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**COMMAND AND STAFF TRAINING INSTITUTE
BANGLADESH AIR FORCE**



Individual Staff Studies Programme (ISSP)

**DEFENCE COMMUNICATION
PHASE-9 : PART-II**

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DEFENCE COMMUNICATION **PHASE-9 : PART-II**

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PHASE-9 : PART-II
CONDUCT OF THE PHASE
SUBJ: DEFENCE COMMUNICATION

Weeks: 06

Period: 60

Ser No	Topic		Pd Distr	Total Pd
1.	Service Writing			3
	Sub Topic	Definition of Service Writing	2	
		Characteristics of Service Writing	1	
2.	Rules and Convention of Service Writing			15
	Sub Topic	Introduction to Rules and Conventions	1	
		Superscription	2	
		Text	4	
		Subscription	2	
		Other Rules	2	
		Standard Layout	2	
		Rules for the Typist	2	
3.	Service Correspondence			9
	Sub Topic	Introduction to Service Correspondence	1	
		Types of Letter	2	
		Style of Address	3	
		Example of Letters	3	
4.	Message/Signal Communication			10
	Sub Topic	Introduction to Signal Message	4	
		Instruction for Message Writing	5	
		Standard Layout of a Signal Message	1	
5.	Public Speaking			10
	Sub Topic	What is Public Speaking	1	
		Preparing Power Point Presentation	4	
		Preparing a Presentation	2	
		Delivery	2	
		Tips to deliver a Presentation	1	
6.	Revision and Writing TAE Paper			10
Total Period – 57				

INTRODUCTION TO THE PHASE

Scope of the Phase

1. In this 6 - week phase we shall study service writing (General), Letter writing and message writing. Phase –1 was aimed at improving your written expression; in Phase 9 we shall build on this foundation. Defence Communication will provide an opportunity for further practice in the art of clear and concise expression in communicating within defence services.

Objectives of the Phase

2. In this phase, and succeeding phases, you will find that each task is prefaced by a statement of the training objectives that you are expected to fulfill after your study of the task. Consolidation exercises have been included within the text so that you can progressively check your knowledge and understanding of the material. The self-assessed and tutor-assessed exercises will enable you, and your tutor, to measure your degree of success in achieving the objectives. It follows, therefore, that you must read the objectives carefully before studying the appropriate task.

3. This phase aims to achieve the following:

- a. To know the rules and conventions of service writing.
- b. To know the service correspondences and their conventions of writing.
- c. To know how to communicate with signal messages and rules and conventions of writing signal messages.

TOPIC-1

INTRODUCTION TO SERVICE WRITING

Introduction

1. This chapter contains agreed rules for the preparation and layout of Service writing and for standardized staff procedures. Such standardization helps to achieve economy in training, flexibility in staff appointments and more efficient joint staff work.
2. It contains a number of mandatory rules and conventions that comply generally with the accepted standardization within the Services.
3. The conventions of printing differ from the conventions of Service writing, which apply to manuscript or typewritten work only. The examples of staff paper work included in this publication have been reproduced to illustrate Service writing conventions.

Definition of Service Writing

4. The term 'Service writing' covers all writing originated officially within the Services. It is divided into 'operational' and 'non-operational' writing. These forms of writing cover :

a. **Operational Writing.**

- (1) Operational directives, operation orders and instructions.
- (2) Administrative orders and instructions.
- (3) Confirmatory notes.
- (4) Appreciations.
- (5) All forms of operational reports.
- (6) Signal messages.
- (7) Annexes, appendices and tables which, as a result of the detail contained in them, would be clearer to the reader if operational writing techniques were used.
- (8) Exercise papers within the Services.

b. **Non-operational Writing.** Non-operational writing covers all other forms of Service writing.

5. **Basic Differences.** Apart from signal messages which are subject to their own specialized rules, both forms of service writing follow similar rules for layout, security etc. However, the basic characteristics of the 2 forms of Service writing are :

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a. **Operational Writing.**

(1) Maximum use is to be made of abbreviations, except that the paragraph headings of written operational and administrative orders should not be abbreviated.

(2) Text, is to be written in note form to save time and space, remembering always that the meaning must always remain clear. Paragraph headings can form part of the opening of a sentence, eg : 'Ammo. Issued 1300 hours'.

(3) Proper nouns are written in capital letters, eg : 'MIRPUR', 'TITUMIR'.

(4) Reported speech is written as spoken without abbreviations and indented in double inverted commas. For example :

We captured 3 ofrs and 2 NCOs. They revealed en morale to be very poor. One of the NCOs said :

"We have been having no food supplied since 3 o'clock on Thursday of last week and we were promised large stocks to be captured on the objective."

This was cfm by the 3 ofrs. All were sent to the Div PW Cage.

(5) Times are to be expressed in 4 figures using the 24 hour clock and the time zone suffix eg 2359F unless an expedient such as :

'Time Zone Used Throughout the Order : BRAVO.'

b. **Non-operational Writing.** Normal rules of English usage are to be followed. However, abbreviations will be used except in certain cases like formal (including commanded and demi-official letter correspondence and Service papers.

