



# English for Tech Professionals

## Lecture 1 - Business Communication

**SKILLS  
FOR LIFE**

**SKILLS BOOTCAMPS**



Department  
for Education

## Learning Objectives and Outcomes

By the end of this lesson, students should be able to:

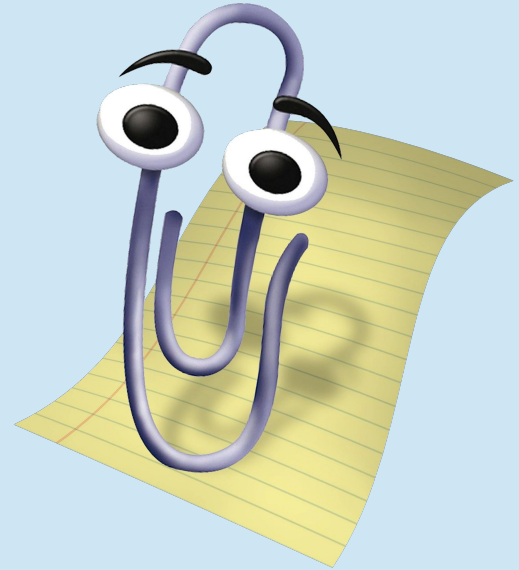
- Explain the importance of effective communication in the tech sector
- Apply best practices for presentation in written and spoken communication
- Determine which digital and AI tools are best to help with business communication and how to use them



# Why is knowing how to communicate effectively so important in Tech, considering the rise of AI-assisted technology?

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- It's handy no matter what your eventual job
- Eliminates confusion / makes your work easier
- Knowing how to search and prompt will help so much more
- It will augment your work and way of thinking
- It will set you apart - do better work, find better jobs, sell ideas
- Transferable skills
- Like programming, the better you know the language the better the code
- You may just be spared in the robot uprising



# Lecture 1 - What to expect

## Professional and Business Communication

- **Programming Languages vs The English Language**
- **Understanding Your Audience**  
*Technical, non-technical, professional*
- **Relevant Software / AI Tools**  
*What they are, how they can help you*
- **Business Communication**  
*Examples of where and how to use it*
- **Work through 2 examples of business communication**  
*Start with the basics, iterate and improve*
- **Presentation Skills - written and verbal**  
*Tips and tricks*
- **Practice session - writing a cover letter**

# Programming Languages vs The English Language

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- Both have syntax



syntax

/ˈsɪntaks/

*noun*

1. the arrangement of words and phrases to create well-formed sentences in a language.  
"the syntax of English"
2. the structure of statements in a computer language.

# Programming Languages vs The English Language

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- Semantics versus Syntax (Loops, functions, strings, variables, etc)

*SEMANTICS = MEANING ; SYNTAX = ARRANGEMENT*

*WHAT you communicate vs HOW you communicate*

- Both are used to communicate - ideas vs instructions / creativity versus rigidity
- Both have rules - you can break them in English, but not in programming
- If a line of code contains an error it doesn't work / English grammar/meaning is variable - "it's a feature, not a bug"
- Approaching English like programming can be both helpful and harmful

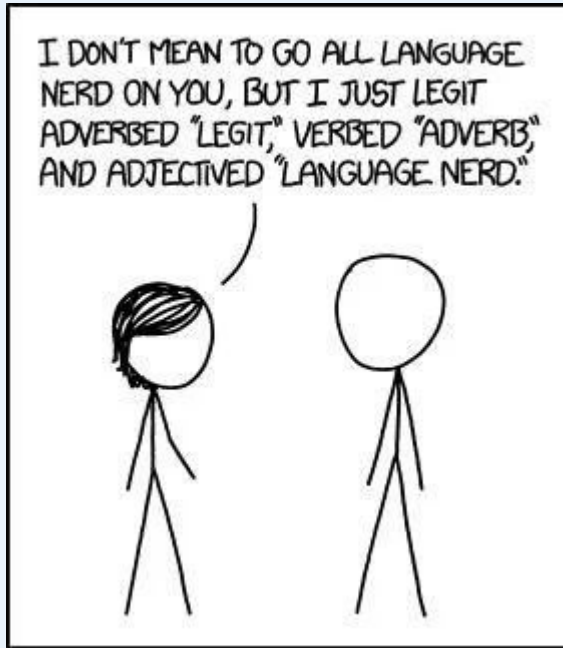
# Programming Languages vs The English Language

