and a pencil/pen ready.

- Gather all your information and supplies before making your calls (e.g., the number to call, the name of the person you need to speak to, and personal info like Full Name, Address, Phone number and email).
- Think about what you need to accomplish with this call and make note of it.
- If you feel nervous or uncomfortable, take a moment to visualize the conversation in your mind and take a few deep breaths.

MAKING CONTACT

- State the purpose of your call.

Common Phrase:

Hello! I'd like to speak to. . ./May I speak to. . .

RECEIVING THE PHONE CALL

- Greet the caller.
- Introduce yourself.
- Ask for the caller's name.
- Ask for more information.

EXPLAINING ABSENCE

Common Phrases:

I'm afraid Mr. Martin isn't in at the moment.

I'm sorry, he's in a meeting at the moment.

GIVING NEGATIVE INFORMATION

PUTTING THE CALLER ON HOLD

- Ask for permission.
- State your purpose and the duration of the hold to set client expectation.
- Check in on him or her periodically—every 30 seconds, preferably—to let the caller know that you are still aware of his or her presence and that you will help as soon as you can.
- Always thank the caller for holding.

TRANSFERRING THE CALL

- Always transfer the caller to the desired person's extension, not to the operator - Limit the number of transfer.
- Whenever possible, do a consultation hold before transferring the call.
- Tell the caller who you are transferring them to and announce the caller to the person you are transferring.

Common Phrases:

One moment, please. I'll see if Mr. Jones is available.

I'll put you through.
I'll connect you.
I'm connecting you now.

TAKING PHONE MESSAGES

Phone Message should always include:

- Caller's name and company name (if applicable)
- Time and date of call
- What the call is about (if possible)
- If a follow up or return call is needed
- Phone number (office or home) for a return call

Common Phrases:

- | | |
|------------------------------------|--------------------------------------|
| Can I take a message? | Can I give him/her a message? |
| Would you like to leave a message? | I'll tell Mr. Jones that you called. |
- I'll ask him/her to call you as soon as possible.

LEAVING A VOICE MESSAGE

Phone Messages should always include:

- Your name and company name
- Time and date of call
- What the call is about (brief)
- If a follow up or return call is needed
- Phone number (office or home) for the return call—speak SLOWLY, repeat the phone number, include area code

TELEPHONE PROBLEMS

- Be honest. People appreciate honesty.

ENDING THE PHONE CALL

- Make sure you answered all the caller's questions. - Always end with e
pleasantry.
- Let the caller hang up first.

Common Phrases:
Thank you for calling.
Have a good day.
Goodbye.

Prepared by:

Vanrom Kip P. Follosco
Language Instructor, HSC
FEU Institute of Technology

***This guide is not an “all-in” approach for the lesson’s contents. For a more comprehensive review and content learning on the module, please refer to the video courseware and the PPT materials in CANVAS.*

[FORMATIVE 3] Specialized English Program 3

Job Interview Questions:

http://businessdocumenten.weebly.com/uploads/1/4/0/1/14018057/questions_for_a_job_interview.pdf

61. --\$\$This is a file containing detailed records on a particular person or subject.

Answer: dossier

62. \$\$A diploma is a document which shows that a person has completed a degree that is most likely qualified for a relevant job. A diploma is an example of a _____.

Answer: certificate

63. \$A resume is generally one- to two-paged.

Answer: True

64. --The word “resume” is a French word which means _____.

Answer: summary

65. \$A CV may list expired certifications.

Answer: True

66. Add hyperlinks in hard copy resumes.

Answer: False

67. \$If you are applying for a position with no job posting, the application letter you’re sending is unsolicited.

Answer: True

68. \$\$An application letter should accompany your resume, by technical writing standards.

Answer: True

69. \$By technical writing standards, a picture in a resume is acceptable.

Answer: False

70. The other name for the application letter is cover page.

Answer: False (Letter)

71. \$\$A group of applicants is being interviewed by an HR representative for the position applied. This set up is one-on-one interview.

Answer: False

72. \$\$//In stress interview, the interviewer may be rude to the applicant. It can be an excuse for discrimination and similar cases.

Answer: False \$True

73. \$\$Rehearsing success stories in making up stories that will impress the employer.

Answer: False

74. \$\$An applicant is interviewed by several persons who take turns in asking questions. This setup is called a panel interview.

Answer: True

75. //Having a questionable contents in one's personal social media is part of freedom of speech. The employer should not take it against the applicant.

Answer: False

76. \$\$What type of interview question is the following:

What type of people do you have no patience for?

- Question to get acquainted
- Question to gauge interest
- Question about experience and accomplishment
- Question about the future
- Challenging Question
- Situational Question
- Behavioral Question
- Illegal and Inappropriate Question

77. //What type of interview question is the following:

What was your major in college, and why did you choose it?