Characteristics of Service Writing

6. Service writing obeys the rules of good English prose but, above all, demands :

a. **Accuracy.** Facts and wording must be accurate. Opinions and deductions must be distinguishable from facts.

b. **Brevity.** The reader must be informed in the shortest way consistent with accuracy and clarity. Brevity is achieved by planning and careful editing.

c. **Clarity.** Service writing must be intelligible, reasoned and unambiguous.

d. **Relevance.** Any irrelevant word, phrase or idea must be excluded. The test is 'If this is omitted will the argument be affected ?'.

e. **Logic.** Deductions must be fully justified and contained in sentences and paragraphs which flow in a logical sequence related directly to the argument.

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7. **Style.** To convey the value of an idea or to justify a course of action, arguments must be based on facts presented in logical order; the aim must be to tell the tale plainly. Some times this requirement may preclude the use of forceful, flowing prose in favour of a straight-forward arrangement using short words, short sentences and short paragraphs. There is no excuse, however, for service Writing to be dull and lifeless and the style should be sufficiently attractive to hold the reader's attention. Style depends on:

a. **Choice of Expression.** The following points will help with expression:

- (1) Avoid abstract nouns where verbs or adjectives can be used, eg 'the present restrictions must continue' rather than 'the cessation of the period of restrictions cannot be made'.
- (2) Use the active rather than the passive construction of verb, eg 'you killed him' rather than 'he was killed by you'.
- (3) Use English words rather than non- English when exactly the same idea can be expressed in English.
- (4) Use familiar simple words rather than obscure ones.
- (5) Avoid ancient and flowery expressions.
- (6) Avoid indirect or twisted wording.
- (7) Beware of stereotype or outdated expressions; most have lost their original force through overuse and can easily irritate the reader.
- (8) Avoid jargon and officialese which produce a style unlike natural everyday speech. Jargon is defined as 'Unintelligible words, gibberish; barbarous or debased language; mode of speech full of unfamiliar terms'. Its use, especially in that last sense, may lead to misunderstanding by those not familiar with with a speciality. Similarly, officialese is neither concise nor clear. Some examples are:

<u>Jargon/officialese</u>	<u>English</u>
'The Committee gave further consideration to a memorandum containing proposals with regard to.....'	'The Committee reconsidered a proposal that
'Proposals under which Service pay would be brought under review	'Proposals for reviewing Service pay
'Endeavour to commence	'Try to begin
'Having regard to the fact	'As
'This is a matter of very considerable urgency'	'This is urgent'
'At this point in time.'	'Now.'
'Prior to.'	'Before.'
'Subsequent to.'	'After.'

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b. **Choice of Words.** The writer must know the exact meaning of every word in order to avoid ambiguity, vagueness and misunderstanding. Short words are normally preferable to long, but what matters most is the use of the right word in the right context.

c. **Construction.** A forceful argument can best be developed by a logical sequence of paragraphs and sentences. Paragraphs may have to be subdivided for clarity, but the unit of ideas in each paragraph must be preserved. Crisp sentences, are often best, but they should not be so brief that the whole paper loses its continuity.

d. **Punctuation.** Punctuation is designed to aid clarity, not to alter meaning, Commas should be used sparingly; they can never be used successfully to hide the poor construction of a sentence.

8. **Conclusion.** Service writing cannot be turned into attractive prose just by avoiding errors in the use of language. The rules set out in this chapter will, however, help the writer in the preparation of his paper work. There are no short cuts to writing straight-forward English; the habit is acquired only by studying good prose and by constant practice.

TOPIC-2

RULES AND CONVENTIONS OF SERVICE WRITING

Introduction

1. This chapter contains the basic rules and conventions used in Service writing to aid the clear presentation of facts and discussion. They help :

- a. **The Writer.** Knowing the rules, the writer automatically conforms to standard layouts and other conventions and does not waste time devising his own.
- b. **The Typist.** The typist does not have to adapt drafts to make them suitable for typing.
- c. **The Reader.** The reader receives a document which conforms to a familiar pattern and is easy to read.

Additional conventions used in correspondence, staff papers and operational writing are explained in later chapters.

2. The conventions apply to manuscript and typewritten work but not necessarily to printed documents. For instance, the printer commands a wide variety of type styles and sizes and can vary the spacing of words and letters to align the right-hand margin vertically.

3. Most documents have 3 basic parts :

- a. **Superscription.** The superscription comprises everything above the 'salutation', or if there is no salutation, the subject heading which marks the start of the text.
- b. **Text.** The text is everything from the salutation, or if there is no salutation, from subject heading to the last word of the final paragraph.
- c. **Subscription.** The subscription starts immediately after the text and consists of everything below the final paragraph of the text.

The contents of each part may vary with the documents and an example which illustrates what constitutes these parts including the basic conventions of a standard layout in Service writing is at Annex A to this section. This and other examples in this publication are designed to illustrate the position of the various elements, not all of which need appear in any one form of Service Writing.