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# Programming Languages vs The English Language



when a native speaker switches the words around in a phrase you've memorized in a specific order





# Understanding Your Audience

## *... so that they understand you*

- The first step to any communication - put yourself in their shoes
- Writing is about reading / writing is about empathy
- What do they **need** to know / what do they **not** know
- Tailor your message for them
- Don't over or under-explain

### **TECHNICAL:**

- Fellow developers / team members
- Online communities

### **NON- TECHNICAL:**

- Non-dev team members
- Clients
- End Users
- Interviewers
- Recruiters

# Understanding Your Audience

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## TECHNICAL

*e.g. Fellow developer*

- Code comments
- Software updates
- User Manual

## NON-TECHNICAL

*e.g. Client*

- Proposal / pitch
- Updates
- Explaining features

## COMBO

*e.g. UX/UI Designer*

- Changes to make
- Problems to solve
- Questions

**LANGUAGE - TERMS - TONE**

# Proactive Communication vs Constructive Communication

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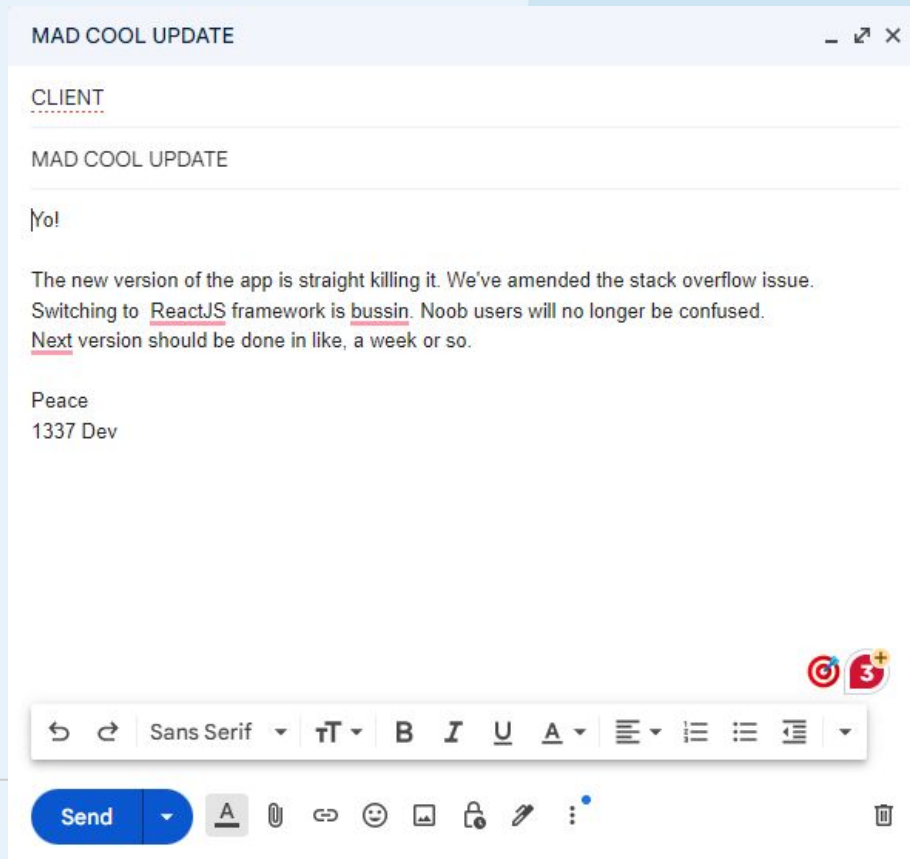
## Proactive Communication

- Logistics - “going to be AFK for an hour”  
“Everyone needs to do migrations”  
“Watch out for this bug”
- Clarification - asking questions before you start something
- Thinking ahead

## Constructive Communication

- Pull requests to GitHub
- Asking questions of team members
- “It seems the way that you built this modal is in conflict with the pattern that we have in the rest of the app, does that seem to be the case to you?”
- As opposed to “this code is wrong, fix”

# Understanding Your Audience - example 1 - CLIENT



# Understanding Your Audience - example 2 - DESIGNER

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Make the green clicky thing blue, update the style sheet,  
make the font on the homepage Comic Sans