- Question to get acquainted
- Question to gauge interest
- Question about experience and accomplishment
- Question about the future
- Challenging Question
- Situational Question
- Behavioral Question
- Illegal and Inappropriate Question

78. \$What type of interview question is the following:

What will you do if you find out that your colleague is still valuable stuff?

- Question to get acquainted

- Question to gauge interest
- Question about experience and accomplishment
- Question about the future
- Challenging Question
- **Situational Question**
- Behavioral Question
- Illegal and Inappropriate Question

79. \$\$What type of interview question is the following:

Tell me about a time when you had to go above and beyond the call of duty to get a job done.

- Question to get acquainted
- Question to gauge interest
- Question about experience and accomplishment
- Question about the future
- Challenging Question
- Situational Question
- **Behavioral Question**
- Illegal and Inappropriate Question

80. //What type of interview question is the following:

Do you prefer to work by yourself or with others? Why?

- **Question to get acquainted**
- Question to gauge interest
- Question about experience and accomplishment
- Question about the future
- Challenging Question
- Situational Question
- Behavioral Question
- Illegal and Inappropriate Question

81. \$\$Identify the term/concept: It means to press the buttons on the phone.

Answer: **dial**

82. \$\$Identify the term/concept: It is a beeping sound that tells the caller that the other is already on the phone with someone else.

Answer: **busy / busy signal**

83. \$Identify the term/concept: This is a person who answers telephone-related questions when you dial 0”.

Answer: operator

84. Identify the term/concept: It is the person who telephones.

Answer: caller

85. \$\$Identify the term/controller: it is the sound the phone makes when you pick it up.

Answer: dial tone

86. \$“Is there anything else that I can help you with?” At which phase does this spiel apply?

- 1
- 2
- 3
- 4
- 5

87. “Before we address your concern, we are sorry for the inconvenience that you’ve had with the service” at which phase does this spiel apply?

- 1
- 2
- 3
- 4
- 5

88. At which phase of a business phone call does the caller collect or verify information?

- 1
- 2
- 3
- 4
- 5

89. \$\$Customer: “I think that’s all. Thank you for your assistance.” At which phase does this spiel apply?

- 1
- 2
- 3
- 4
- 5

90. At which phase of the business call it is likely when an irate caller keeps flaming the agent/recipient while he is investigating his concern?

- 1
- 2
- 3 \$\$

- 4
- 5

91. \$There is no page limit for writing CVs.

Answer: True

92. \$\$What type of resume organization is used when the most recent job is listed first?

Answer: reverse chronological resume

93. --\$\$This is the first entry in a resume that prospective employers should see first.

Answer: contact information

94. --Which type of resume organization best fits applicant with little to no work experience (e.g., fresh graduate)?

Answer: functional resume

95. //The 'Mona Lisa' smile is recommended as a guideline for most companies.

Answer: True

96. \$\$It is always courteous to thank your employer upon registration.

Answer: True

97. \$\$Solicited job application is advantageous for jobs with advertised posting.

Answer: True

98. \$Phone call interviews are less formal than face-to-face interviews.

Answer: True

99. \$Screening and hiring interviews are sequential interviews.

Answer: True \$\$False

100. Do not discuss job-search if you are still employed.

Answer: True

101. What type of interview question is the following:

How do you think you can contribute to this company?

- Question to get acquainted
- Question to gauge interest
- Question about experience and accomplishment
- Question about the future
- Challenging Question
- Situational Question
- Behavioral Question

- Illegal and Inappropriate Question

102. //What type of interview question is the following:

What do you know about our company?

- Question to get acquainted
- **Question to gauge interest**
- Question about experience and accomplishment
- Question about the future
- Challenging Question
- Situational Question
- Behavioral Question
- Illegal and Inappropriate Question

103. \$\$Identify the term/concept: This is a service feature that allows a speaker on an extensive instrument to place one call on hold and to speak with another caller on a separate line.

Answer: **consultation hold**

104. At which phase of the business call does the agent establish a 'buy-in' with the caller?

- 1
- 2
- 3
- 4
- 5

105. At which phase does the receiver/agent establish rapport with the customer?

- 1
- 2
- 3
- 4
- 5

106. "You ordered set of meal will be delivered within 30 minutes. If the delivery is late, the meal is free." At which phase does this spiel apply?

- 1
- 2
- 3
- 4
- 5

107. These are people who have agreed to provide strong assessments of your qualifications and who can speak on your behalf.

Answer: references

108. \$\$Use action verbs and key words in the resume.