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SUPERScription

Security Classification

4. The security classification is the category or grade given to the defence information contained in a document. It indicates the degree of danger to national security that would result from its unauthorized disclosure, and the protection to be given to guard against such a disclosure. The 4 security classifications are:

- a. **TOP SECRET.** Information and material, the unauthorized disclosure of which would cause exceptionally grave damage to the Nation is to be graded TOP SECRET.
- b. **SECRET.** Information and material, the unauthorized disclosure of which would cause serious injury to the interests of the Nation is to be graded SECRET.
- c. **CONFIDENTIAL.** Information and material, the unauthorized disclosure of which would be prejudicial to the interests of the Nation is to be graded CONFIDENTIAL.
- d. **RESTRICTED.** Information and material, the unauthorized disclosure of which would be undesirable to the interests of the Nation is to be graded RESTRICTED.

5. Originators of classified documents are responsible for applying the appropriate classification at the earliest opportunity. Over classification should be avoided.

6. A classified document is to be marked in such a way that its classification can be seen at a glance and cannot be overlooked. On typed or duplicated documents the security classification is to be typed on each page of typescript in capitals in full, not underlined, centrally at the top and bottom, front and back, of each page. Similarly it can be rubber-stamped. If pre-printed or pre-stamped paper is used, the security classification need not also be typed.

7. Translucent master copies and master copies fed into photocopiers are to be boldly rubber-stamped with the security classification if required so that it is reproduced clearly on all copies.

8. In loose-leaf books, the security classification is to be printed or stamped centrally at the top and bottom of the front and back covers and similarly on every page. Loose-leaf binders are not permanent bindings and stapling is not a secure form of fastening.

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9. In books permanently and securely bound, the security classification is to be printed or stamped in the centre of the top and bottom of the outside of the front and back covers, all pages including the title page and on any insertions such as maps, drawings, sketches or photographs which may be incorporated and which can be individually classified.

10. In a document which embodies several self-contained sections, each page of each section is to bear the highest classification appropriate to the section; the whole document is to bear a classification at least as high as the most highly classified section it contains.

11. Each item of minutes of meetings or directives is to be marked with its own classification along each item heading so that subsequent action is not hampered by the general application of too high a classification, but the highest classification quoted is to be applied to the document as a whole. Sections of such documents, when extracted, are considered as separate documents and classified according to the content of the portion extracted.

12. A covering letter or minute is to be marked with a classification appropriate to its own content, and attention is to be drawn to the classification of the enclosure by marking the letter or minute at the top of the first page, eg 'COVERING TOP SECRET' or 'CONFIDENTIAL COVERING SECRET'.

Privacy Marking

13. Documents containing information that does not involve national interests and therefore does not merit security protection, may, nevertheless require a degree of protection or special handling. Documents concerning the personal affairs of staff, for example, may fall within this category. These documents are to be endorsed with the privacy marking 'IN CONFIDENCE', preceded if necessary by an appropriate prefix, eg 'STAFF IN CONFIDENCE', 'MEDICAL IN CONFIDENCE'. Privacy markings are shown at the top and bottom of every page in capital letters and are not underlined. An 'IN CONFIDENCE' document that also contains classified information is to be marked with its security classification in addition to the privacy marking, the security classification appearing above the privacy marking at the top of each page and below it at the bottom.

Precedence

14. Letters and papers requiring quick handling may be given a precedence marking. There are 2 degrees of precedence :

- a. **IMMEDIATE.** The precedence 'IMMEDIATE' is to be reserved for matters of great urgency. Paper marked 'IMMEDIATE' take priority over all others in preparation, are despatched by the fastest means available and are given

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precedence in handling and action by their recipients. Authorization of 'IMMEDIATE' precedence is normally confined to senior staff officers and commanders of independent units and must be used with discrimination.

b. **PRIORITY.** The precedence 'PRIORITY' is to be reserved for matters which require precedence over ordinary business. Papers marked 'PRIORITY' are given first precedence after those marked 'IMMEDIATE' although despatched by normal postal or other delivery services. 'PRIORITY' papers can be originated by a commissioned officer or civilian of equivalent status.

15. **Marking.** The precedence marking is shown in capital letters at the top right of the first page only and is not underlined or abbreviated. If the letter or draft is classified, or has a privacy marking, the precedence marking is double-spaced below the line, and to the right of, the security classification or privacy marking (see Annex A) except Loose Minute where it is shown on the left.

16. **Message Precedence.** The precedence used in signal messages in Task-3 Chapter-1 Annex 'B'.

Copy Numbering

17. All SECRET and TOP SECRET documents are to bear individual copy number, eg 'Copy Number 1 of 20' at the top right corner of the cover or the first page of the main document below the precedence marking, if any. Similarly, the first page of each annex, appendix, trace or other attachment forming part of the copy numbered document is given individual copy number. In addition, all operation and administrative orders, instructions and appreciations whatever their security classification, are given copy numbers in the same way. When only one copy of a document requiring a copy number exists, it is shown as 'Copy Number 1 of 1'. The allocation of copy numbered documents is shown in the distribution list. When regular and wide distributions are made, each addressee should receive the same copy number every time. When copies of copy-numbered documents are authorized, they are to be marked 'Reproduction Copy Number of ' immediately above the original copy number. This would indicate the total number of copies reproduced.

Address

18. **Originator's Address.** All official correspondence originated within and addressed to anyone of the 3 Services should contain the following components :

- a. Unit designation.
- b. Name of place, garrison, ship, base and / or post town, using initial capital letters followed by post box if applicable.