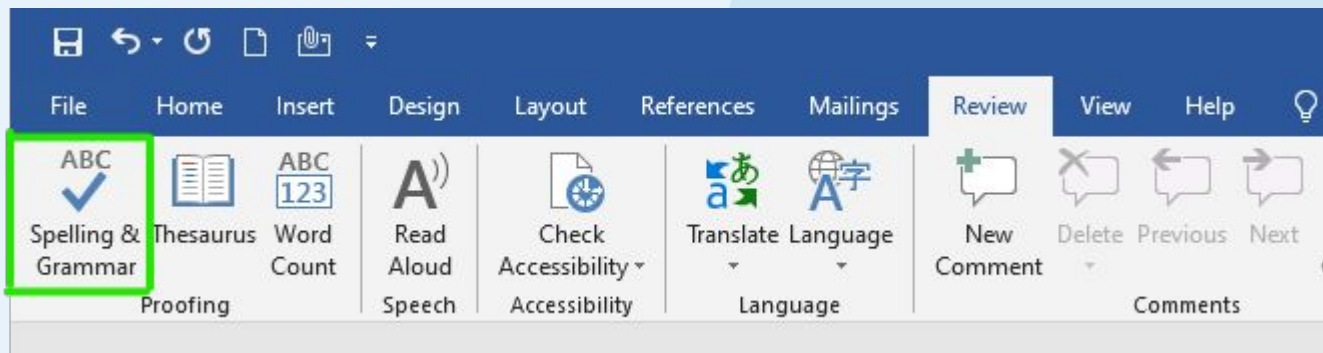


# TOOLS

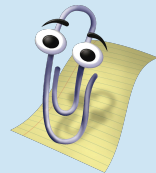
- **Spelling and Grammar Check (MS Word, Google Docs)**
- **Grammarly**
- **ChatGPT**
- **Gemini (formerly Bard)**
- **Businessenglish.ai**
- **Skillsyncer**
- **EdApp AI Translation Tool**
- **Jenni AI**
- **Miscellaneous Writing Assistants; Jasper, Wordtune, Copy.ai, Quillbot, Sudo Write, Copysmith, Moonbeam**



# TOOLS - 1. Spelling and Grammar Check - MS Word

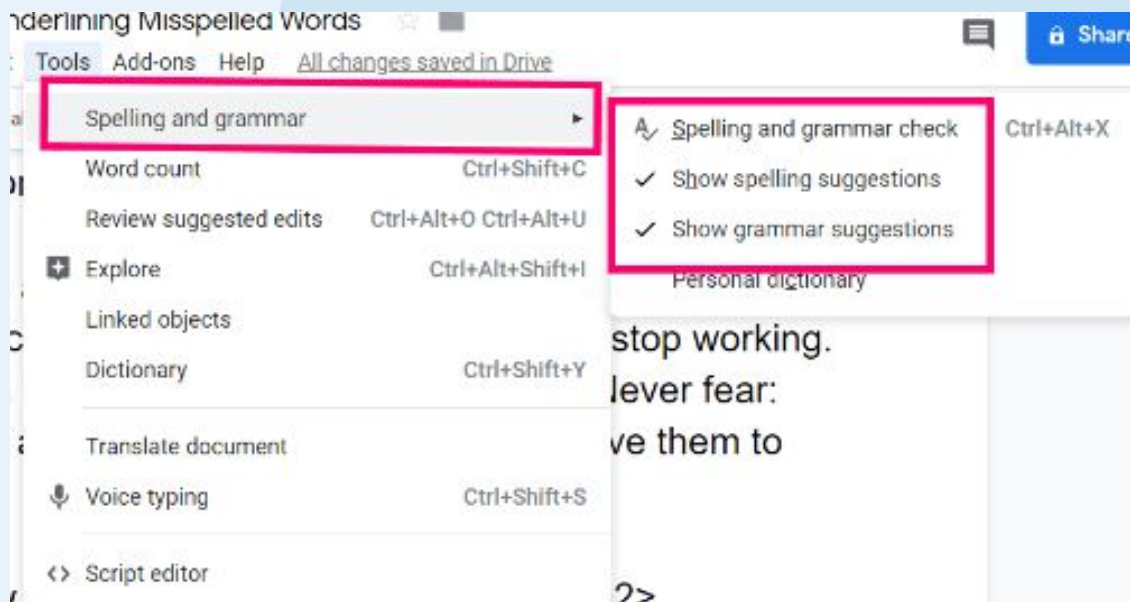


- Select Review
- > Spelling & Grammar or press F7.
- In the Editor pane, select the correct spelling from the list of suggestions.
- Select Change All to fix every time this word appears in your file.