Answer: True

109. \$\$What type of interview question is the following:

Do you have any religious beliefs that would prevent you from working weekends or holidays?

- Question to get acquainted
- Question to gauge interest
- Question about experience and accomplishment
- Question about the future
- Challenging Question
- Situational Question
- Behavioral Question
- Illegal and Inappropriate Question

110. \$\$What type of interview question is the following:

How have your education and professional experiences prepared you for this position?

- Question to get acquainted
- Question to gauge interest
- Question about experience and accomplishment
- Question about the future
- Challenging Question
- Situational Question
- Behavioral Question
- Illegal and Inappropriate Question

111. Identify the term/concept: It is the person who telephones.

Answer: caller

112. \$Identify the term/concept: it is a system in which callers can leave recorded messages for you over the telephone (voicemail message).

Answer: voicemail

113. Identify the term/concept: A feature sending all your incoming calls to another landline or cell phone number.

Answer: call forwarding

114. Identify the term/concept: It is the piece on the phone that you speak into and listen from.

Answer: receiver

115. “Hello! Thank you for calling Dew Thai. May I know your order?” at which phase does this spiel apply?

- 1
- 2
- 3
- 4
- 5

116. “So your order has been placed last week and has not arrived since, correct? What courier service did you select during the payout? Have you confirmed the shipping address with the courier service?”

- 1
- 2
- 3
- 4
- 5

117. “Your ordered set of meal will be delivered within 30 minutes. If the delivery is late, the meal is free.” At which phase does this spiel apply?

- 1
- 2
- 3
- 4
- 5

118. Use simple fonts in the resume.

Answer: True

119. Group interviews make applicants stronger competitors of one another as they race for the employer’s attention.

Answer: True

120. What type of interview question is the following:

Why are you interested in this position?

- Question to get acquainted
- **Question to gauge interest**
- Question about experience and accomplishment
- Question about the future
- Challenging Question
- Situational Question
- Behavioral Question
- Illegal and Inappropriate Question

121. A job interview is a two-way communication process.

Answer: **True**

122. Identify the term/concept: This is to put the receiver down and end a call

Answer: **hang up**

Answer: hang up

STUDY GUIDE

Module 10: Professional Meetings

Vocabulary

agenda - the outline of items to be discussed and tasks to be accomplished during a meeting

consensus - a general agreement about something: an idea or opinion that is shared by all the people in a group

digression - the act of speaking or writing something that is different from the main subject being discussed

impasse/deadlock - a situation in which no progress seems possible

meeting - a scheduled gathering of group members for a structured discussion guided by a designated chairperson

monopolize - to take over and control completely, usually preventing others from using

quorum - the smallest number of people who must be present at a meeting for decisions to be made

refreshments - drinks and small amounts of food

Becoming a Team Player

The Importance of Conventional and Virtual Teams in the Workplace

Better decisions. Decisions are generally more accurate and effective because group and team members contribute different expertise and perspectives.

Faster responses. When action is necessary to respond to competition or to solve a problem, small groups and teams can act rapidly.

Increased productivity. Because they are often closer to the action and to the customer, team members can see opportunities for improving productivity.

Greater buy-in. Decisions arrived at jointly are usually better received because members are committed to the solution and are more willing to support it.

Less resistance to change. People who have input into decisions are less hostile, aggressive, and resistant to change.

Improved employee morale. Personal satisfaction and job morale increase when teams are successful.

Reduced risks. Responsibility for a decision is diffused, thus carrying less risk for any individual.

Positive Team Behavior

Professional team members follow team rules, analyze tasks, define problems, share information, listen actively to others, and try to involve quiet members.

Positive Team Behavior

Professional team members follow team rules, analyze tasks, define problems, share information, listen actively to others, and try to involve quiet members.

Negative Team Behavior

Negative team behavior includes insulting, criticizing, lashing out at others, wasting time, and refusing to participate.

Positive and Negative Group Behavior

Positive Team Behavior

Negative Team Behavior

Setting rules and defining problems	Blocking the ideas and suggestions of others
Analyzing tasks and defining problems	Insulting and criticizing other

Contributing information and ideas	Wasting the group's time
Showing interest by listening actively	Making inappropriate jokes and comments
Encouraging members to participate	Failing to stay on task
Synthesizing points of agreement	Withdrawing, failing to participate

Professional Meeting

- a scheduled gathering of group members for a structured discussion guided by a designated chairperson
- consist of three or more individuals who gather to pool information, solicit feedback, clarify policy, seek consensus, and solve problems

Overview of the Elements of a Professional Meeting

- ✓ Purpose of Meeting
- ✓ Names of Group Members—present or absent
- ✓ Date, Time, and Place
- ✓ Call to Order
- ✓ Approval of the Agenda
- ✓ Approval of Previous Meeting's Minutes
- ✓ Individual and Committee Reports
- ✓ Unfinished Business
- ✓ New Business
- ✓ Announcements
- ✓ Adjournment

BEFORE the Meeting

Determining your PURPOSE

- Decide the purpose of your meeting and whether a meeting is even necessary.
- If the flow of information is strictly one way and no immediate feedback will result, then don't schedule a meeting.