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19. **Recipient's Address.** This is written in the same manner as in Paragraph 18a. If there are several addressees then see Paragraph 56. for its layout. When the department, branch or directorate required to take action is known to the sender then this is included under the HQ/Unit's designation. The section of the directorate, if applicable, should be shown within brackets after the directorate (in abbreviated form) as follows :

AHQ
AG's
PS Dte (PS-1)

20. **Non-Service Address.** Letters to government departments and civilian organizations should bear the unabbreviated designation of the sender and recipient and have the full postal address (including street name if necessary) before the post town as discussed in Paragraphs 18 and 19. This is to ensure that the envelope can be correctly addressed. Officially recognized abbreviations eg WASA (Water and Sewerage Authority) etc, can be used except in correspondence with foreign organizations.

Telephone Number

21. The telephone extension number follows the main telephone number, eg :Telephone : 315111 extension 165

Date

22. In all Service Writing (exceptions Paragraph 5b, the month and year are typed in abbreviated form under the address block. The signatory of a document is to insert the day of the month in manuscript at the time of signing. In correspondence where there is no address block, eg loose minute, the date is inserted in the subscription under the signature block. When writing the date in full, ie day, month and year in unabbreviated form, it is not necessary to include the day i its particular word form, eg first written as 1st or sixth written as 6th ; the correct method is 01 or 06 (the day of the month is always expressed in two figures eg 05 or 11). In writing the month it is always spelt out in words and not substituted by the figure of its numerical order. Additionally, dates in Bangla may be inserted as per Service instructions in Service correspondence only.

Identifying Reference

23. All Service correspondence has an identifying reference which may be a number or numbers, a series of letters or a combination of both. In message writing this is known as originator's number. Supplementary documents other than enclosures bear the reference of the parent document. The identifying reference is placed opposite the date as shown in the examples in the annexes to Task –2, Chapter-2.

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TEXT

Salutation

24. In certain correspondence, eg formal or demi-official letters, it is customary to begin with the salutation 'Sir/ Dear ' as the case may be above the subject heading, if any or the text. This is normally inserted in manuscript by the signatory at the time of signing except in case of formal letters ;when it is typed in. No comma is to be used after the salutation or in the ending.

Heading

25. When a document is lengthy or the subject complex, ;the text is divided by headings. These assist the writer's logical development of the theme and direct the reader's attention to what follows. Except in operational writing, headings should stand on their own and not form part of any sentence that follows, eg the following is wrong :

'Plantation. This will be discussed tomorrow.

The correct version should be :

'Plantation. The plantation programme will be discussed tomorrow.

26. **The Subject Heading or Title.** Most documents start with short statement of the subject called the subject heading or title. In a simple document and Service correspondence, the subject heading starts at the left-hand margin in underlined capitals and is not followed by a full stop. Subject headings in annexes, appendices, maps, traces, overlays, charts, graphs and other display documents should be placed in centre, in underlined involving the use of main headings (see Paragraph 27), the subject heading is treated as a main heading (except in case of the supplementary documents as just mentioned).

27. **Main Headings.** In documents involving the use of both main and group headings such as Service papers, appreciations, publications and precis, the main heading is placed centrally over the typed areas, in underlined capitals and is not followed by a full stop. In a 2-line heading, if one line is necessarily shorter than the other, the second line is to be the shorter and placed centrally under the first line.

28. **Group Headings** A group heading is used to introduce one or more paragraphs one the same general subject.

29. **Paragraph Headings.** A paragraph heading covers only its own paragraph and any integral sub-paragraphs. Initial capitals are for important words, the heading is underlined and followed by a full stop. Not every paragraph need have a heading, but, once a paragraph heading is used, succeeding paragraphs down to the next main or group heading should have headings. A paragraph heading may be on a line by itself (followed by a full stop), followed immediately by sub-paragraphs as in Paragraph 44.

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30. **Sub-paragraph Headings.** Sub-paragraph headings and those of any further subdivisions follow rules similar to those for paragraph headings.

Reference

31. **Reference to Other Papers.** If reference is made to any document not enclosed with a letter or paper, the title or identifying reference and date of that document is shown immediately above the text and below the word 'Reference (s)'. The originating authority is to be prefixed to the identifying reference when this is not self-evident in the letter. Each document listed is identified by a capital letter and may be referred to in the text, eg, 'Reference A'. Alternatively :

- a. The system of notation for footnotes outlined in Paragraph 0246, Sec 2 of JSSDM may be used as the reference system.
- b. When a single reference only is involved, and particularly in demi-official letters and letters to civilians, it may be included in the text or in the space sometimes provided in a printed letter-head.

32. **Reference to Signal Messages.**

- a. When reference is made to a signal message, the particulars required to be quoted are the originator, originator's number and DTG. An example is as follows:

1 DIV G 3701 OF 170830F JUN

Originator's number is not used in Bangladesh Navy.

- b. In a single address message, the term 'your', 'my' etc followed by the relevant particulars may be used in the text in place of the originator's signal address. Examples are as follows :

(1) YOUR G 4164 DT 230900F JUL.

(2) MY A 1801 OF 030955F JUN.

(3) OUR Q 3501 DTG 241735F MAY AND YOUR Q 5001 DTG 251915F JUN.

(4) YOUR 241315F JUN (for Navy).