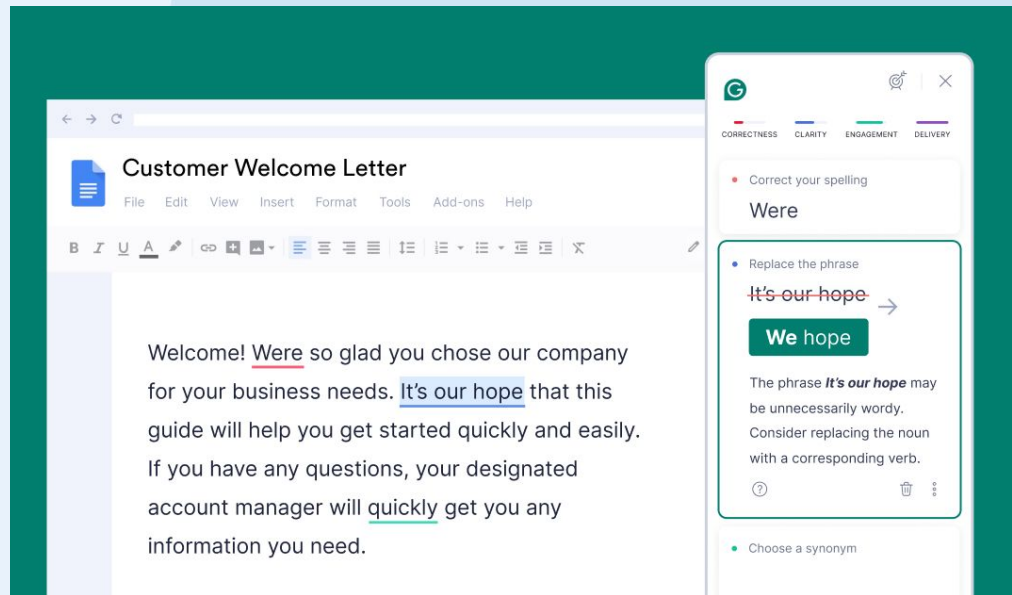
# TOOLS - 1. Spelling and Grammar Check - Google Docs

- Select Tools
- > Spelling & Grammar
- Select spelling and grammar check to check document
- Check both options to track your content



## TOOLS - 2. Grammarly

- Basic version is free
- Can be used in browser as add-on (on top of built-in spell and grammar check)
- [Works in most programs as standalone app](#)



## TOOLS - 2. Misc Writing Apps

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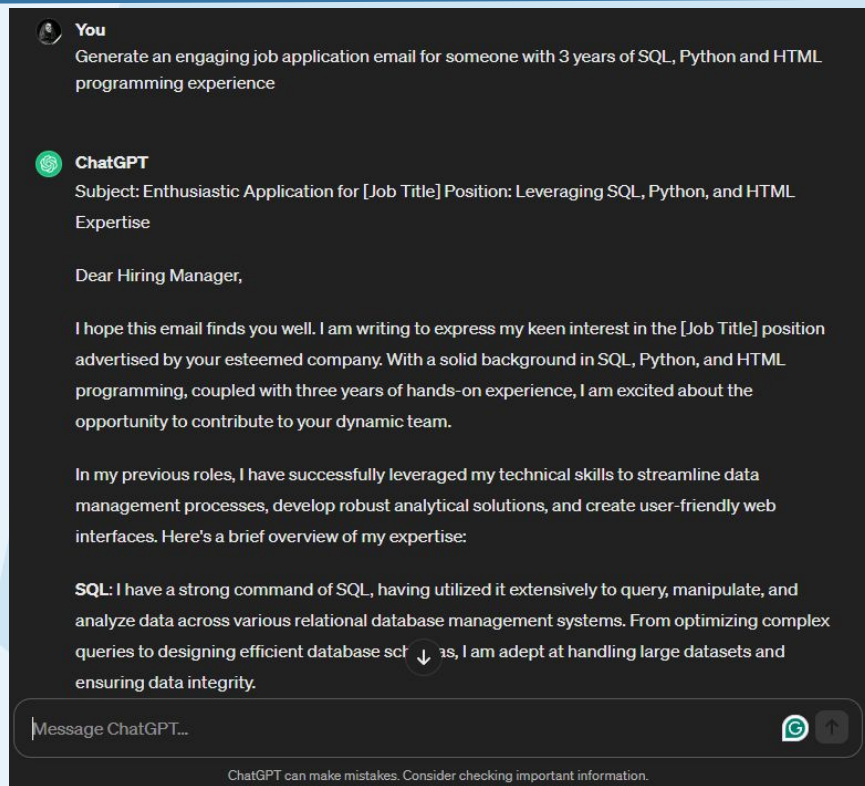