Deciding How and Where to Meet

- Decide whether to meet face-to-face or virtually.
- Reserve a meeting room or any necessary advance arrangements for your voice conference, video conference, or Web conference.

Organizing Agenda Items

- Include any reports or materials that participants should read in advance.
- To keep meetings productive, limit the number of agenda items.

***Before a meeting, pass out a **MEETING AGENDA** showing topics to be discussed and other information.*

***You should distribute the agenda at least two days in advance of the meeting.*

****BUSINESS AGENDA** generally contain the following information:

- ❖ Date and place of meeting
- ❖ Start time and end time
- ❖ Brief description of each topic, in order of priority, including names of individuals
- ❖ Those responsible for performing some action
- ❖ Proposed allotment of time for each topic
- ❖ Any pre-meeting preparation expected of participants

Inviting Participants

Purpose	Ideal Size
Intensive problem solving	5 or fewer
Problem identification	10 or fewer
Information reviews and presentations	30 or fewer
Motivational	Unlimited

Preparing the Meeting Location and Materials -

- Arrangement of tables and chairs.
- Set up presentation equipment.
- Make copies of document that will be handed out in the meeting.
- Arrange for refreshments.

During the Meeting

Getting the Meeting Started

Three- to five- minute introduction:

- Goal and length of the meeting
- Background of topics or problems
- Possible solutions and constraints
- Tentative agenda
- Ground rules to be followed

Etiquette Checklist for Meeting Leaders

- ✓ Start and end the meeting on time.
- ✓ Introduce yourself and urge participants to introduce themselves.

- ✓ Make everyone feel welcome and valued.
- ✓ Maintain control of the group members and discussion.
- ✓ Make sure that everyone participates.
- ✓ Stick to the agenda.
- ✓ Encourage everyone to follow the ground rules.
- ✓ Schedule breaks for longer meetings.

Etiquette Checklist for Meeting Participants

- ✓ Arrive on time and stay until the meeting ends, unless you have made prior arrangements to arrive late or leave early.
- ✓ Leave the meeting only for breaks and emergencies.
- ✓ Come to the meeting prepared.
- ✓ Silence cell phones and other electronic devices. ✓ Follow the ground rules.
- ✓ If you are on the agenda as a presenter, don't go over your allotted time.
- ✓ Don't exhibit nonverbal behavior that suggests you are bored, frustrated, angry, or negative in any way.
- ✓ Don't interrupt others or cut anyone off.
- ✓ Make sure your comments, especially negative comments, are about ideas, not people.
- ✓ Listen carefully to what other meeting participants are saying. ✓ Participate fully.
- ✓ Don't go off on tangents; be sure that you stick to the topic being discussed.
- ✓ Don't engage in side conversations.
- ✓ Clean up after yourself when leaving the meeting.
- ✓ Complete in a timely manner any follow-up work that you are assigned.

Moving the Meeting Along

The purpose of a meeting is to exchange views, not to hear one person, even the leader, do all the talking.

Dealing with Conflict

***In meetings, conflict typically develops when people feel unheard or misunderstood.*

- If two people clash, the best approach is to encourage each to make a complete case while group members give their full attention.
- Let each one question the other.
- The leader should summarize what was said, and the group should offer comments.
- The group may modify a recommendation or suggest alternatives before reaching consensus on a direction to follow.

Handling Difficult Group Members

- blocking discussion
- monopolizing the conversation
- attacking other speakers
- joking excessively
- not paying attention
- withdrawing

Handling Difficult Group Members

1. The “Nonparticipant”
2. The “Interrupter”
3. The “Whisperers”
4. The “Latecomers”
5. The “Early Leavers”

Techniques:

- ✓ Lay down the rules in an opening statement.
- ✓ Seat potentially dysfunctional members strategically.
- ✓ Avoid direct eye contact.
- ✓ Assign dysfunctional members specific tasks.
- ✓ Ask members to speak in a specific order.
- ✓ Interrupt monopolizers.
- ✓ Encourage nontalkers.
- ✓ Give praise and encouragement

ENDING the Meeting

Adjournment

End the meeting when:

- ✓ when the original objectives have been accomplished
- ✓ when the group has reached an impasse
- ✓ when the agreed-upon ending time arrives

Concluding the Meeting

***No one should leave the meeting without a full understanding of what was accomplished.*

Distributing Minutes

Completing Assigned Tasks

Prepared by:

Vanrom Kip P. Follosco
Language Instructor, HSC
FEU Institute of Technology

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[FORMATIVE 3] Specialized English Program 3

123. All teams have a negative team behavior that needs to be addressed.

Answer: **True (false sagot ni john)**

124. Identify the term/concept: If all the team members agree on an opinion, they have reached...

Answer: **adjournment -> Consensus**

125. Making inappropriate jokes and comments is considered a digression.

Answer: **True**

126. Identify the term/concept: These are groups of people who work interdependently with a shared purposed across space, time, and organization boundaries using technology.