- c. When references are inserted in messages designated for several addressees care must be taken that such references are available to all the addressees. In cases where references are not held by all addressees, the indicator

'NOTAL' should be included after the reference at the beginning of the text, eg
'.....REF 20 DIV Q 2122 OF 120730 F JUL NOTAL.....'

33. **Reference to Extracts and Translations.** Extracts from a document are identified by the original chapter, article and paragraph numbers, as appropriate, but never by page numbers. When a document is translated or reprinted, the original chapter, article and paragraph numbers are retained but page numbers may be changed.

34. **Reference to Maps and Charts.** A map is identified by the country or geographical area, sheet number and scale. If applicable, a map series may precede the country or area and the edition may be shown before the scale. A chart is identified by the number and title.

Paragraph Numbering

35. Paragraphs are numbered in Arabic numerals, but a single paragraph is not numbered and indented except when it contains sub-paragraphs. A paragraph can never have a single sub-paragraph and so on except in writing attachments/detachments or grouping in operational writing. Sub-paragraphs are to be numbered alphabetically in small letters, but letters 'I' (India) and 'O' (Oscar) are not to be used to avoid confusion with '1' (one) or '0' (Zero). If a paragraph contains a list or example which has no sub-paragraph number (s) then the list or example is to be indented one sub-division to the right of the paragraph number. Similar rules apply to sub-paragraphs and so on. An example is at Paragraph 5a (4) on Page 1-2. In letters to the civilians, the writer should be guided by good taste in deciding whether to number paragraphs, eg paragraphs in letters of condolence would never be numbered.

36. The method of numbering paragraphs and sub-paragraphs and of indenting sub-paragraphs is given in Annexes A to this task and in chapter-2.

37. In a document containing many separate parts, chapters and sections, eg this publication, the method used for numbering the paragraphs varies in that the chapter/section number and a series of one or more nights precede the paragraph number. To provide continuity leading onto the next series of paragraphs in other chapters/sections, the unused paragraphs are listed at the end of the preceding chapters/sections, grouped together and annotated by the word "Reserved".

38. **Abbreviations.**

a. **General.**

(1) In Service writing abbreviations used are those shown in JSSDM Section 16.

(2) However, other abbreviations may be used if the writer considers them helpful; in this case they must be explained the first time they appear in text eg 'covering troops (CT)' or be listed in a separate annex, unless they are :

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- (a) In Section 16 of this manual.
 - (b) In general use, eg UNO, NATO, etc.
 - (c) Specialist abbreviations well understood by both writer and all likely recipients of the paper in question. (See Paragraph 1611 at Section 16 of JSSDM).
- (3) Once a word has been abbreviated, it is to be abbreviated throughout the same document.

b. **Other Rules.**

(1) **Composite Nouns/Verbs.** Any composite noun or verb or one containing a prefix or suffix, may be abbreviated by abbreviating that part of it for which there is an authorized abbreviation, eg mob (mobilize), demob (demobilize), minefd (minefield). Exceptions are in cases where there is an authorized abbreviation with prefix or suffix eg C attk (counter attack).

(2) **Full Stops and Commas.** Full stops are not used in abbreviations and between a person's initials or decorations/qualifications. Commas are used after the name and between abbreviations of branches, decorations, qualifications, and Service/regiment/corps eg :

Lt Col M S Rafi, BU, psc, E Bengal
Brig A R Bari, awc, psc
Capt T I Obaid, (L), psc, BN
Wg Cdr M Kaiser, GD(N), BP, psc

(3) **Plurals.** Some abbreviations indicate both the singular and the plural forms and do not require the addition of 's' eg rat (ration, rations). Abbreviations of measurements remain unaltered in the plural eg m (metre, metres), 1 (litre, litres). If the addition of 's' is necessary, it is always placed at the end of the abbreviation eg GOCs (General Officers Commanding). An 's' may be added only to the abbreviation of a noun. However, the first and third person singular of a verb which may be abbreviated are identical eg fol (follow, follows).

(4) **Verbs.** If there is an authorized abbreviation for a particular verb in Section 16 which is in present indefinite form, the same should be used for abbreviating all derivatives and tenses of that verb eg sp (support), support (ed), support (ing), support (er), support(ive) etc. For clarity, the word in ful in its intended form may be used in case of confusion. Exceptions are in case of a particular tense of a verb or a specific derivative of a word eg bldg (building), retd (retired), addl (additional), etc which will be used only for that particular word(s) as given and for no other derivatives.

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(5) **Multiple Meanings.** Some abbreviation can be used for two or more meanings as given at Section 16 of JSSDM eg AB for 'air borne' and 'after burner'. Again in case of confusion, the same may be written in full as mentioned.

(6) **Ampersand.** An ampersand '&' is to be used instead of 'and' where appropriate in departmental and similar titles, eg AA&QMG, R & D, Messrs Rahman & Sons.

(7) **Compass Points.** The 4 cardinal points of the compass are always written in full in small letters, eg north. The intermediate points can be written as shown :

(a) Abbreviated using the initial letters, eg NE, NNE.

(b) In full using a huyphen, eg north-east, north-north-east.