copy.ai



## TOOLS - 3. ChatGPT / Gemini

- Basic version is free
- Can help write drafts / give ideas / speed up process
- A great start, but not to be relied on fully
- Can make mistakes
- Research shows\* it facilitates learning programming / motivation



\* Source; [The effect of generative artificial intelligence \(AI\)-based tool use on students' computational thinking skills, programming self-efficacy and motivation](#)

# TOOLS - 4. BusinessEnglish.AI

## Transform your business messages...

The result will **automatically be copied to your clipboard**. Press [Enter] to submit or [Shift+Enter] for a line break.

Accent

Context

Your original message

GENERATE

Your result

COPY RESULT

# TOOLS - 5. Skillsyncer

Dashboard

🏠

New Scan

Welcome Back, George!

Here are some account stats and your most recent scans.

SkillSyncer Plan

Free

Account Settings

Scans Remaining

2

You will receive **one** additional scan every **Wednesday**

★ Earn **bonus scans** by inviting friends, family & co-workers. ★

🔗

<https://skillsyncer.com/?ref=9HgA-EIGZE>

Recent Scans

Get started by creating a scan [here](#).



## TOOLS - 6. EdApp Translation Tool

### Speak your team's language with AI Translation

Create courses in your team member's preferred language with AI Translation. And deliver content in 100+ languages with just a click of a button.

[Get started now](#)



# TOOLS - 7. Jenni AI

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## Essays

Save hours writing your essay with our [AI essay writing](#) tool.



## Literature reviews

Discover, write, and cite relevant research.



## Research Papers

Polish your writing to increase submission success.



## Personal statements

Create a compelling college motivation letter.



## Blog posts

Write blogs & articles faster with the help of AI.



## Speeches

Write your next compelling speech in less time.

## TOOLS - 9. Miscellaneous

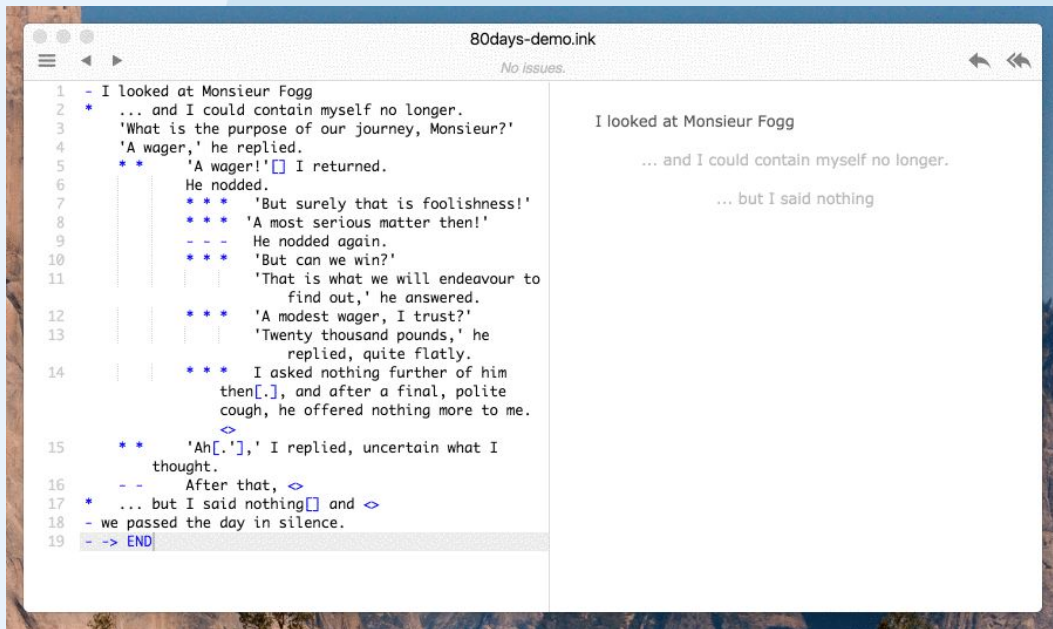
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1. [Bearly AI](#) - productivity and summarising
2. [Fireflies](#) - note-taking
3. [Synthesia](#) - create AI videos for presentations
4. [Lavender.ai](#) - writing in a specific voice