Answer: **virtual team**

127. Identify the term/concept: This term refers to the drinks and small amounts of food distribution or given during a meeting.

Answer: **refreshments**

128. A “meeting agenda” should be passed out to the team members before a meeting.

Answer: **True**

129. Side conversations are ideal during critical discussion so team members can internalize the issue even further.

Answer: **False**

130. Meetings with motivational purposes can have an unlimited number of attendees.

Answer: **True**

131. If the purposes of the meeting is on intensive problem-solving, the ideal size of the attendees is 30.

Answer: **False**

132. The first element in a professional meeting is calling the approval of the agenda.

Answer: **False**

133. The indirect strategy in writing reports is more rational to readers.

Answer: **True**

134. Progress reports tell whether a routine activity is on schedule.

Answer: **False**

135. The manuscript format for informal reports is suitable for repetitive data (e.g., inventories, financial statements, etc.).

Answer: **False**

136. One characteristic of formal writing style is the use of passive-voice verbs (*The study was conducted...*)

Answer: **True**

137. A feasibility report is ideal when a company must decide if a project/plan is doable.

Answer: **True**

138. Determine whether the given is a MAJOR OR SUBSDIARY part of a formal report: Conclusion.

- **Major**
- Subsidiary

139. Conclusions are opinions.

Answer: **True**

140. Graphics/visuals can be incorporated in formal reports.

Answer: **True**

141. Determine whether the given is a MAJOR OR SUBSDIARY part of a formal report: Summary.

- **Major**
- Subsidiary

142. Determine whether the given is a MAJOR OR SUBSDIARY part of a formal report: Table of Contents.

- Major
- **Subsidiary**

143. Choose which is appropriate to wear for the following situations: Attending a company meeting.

- **Formal business suit**
- Business casual

144. Almost all statements below are true except for one. Which is it?

- What you wear changes your outlook

- Our clothing radiates self-worth
- **The more expensive your clothing is, the more confident you become**
- What your wear creates first impression

145. Which of the statements below is a benefit of dressing well at the workplace?

- You have taste in clothing
- You can afford expensive clothes
- You are trendy and fashionable
- You are responsible

146. Choose which is appropriate to wear for the following situations: Job interview.

- **Formal business suit**
- Business casual

147. Which nail color is appropriate for business casual environment?

- Pastel
- Rouge
- Black
- **Neutral**

148. Which of the following is not a basic accessory for men?

- Watch
- Wedding band (if married only)
- Cuff links
- **Bracelet**

149. How many accessories are considered maximum for men to wear?

- 2
- **3**
- 4
- 5

150. A business casual attire ensemble is which set from the choices below?

- Jackets, pants, long sleeves shirt, tie, loafers
- **Vests, slacks, scarf, long sleeves shirt, loafers**
- Suit, jeans, long sleeve shirt, tie, sneakers
- Cardigans, jeans, short sleeve shirt, tie, sneakers

151. Which of the following is a FALSE statement?

- Facial hair for men must be well-groomed

- **The trendier your hair, the better for work**
- Beard and moustache must be clean-shaven
- Men's nails should be kept in appropriate length

152. Which of the following statements is TRUE?

- Proper grooming is relative
- **Proper grooming brings self-confidence**
- Proper grooming can be occasional
- Proper grooming is old school

153. Identify the term/concept: This refers to the outline of items to be discussed and tasks to be accomplished during a meeting.

Answer: **agenda**

154. Identify the term/concept: A company may set the smallest number of people who must be present at a meeting for decisions to be made. This number is termed as...

Answer: **quorum**

155. Identify the term/concept: The meeting has ended abruptly as no progress on the agenda seems possible. The term that best applies the outcome of the meeting is...

Answer: **impasse**

156. Adjournment is the last stage of a meeting.

Answer: **True**

157. Arrange for refreshments during the meeting.

Answer: **True**

158. The key difference between informational and analytical reports is the presence or lack of recommendation component.