(8) **Capitals.** If the first letter of the abbreviated item is in capitals as in Section 16 of JSSDM and other abbreviations referred there to, then it will be in capitals throughout its use anywhere eg C atk, Atk etc.

c. **Use in Service Writing.** In both operational and non-operational writing and signal messages maximum use of abbreviations is to be made, exceptions being the paragraph headings of operational and administrative orders in operational writing (See Paragraph 1106 and Section 11 of JSSDM) and for non-operational writing in demi-official, commanded and formal letters and Service papers. However, in BAF abbreviations may be used while writing Service papers on operational matters.

d. **Use with Allied Forces and Non-Service Authorities.** In Service writing, no abbreviations as at section 16 of JSSDM are used when corresponding with Allied Forces and non-Service authorities. However, abbreviations may be used in operational writing having para-military forces as addressees.

e. **National Distinguishing Letters.** The distinguishing letters which may be used to identify nations are at Annex C to section-2 of JSSDM.

39. **Dates and Times.** These are written as follows :

a. **Dates.** A date is written in the sequence : day, month, year, eg 01 July 1980. A date is abbreviated by using the number of the day in 2 figures, (02 in case of day 2) the first three letters of the month and if necessary by adding by the last two digits of the year, eg 01 Jul 80 or 01 July 1980 in full.

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b. **Night.** A night is described by both dates over which it extends, eg Night 29/30 September or Night 30 September/01 October.

c. **Midnight.** the term 'midnight' is not used when referring to that precise time. '0000 hours' and the date are used eg '0000 hours 16 June' represents midnight on the Night 15/16 June; note however, that there are special rules for, message/signal writing (see Paragraph 1512 of JSSDM).

d. **Twelve - Hour Clock System.** While never used in Service writing, time expressed in terms of the 12-hour clock followed by 'an' or 'pm' is normal in dealing with civilians and in invitation to social events.

e. **Time.** Time is expressed in 4 figures by reference to the 24-hour clock; the first pair of figures indicates the hour and the second pair the minutes past the hour.

(1) **In Operational Writing.** In operational writing, the 4 figures are followed by a time zone suffix, eg 2359F. The time zone system is explained in Annex D to section-2 of JSSDM. In appreciations and orders where the format includes the phrase '**Time Zone Used Throughout the Order :**', times in the text do not require a zone suffix.

(2) **In Service Writing.** In other Service writing, the 4 figures may be followed by the time zone suffix or 'hours' when confusion with other figures, such as grid references and other time zones, is possible, eg 1100F or 1100 hours.

f. **Date-Time Groups (DTGs).** DTGs are used to give the date and time including time zone of origin of signal messages and certain orders. They consist of 6 figures, (the first 2 giving the date and the last 4 the time) followed by a time zone suffix.

(1) **In Operational Writing.** The format in appreciations and orders includes the phrase '**Time Zone Used Throughout the**'. Date – time groups in the text of appreciations and orders in such cases are followed by the first 3 letters of the month, eg 221415 Feb. Where there is a possibility of an ambiguity, this may be amplified by the addition of the last 2 figures of the year, eg 221415 Feb 80.

(2) **In Service Writing.** The DTG may also be used in the text of Service writing. It should then be followed by a time zone suffix when the format does not include the phrase "**Time Zone Used Throughout the**" : and may be amplified by the addition of the month and year, eg 1415F on 22 February 1980 is written 221415F Feb 80.

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(3) **In Signal Messages.** See paragraph 1504 d of Section 15 of JSSDM. Remember DTGs of signal messages must be followed by a time zone suffix and first 3 letters of the month.

g. **In Relation to an Operation.** The system of relating days and hours to an operation is at Annex E to this section of JSSDM.

40. **Description of Formations, Units and Detachments.** Titles of formations and units are normally written in their abbreviated form as shown :

a. Identifying numbers are written in Arabic numerals before the description:

11 Inf Div (11 Infantry Division)

35 PCS (35 Patrol Craft Squadron)

5 Sqn (Number 5 Squadron)

b. Quantitative numbers of formations, units ships, bases etc are always written in full :

One division or one div (a single division)

One patrol craft squadron or one PCS (a single patrol craft squadron)

Twenty-eight squadrons or twenty-eight sqns

c. A formation or unit form which a portion is excluded is described as '2 Inf Bde less two bns' (2 Infantry Brigade less two battalions).

SUBSCRIPTION

Complimentary Ending

41. This is inserted in formal letter correspondences where a salutation precedes the subject heading. It is customary to end such correspondence by inserting 'Yours faithfully' written as shown in the example in Annex E to Section 3 of JSSDM. In the case of demi-official letters, this is 'Yours sincerely' or any other appropriate ending. See also Annex A to Section 3 of JSSDM.

Signature

42. In all Service writing, other than demi-official letters, the identity of the signatory is to be shown in the signature block together with his rank and appointment. When the signatory signs a document on behalf of his superior, the appointment of the superior

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on whose behalf the document is signed is shown with the word 'For' typed before the appointment. Routine correspondence addressed either singly or simultaneously to higher and lower addressees can be signed for the commander. In such cases two separate signature blocks are not necessary. The signature block therefore contains :

- a. On the top line, initials and the name of the signatory in block capitals without brackets. No decorations, awards or symbols are to be shown.
- b. On the centre line, the signatory's rank and Service where appropriate.
- c. On the last line, the appointment of the signatory or the appointment of the individual on whose behalf the document is signed for by the signatory.