## TOOLS - 9. Miscellaneous

- Inky

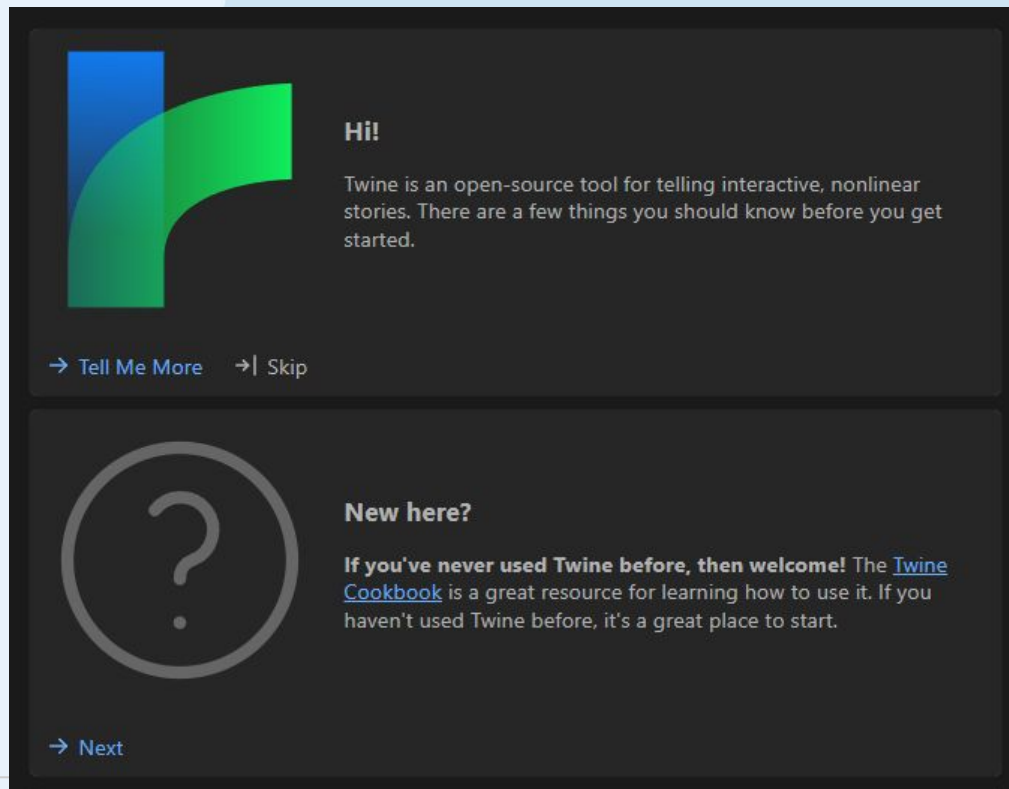
Inky is an editor for ink, inkle's markup language for writing interactive narrative in games. It's an IDE (integrated development environment), it gives you a single app that lets you play in the editor as you write, and fix any bugs in your code.



## TOOLS - 9. Miscellaneous

- Twine

Twine is an open-source tool for telling interactive, nonlinear stories.



## How AI Can Help

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1. Be more productive
2. Translate content
3. Solve complex problems
4. Learn faster
5. Write faster
6. Generate ideas
7. Prepare presentations

## What AI Cannot Do

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1. Replace Learning
2. Replace Experience
3. Replace Writing
4. Replace YOU
5. Much like in coding, AI can only do what you tell it to do





# The Importance Of Business Communication In Tech

- In one form or another, you'll be faced with it
- It needs to be clear to avoid confusion
- It is representative of you or your company
- You can learn transferable skills

# The Importance Of Business Communication In Tech

- Applying for a job / self-promotion (portfolio)
- Crafting a cover letter
- Responding to written assessments for take-home tests in interviews
- Drafting internal versus external business emails
- Addressing interview inquiries during live interviews

## Applying For A Job / Self-Promotion / Portfolio / Cover Letter

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- Avoid slang
- Avoid flowery language (not language about flowers, but excessive descriptions)
- Use the correct terms (skills, programming languages, etc)
- Don't copy/paste from AI
- Keep it concise
- Mention relevant experience
- Spell and grammar check