Answer: **True**

159. The letter format for information reports is more suitable for in-house (within the organization) communication.

Answer: **False**

160. The executive summary is written for company executives who may not have the time to peruse the set of documents presented.

Answer: **True**

161. Determine whether the given is a MAJOR OR SUBSIDIARY part of a formal report: Appendix.

- **Major**
- Subsidiary

162. Determine whether the given is a MAJOR OR SUBSDIARY part of a formal report: References.
- Major
 - **Subsidiary**
163. Choose which is appropriate to wear for the following situations: Conducting training to colleagues.
- Formal business suit
 - **Business casual**
164. Which may be worn in a business casual environment?
- Clothing with large logos or text
 - Sneakers
 - Short skirts
 - **Dress pants**
165. Which lip color suits with the business casual attire?
- Red
 - Skin tone
 - **Peach**
 - Pink
166. Which combination is considered business formal attire for men?
- Suit, tie, dress leather shoes
 - **Suit, tie, shirts, pants, dress leather shoes**
 - Cardigan, scarf, skirt, pants, dress leather shoes
 - Vest, tie, loafers
167. In wearing a business professional attire, which detail of a shirt does not belong to the group?
- White shirt
 - Long sleeves
 - Sleeve of shirt extended ½ inch of jacket sleeve
 - **Buttons same shade as suit**
168. Which of these is acceptable to be worn at the workplace?
- See through garment
 - Short sleeve collared-shirts
 - Sandals
 - **Cardigans**
169. A team member can show interest through passive listening.

Answer: **True**

170. It is important to discuss new business for future meetings before adjourning the current meeting.

Answer: **True**

171. If two people clash, let both question each other and encourage them to make complete case.

Answer: **True**

172. Arrange for refreshments during the meeting.

Answer: **True**

173. Information reports present data without analysis or recommendations.

Answer: **True**

174. One characteristic of informal writing style is the absence of first-person pronouns.

Answer: **False**

175. If there are more than one conclusion, state the main conclusion last to build up the intensity of your arguments.

Answer: **False**

176. Choose which is appropriate to wear for the following situation: A lawyer attending a court hearing.

- **Formal business suit**
- Business casual

177. The appropriate socks for a business casual attire is:

- Black foot socks since it goes with anything
- **Dark color that match the shoes**
- Calf-high in neutral color
- Knee high socks to cover entire legs from cold

178. Choose which is appropriate to wear for the following situation: project presentation to client

- **Formal business suit**
- Business casual

179. Which of the following is not a basic accessory for men?

- Watch
- Wedding band (if married only)
- Cuff links
- **Bracelet**

180. Virtual teams often have increased productivity.

- **True**
- False

181. Leave the meeting only for breaks and emergencies.

- **True**
- False

182. Which of the following statements does not belong to the group?

- Jeans
- Untucked shirt
- **Sweatpants**
- Slacks

183. Conclusion can take a tabular format.

Answer: **True**

184. You may introduce new ideas in the recommendation portion of the report as long as you back it with sufficient data.

Answer: **False**

185.

186.

187.

188.

189.

STUDY GUIDE

Module 11: Workplace Reports

Workplace / Business Report

A **business report** is a well-organized printed statement, which contains facts related to business matters

FUNCTIONS of Reports

INFORMATIONAL REPORTS

- present data without analysis or recommendations
- writers collect and organize facts, but they do not analyze the facts for readers

ANALYTICAL REPORTS

- provide data or findings, analyses, and conclusions
- writers may be asked to supply recommendations
- may intend to persuade readers to act or to change their beliefs

ORGANIZATIONAL STRATEGIES of Reports

DIRECT STRATEGY

- when the purpose for writing is presented close to the beginning
- mostly evident in reports that merely carry information without analysis

INDIRECT STRATEGY

- when the conclusions and recommendations, if requested, appear at the end of the report
- usually begins with an introduction or description of the problem, followed by facts and interpretation from the writer
- most rational to readers because it follows the normal thought process: problem, alternatives (facts), solution

Report Formats

*The format of a report is governed by its **length, topic, audience, and purpose.***

LETTER Format

- Use letter format for short (usually eight or fewer pages) informal reports addressed outside an organization.
- Use the company letterhead and include headings.