Examples of signature block are as follows :

M KABIR	M A KHAN	S S MANSUR	M A AKKAS
Brig	Cdr BN	Wg Cdr	CSO 1 (Stat)
For CGS	D Budget	For ACAS(A)	

43. The signatory should personally sign all copies of documents going to action and information addressees. When numerous copies are produced it is usually acceptable for the signatory to sign the original or stencil. It is the prerogative of the Chiefs of Staff to sign in green ink. Formation commanders, base commanders, commandants of training institutions when corresponding within their respective formations or establishments may also sign in green ink. For all other official correspondence black ink is to be used.

44. When a commander or senior officer has personally drafted or approved an urgent policy or other important document and is unable to sign through unavoidable absence, the document can be signed over the commander's complete subscription block by an officer on his behalf. The officer signing must identify himself fully and explain why he is signing. On these occasions 'For' is written in manuscript alongside the signature block together with an explanation, eg 'Absent on duty', also in manuscript. The person signing should insert below his signature sufficient detail of his name, rank, appointment etc to enable him to be clearly identified eg :

M KABIR	M KABIR
Brig	Brig
Comd	Comd
(Wrong example)	(Correct example)

Recommendations, important requests or opinions should always be signed by the commander himself. Letters of minor censure may be signed by the senior staff officer but only after approval by the commander. Serious reprimands should be signed by the commander. Junior staff officers must not sign letters refusing a request.

Supplementary Documents

45. **Annexes.** Supplementary documents that amplify the parent document are called annexes. They are used when the inclusion of all the detail in the body of the parent document would make it cumbersome. Annexes should normally be attached to the document to which they relate but may be issued separately if needed distribution annexes dealing with specialized matters which do not concern all recipients of the main document may be restricted to those who require special information. Annexes should be :

- a. Referred to in the text of the parent document.
- b. Lettered consecutively in capitals in the order in which they appear in the text; this includes a single annex ie Annex-A of Task-2.
- c. Given their own subject headings.
- d. Listed at the close of the parent document prior to the distribution, under the heading 'Annex (es)' which is followed by a colon and not underlined. While listing the wording used to identify the annex(es) will be the same as their subject headings.
- e. Copy numbered in accordance with Paragraph 23 to this task.

The annex block is inserted in the top right-hand margin of the first page in underlined capitals showing the identifying reference of the main document, so that annexes can be identified if for any reason they become detached, the form of wording normally used which may be on 2 or more lines as convenient, being :

ANX A TO
HQ 9 DIV LTR G/23
DT JAN 91

ANX A TO
SER 5 TO
EX AGNI BEENA

46. **Appendices.** Supplementary documents that amplify an annex are called appendices. They should be :

- a. Referred to in the text of the parent annex.
- b. Numbered consecutively in Arabic numerals in the order in which they appear in the text; this includes a single appendix, ie appendix 1.
- c. Given a subject heading like that of an annex.
- d. Listed at the close of the parent annex, (but not the main parent document), under the heading 'Appendix (ces)' which is followed by a colon and is not underlined just like' an annex. The wording used to identify appendices will be the same as their subject headings.
- e. Copy numbered as an annex.

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The appendix block is inserted in the top right-hand margin of the first page in underlined capitals, showing the identifying reference of the main document, the form of wording normally used, which may be on 3 or more lines as convenient, being :

APPX 1 TO
ANX A TO
HQ 9 DIV LTR G/23
DT JAN 91

47. **Enclosures.** Documents that are complete in themselves and sent with a covering document are called enclosures : they are referred to in the text of the covering document. Enclosures are listed numerically at the end of the parent document prior to distribution under the heading 'Enclosures : ' and stating the title, reference and date as appropriate. If an enclosure has a copy number, this is also to be stated against such listings (see Annex A to this Section).

Address/Distribution

48. In a Service writing, the addressees are listed under the heading 'Distribution' immediately after the signature block, but on the left hand side of the last page or on a separate sheet of paper. However if a letter/document contains supplementary documents, then the distribution is shown immediately after listing the supplementary documents eg annexes, enclosures etc.

49. When there are several addressees the order in which they are listed in the distribution is :

- a. External action addressees. (1)
- b. External information addressees. (1)
- c. Internal addressees (action and information are shown separately if required). The order in which internal addressees are listed depends on the established practice of the originating Service or headquarters.

50. If more than one copy of a document is being sent to any addressee the number of copies is added in brackets unless it is 'copy numbered' when the copy numbers are shown. See Paragraph 17.

Note : External addressees are listed in order of seniority. Within seniorities they are shown in order of numerical title, if appropriate or alphabetically. In the Navy correspondence is always addressed to the holder of the appointment, not to a headquarters or unit. (See Section 3, Annex A, Appendix-2 of JSSDM).

51. When it is necessary to ensure that correspondence seen by a certain individual, the expression 'For the attention of : ' is inserted in brackets beneath the addressee above all other details of the address and the envelope is similarly marked.