## Example: GitHub Portfolio

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- “A portfolio is a compilation of materials that exemplifies your beliefs, skills, qualifications, education, training, and experiences. It provides insight into your personality and work ethic. A portfolio website is generally a static website featuring work samples and other details as explained above. It is closely related to Online Resume or C.V.”
- [GitHub profiles](#)
- [Example: Simplefolio](#)

## Example: Cover Letter

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- Avoid slang
- Avoid flowery language
- Use the correct terms (skills, programming languages, etc)
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[Example: Cover Letter](#)

# Verbal Communication

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- Meetings
- Presentations
- Interviews
- Conferences

Not everyone is a natural presenter, but there are things that can help.

- If possible, prepare and practice
- Be aware of your posture
- Be aware of your intent
- Try not to read, instead speak directly to people
- Have material to back you up (slides, code samples, diagrams, etc)
- Structure like a story
- Play to your strengths
- Know your audience
- Practice active listening
- In interviews/meetings, ask clarifying questions

# Presentation Tips

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- Don't overdo it
- Stay relevant
- Use digital tools to make it look professional - Canva, AI tools, templates, etc
- Have a common theme
- Approach like a story - beginning, middle, conclusion
- Know your audience - memes, mock-ups or meeting notes
- If you can, record yourself (embrace the cringe)
- Worry about the content, don't worry about what can go wrong
- Trust yourself



## Time for a break!

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Stretch your legs, get some tea or coffee - if you're able to, look out the window

# Writing A Business Email

- Etiquette / Knowing your audience / Business “vibe check”
- Subject, greeting, intro, tone, vocabulary
- Use formal vs informal language
- Balance friendliness with professionalism
- Be informative vs verbose
- Be mindful of structure so it’s easy to follow

## EXAMPLE 1

### Example Of What Not To Do

# Writing A Cover Letter

## 1. Introduction Paragraph:

- Briefly express your enthusiasm for the Software Developer position and how you learned about it (if applicable).
- Highlight 1-2 of your most relevant skills or experiences that align with the job description.

## 2. Body Paragraph(s):

- Elaborate on your skills and experiences mentioned in the introduction.
- Use specific examples from your past work to demonstrate your abilities (quantify achievements if possible).
- Briefly showcase your knowledge of technologies or frameworks mentioned in the job description.
- Optionally, express your interest in the company's work or mission (demonstrates research).

# Writing A Cover Letter

## 3. Closing Paragraph:

- Briefly reiterate your qualifications and interest in the position.
- Mention your resume is attached and express your availability for an interview.
- Thank the hiring manager for their time and consideration.

## 4. Optional:

- You can include a call to action at the end, such as mentioning your availability for an interview at their earliest convenience.