MEMO and EMAIL Formats

- more appropriate for short informal reports that stay within organizations - begin with essential background information and use standard headings
- **MANUSCRIPT Format**
- for longer, more formal reports
- begins with a title followed by systematically displayed headings and subheadings

PREPRINTED Forms

- often used for repetitive data, such as monthly sales reports, performance appraisals, merchandise inventories, and personnel and financial reports
- make information easy to locate and ensure that all necessary information is provided

DIGITAL Format

- written with the use of desktop publishing software/tools
- lets users hyperlink multimedia content within the document or with associated text or media files

General Categories of Reports

Informational reports

- collect and organize information
- may record routine activities

***In trip reports, business travelers identify the event they attended or the company they visited, objectively summarize three to five main points, and, if requested, itemize their expenses on a separate sheet.*

Progress reports

- monitor the headway of unusual or nonroutine activities

***For example, progress reports would keep management informed about a committee's preparations for a project/show, etc.*

Justification / recommendation reports

- similar to informational reports but offer analysis in addition to data

***These reports are often solicited; that is, the writer has been asked to investigate and report.*

Feasibility reports

- when a company must decide whether to proceed with a plan of action (i.e., the practicality of implementing a proposal)

Minutes of meetings

- a record of the proceedings of a meeting generally kept by a secretary or recorder

Summaries

- compresses the main points from a book, report, article, Web site, meeting, or convention
- condenses the primary ideas, conclusions, and recommendations of a longer report or publication

***Employees may be asked to write summaries of technical reports.*

***Executive summaries condense long reports such as business plans and proposals.*

Adopting an Appropriate REPORT Writing Style

	Informal Writing Style	Formal Writing Style
Use	<ul style="list-style-type: none">• Short, routine reports• Reports for familiar audiences• Noncontroversial reports• Most reports to company insiders	<ul style="list-style-type: none">• Theses• Research studies• Controversial or complex reports (especially to outsiders)
Effect	<ul style="list-style-type: none">• Feeling of warmth• Increased personal involvement• Enhanced closeness	<ul style="list-style-type: none">• Impression of objectivity, accuracy• Projection of professionalism, fairness• Distance created between writer and reader
Characteristics	<ul style="list-style-type: none">• Use of first-person pronouns (<i>I, we, me, my, us, our</i>)• Use of contractions (<i>can't, don't</i>)• Emphasis on active-voice verbs (<i>I conducted the study</i>)• Shorter sentences; familiar words• Occasional use of humor, metaphors• Occasional use of colorful speech• Acceptance of author's opinions and ideas	<ul style="list-style-type: none">• Absence of first-person pronouns; use of third person (<i>the researcher, the writer</i>); increasingly, however, the informal style is acceptable• Absence of contractions (<i>cannot, do not</i>)• Use of passive-voice verbs (<i>the study was conducted</i>)• Complex sentences; long words• Absence of humor and figures of speech• Little use of colorful adjectives and verbs• Elimination of "editorializing" (author's opinions, perceptions)

Being O bjective

- Present both sides of an issue.
- Separate facts from opinions.
- Be sensitive and moderate in your choice of language. - Cite sources.

Using Effective Report Headings

- Use appropriate heading levels.
- Strive for parallel construction within levels.
- For short reports use first- and second-level headings.
- Capitalize and underline carefully. - Keep headings short but clear.
- Don't use headings as antecedents for pronouns. - Include at least one heading per report page.

The FORMAL REPORT

A **formal report** an official report that contains detailed information, research, and data necessary to make business decisions. It is generally written for the purpose of solving a problem

MAJOR PARTS of Formal Reports

***Six major parts form the central structure of every formal report. In the traditional arrangement they are known by the acronym SIDCRA.*

S – summary **I** – introduction **D** – discussion **C** – conclusion **R** – recommendation **A** - appendix

SUMMARY

- brief synopsis that tells readers quickly what the report is all about
- considered by many to be the most important part of a report and the most difficult to write
- ideally written last after the remainder of the report has been written

***A summary needs to tell a story: it should have a beginning, a middle, and an end.*

INTRODUCTION

- begins the major narrative of the report
- orients readers to the purpose and scope of the report and provides sufficient background information to place them mentally in the picture before they tangle with technical data

***Most introductions contain three parts: purpose, scope, and background information.*

DISCUSSION

- normally the longest part of a report
- presents all the evidence (facts, arguments, details, data, and results of tests) that readers need to understand the subject

***The writer must organize this evidence logically to avoid confusing readers and present it imaginatively to hold their interest.*

CONCLUSIONS

- briefly state the major inferences that can be drawn from the discussion
- If there is more than one conclusion, state the main conclusion first and follow it with the remaining conclusions in decreasing order of importance

***Never introduce new material or evidence to support your argument.*

Because conclusions are ***opinions*** (based on the evidence presented in the discussion), **they must never tell the reader what to do.**

This task must always be left to the recommendations.

RECOMMENDATIONS

- appear in a report when *the discussion and conclusions indicate that further work needs to be done*, or when *you have described several ways to resolve a problem or improve a situation and want to identify which is best*

APPENDIX / APPENDICES

- contains related data not necessary to an immediate understanding of the discussion

***The appendices are a suitable place for manufacturers' specifications, graphs, analytical data, drawings, sketches, excerpts from other reports or books, cost analyses, and correspondence.*

SUBSIDIARY PARTS of Formal Reports

***Although referred as “subsidiary” parts, they nevertheless contribute much to a report’s effectiveness.*

Cover Title Page Table of Contents References Cover Letter Executive Summary

Steps in Writing a Formal Report

RESEARCHING SECONDARY DATA

- Print resources, electronic databases, the Web, blogs and social networks

GENERATING PRIMARY DATA

- Surveys, interviews, observation, and experimentation

DOCUMENTING INFORMATION

- Purpose, good research habits, paraphrasing skill, citation

ORGANIZING AND OUTLINING DATA

- Organizational strategies, outlines, and headings

CREATING EFFECTIVE GRAPHICS

- Charts, Tables, Graphs, Photos, Maps, Illustrations, Diagrams, etc.

Prepared by:

Vanrom Kip P. Follosco

Language Instructor, HSC

FEU Institute of Technology

***This guide is not an “all-in” approach for the lesson’s contents. For a more comprehensive review and content learning on the module, please refer to the video courseware and the PPT materials in CANVAS.*

A Quick Guide to Professional Dress for Men and Women

Presented by: The Career Services Ambassadors (CSA)



Business Professional Attire

For Women

For any first meeting, business presentation, and job interview:

- Black skirt or pant suit, other neutral colors (dark gray, navy, brown) okay as long as top and bottom are matching
- Skirt suits recommended; skirts should be a little below the knee and never shorter than above the knee
- Pressed, collared button-down shirt
- Nude (skin-tone) or dark-colored panty-hose and closed-toe heels
- Dress shoes (pumps, flats, heels) – No platform or >2.5 inch heels
- Make-up should be minimal and conservative (daytime makeup)
- No visible tattoos; pale color nail polish; no perfume or body sprays
- Long hair should be pulled back away from face

***Tip:** Keep hair and jewelry simple (i.e. studs for earrings); remove all other jewelry and piercings (i.e. nose rings, etc.)

Business Professional Attire

For Men

- For any first meeting, business presentation, and job interview:
- Full suit with matching jacket and pants with black belt

- Pressed, collared shirt with plain (solid, stripe, or simple pattern) tie
- Dark leather dress shoes and dark dress socks
- The bottom of the tie should just barely cover the entire belt buckle; a tie should never be too long or too short
- No cologne, visible tattoos or piercings
- Light briefcase or portfolio case

***Tip:** A three-piece suit is acceptable for an interview, but a suit with mismatched pants and jacket is not recommended.



Business Casual Attire

For Men

- Pressed, collared, long-sleeved shirt with tie
- Dress slacks, socks, belt, and shoes
- Shirts should always be tucked in
- Jeans UNACCEPTABLE
- Closed-toe shoes

For Women

- Dress pants, skirt (at or below knee), or dress okay
- Fitted blouses and sweaters/cardigans, scarves okay
- Closed-toe shoes (pumps/heels <2.5 inches)

Avoid:

*Blingy/shiny/lacey fabric, sequins, khaki, skinny and capri pants, shorts, tight skirts, skirts shorter than knee length, low-cut and sleeveless blouses/dress, large jewelry, bulky purse, sandals, wedges, and heels > 2.5 inches.

***Tip:** Business casual = business professional, with **ONE** of the articles substituted. (Ex: Full suit with a shell top for women or a full suit minus the jacket or the tie for men.)



Business Casual Examples

Note: Each organization determines dress code conduct. Please inquire with your organization regarding appropriate workplace attire.

The Meaning of Color in Business

The colors you wear in professional settings and interviews can affect your mood, energy, and how others may perceive you. You want to wear colors that portray positive perceptions and exude confidence, sincerity, and reliability. Here are colors with their perceived meanings:

RED → Action, powerful, passion and energetic

GREEN → Growth, ideas, vitality and sophistication

BLUE → Inspires confidence, success and trust

Navy blue is best color for work/interviews – more likely to get the job.

GOLD → Wealth, prosperity, luxury

BLACK → Black looks classic and sophisticated, but perceived as depressing, serious or intimidating – so add a little color to black suits.

PINK → Compassion, understanding and warmth

Pink or salmon worn by men is seen as a communicator color.

BROWN → Practical and reliable; sometimes perceived as dull

PURPLE → Inventive, creative, intuitive

Dark purple can be perceived as elegant and projects authority.

WHITE → Clean, pure, innocent, and simple

Conclusion can take a tabular format

True

False

You may introduce new ideas in the recommendation portion of the report as long as you back it with sufficient data.

True

False