## Remember:

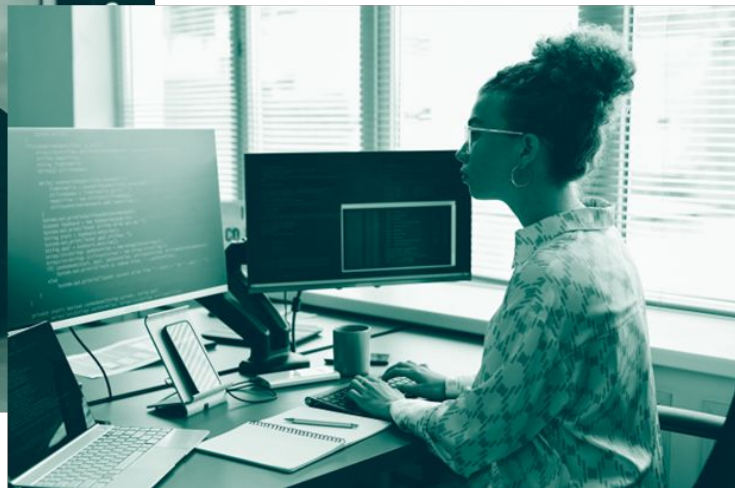
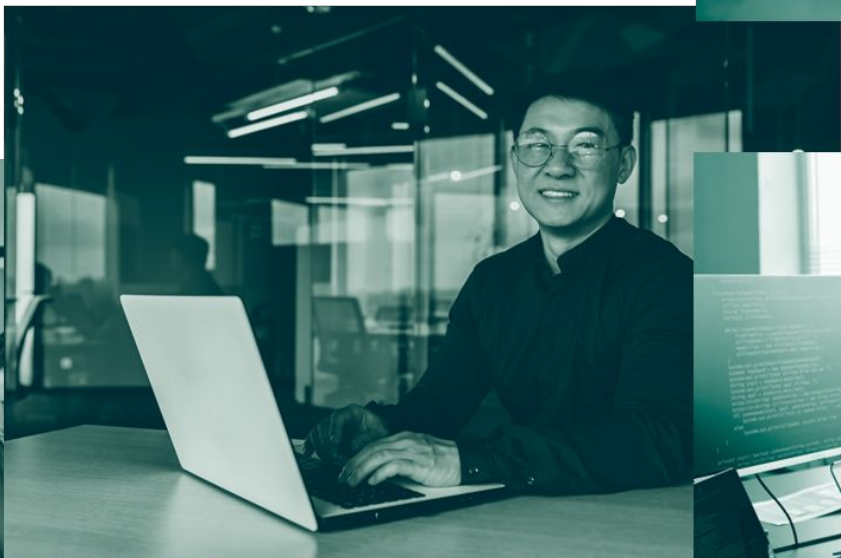
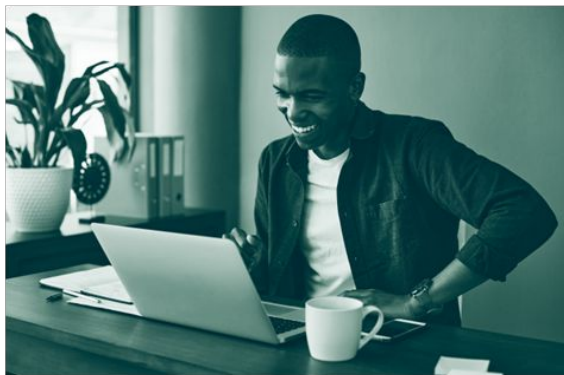
- Keep it concise and to the point, ideally one page.
- Proofread carefully before submitting.
- Tailor the content to the specific job description and company.

## EXAMPLE 1

# Practice Session: Writing A Cover Letter

Example Of What Not To Do

Google Form



## Lesson Conclusion and Recap

- What effective communication is and why it's important
- How you can leverage their existing knowledge and tools to facilitate better communication, and ultimately do better in your career
- Provide resources for further learning and development, encourage experimentation with the tools on their own.

**The technical aspects of this (code comments, GitHub documentation, presenting complex concepts, etc) are also vital but they differ;**

**Firstly in the intent, then the audience, then the medium**

**The consequences of good or poor communication (misunderstandings, delays, frustration, quality of work, reputation)**

## Follow-up Activities

Write a few short snippets **without** the use of any AI:

- Two explanations of the “**printf()**” function in programming; one for a technical audience and one for a non-technical audience.

AND / OR

- Write 2 intros to a user manual for software that you made/want to make, summarising its purpose as succinctly as possible - 1 for a technical audience and 1 for a non-technical audience



# QUESTIONS?

# Additional Resources

- [Students' guide to leveraging generative AI in learning](#)
- [The effect of generative artificial intelligence \(AI\)-based tool use on students' computational thinking skills, programming self-efficacy and motivation \(academic paper\)](#)
- [AI in Technical Writing: 7 ways How to Use AI Writing Assistant to Write Awesome Content](#)
- [AI-Assisted Writing of Technical Documentation](#)
- [Let's talk about AI: #2 The Top 5 AI Tools for Technical Writers | DX Heroes](#)
- [How Artificial Intelligence \(AI\) Can Help Technical Writers - Kalleid](#)
- [ChatGPT for Technical Writers](#)
- [BusinessEnglish.ai](#)
- [SkillSyncer](#)
- [Top 11 AI tools for business in 2023 | EdApp: The Mobile LMS](#)
- [10 best AI tools for business efficiency in 2023](#)
- [60 Best Ai communication tool AI tools](#)
- [Effective business communication techniques | Slack](#)
- [Revolutionize business communication with AI writing | B12](#)
- [500+ Best ChatGPT Prompts for All Purposes 2023 - The Upbase Blog](#)
- [80 Best ChatGPT Prompts for Business](#)
- [How to create pleasing Readme documents](#)
- [Grammar Book, "Eats, Shoots and Leaves" by Lynne Truss](#)

**Thank you, see you at the next one!**

# CoGrammar

If you have any questions, please contact:



# CoGrammar

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