Page Numbering

52. All pages of all documents, other than single-page documents (for exceptions see Paragraph 0261, Section 2 of JSSDM), are numbered at the bottom centre, immediately above the security and privacy markings. Pages of chapters are normally to be numbered consecutively from the beginning to the end of the whole document. When this is administratively inconvenient, eg in the case of a loose-leaf book or when constituent parts are circulated separately, pages may be given the chapter or section number followed by the page number, as in this publication. Pages of an annex, including a single page annex, are then given the letter of the annex a single page annex, are then given the letter of the annex followed by the page number, eg 'A-1', 'A-2' etc. In addition pages of annexes that follow chapters, as in this publication, are to have the annex letter preceded by the chapter number, eg '1A-1', '1A-2', etc. The pages of an appendix including a single-page appendix, are given the annex letter followed by the appendix number and the number of the page, eg 'A1-1', 'A1-2', 'B1-2' etc.

53. For all copy numbered documents as shown at Paragraph 17 of Section 2 of JSSDM, the following rules also apply :

- a. Single page documents are to be page numbered.
- b. The main document is to include, below the copy number a statement of the total number of pages in the entire document (including all annexes or other attachment but not enclosures) in the form 'Total pages '
- c. The total number of pages in the main part (excluding annexes and other attachments) is to be shown on the first page of the main part in the form '1 of 1' or '1 of 20'.
- d. The total number of pages in each annex, appendix or other attachment is to be similarly shown on its first page in the form 'A-1 of 1', B2-1 of 3'. Either system of page numbering described in Paragraph 0260 may be adopted but whatever system is used, it must ensure that it will be clearly evident whether any pages are missing when a document is mustered or the pages checked eg 'B-1 of 1', A1-1 of 2' etc.

OTHER RULES

Capitals

54. Capital letters are used for every letter of the following :

- a. Subject headings.
- b. Main headings.
- c. Code words and nicknames.

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- d. Proper nouns in operational writing.
- e. Precedence markings.
- f. Security classifications and privacy markings on top and bottom of all pages.
- g. The word 'DRAFT' at the top centre of a draft.
- h. Paragraph headings of written operational and administrative orders. (see JSSDM in Paragraph 1106 and Sections 12).
- j. Certain abbreviations, as shown in Section 16 of JSSDM
- k. The names of ships
- l. The reference block on annexes and appendices (top right).
- m. The postcode where applicable.
- n. The name of the signatory in the signature block of a letter.
- p. Time zone when spelt out in full.
- q. Message writing and writings in military symbols.

55. In addition to the opening word of a sentence, capital letters are used for the first letter of :

- a. A proper noun, or adjective derived therefore, eg 'Bangladesh', 'Bangladeshi'.
- b. The important words in group, paragraph and sub-paragraph headings.
- c. The first word of listed items.
- d. The principal words in the list of subsidiary documents ie annexes, appendices, enclosures, flags, side flags etc and that of the agenda of a meeting.
- e. Words associated with the particular, eg 'Paragraph 3' 'Page 2', 'Annex A' to this task or by rule of common usage eg days of the week and months of the year.
- f. The principal words in ranks and appointments when referring to a specific individual or appointment, but not when using the word collectively.
- g. The principal words in column headings.
- h. The words Service(s), Army, Navy, Air Force where they refer to the Bangladesh Armed Forces eg 'Service writing', 'Army officers'.
- j. Certain abbreviations that are already capitals as shown in Section 16 of JSSDM.

Code Words and Nicknames

56. A code word is a single word to provide security cover for reference to a particular classified matter, whereas a nickname consists of 2 words used for convenience for reference to a particular matter where security protection is not required.

57. **Code Words.** The primary purpose of code words is to ensure proper security concerning intentions and to safeguard information pertaining to classified operations and projects. Examples of the use of code words include :

- a. Providing names for plans, projects and operations.
- b. Concealing intentions in documents, communications and discussions relating to plans, projects and operations.
- c. The designation of geographical locations in conjunction with Paragraphs 63 a and b.

All code words are to be taken from a list maintained by the Supreme Command Headquarters, Ministry of Defence or the Services Headquarters. Their issue and cancellation are registered.

58. **Nicknames.** Nicknames do not provide security cover and may be used for convenience in inter-communication, for references to unclassified and RESTRICTED matters, for target indication and for routine exercise/operations. When used in reference to geographical locations to indicate the whereabouts of troops during operations, they do not provide much security cover particularly in situation where our activity becomes identifiable to an enemy. They can be a useful as reference to places, eg it is easier to say AGNI BEENA than BRAHMANBARIA BAZAR. They are not to be used to indicate commanders or to identify units or formations. When selecting nicknames, the following points must be considered :

- a. Nicknames may be selected at random by the originator who is also responsible for informing all concerned of their meaning.
- b. Neither of the 2 words may be a colour.
- c. The first word of a nickname is not to be either 'OPERATION' or 'EXERCISE'.
- d. In no case may the second word be 'ROUTE', 'ROOT', 'ROUT' or any similar sounding word.
- e. The words chosen should not be such that they can be run into one another and so be confused with a code word, eg 'MATCH BOX' could become 'MATCHBOX'.
- f. The use of a word, say 'IRON', with numbers to give 'IRON ONE', 'IRON TWO', etc, to indicate particular phases of an operation may comprise a code word and is to be avoided.
- g. The use in one operation of a series of associated words eg item of clothing is to be avoided.

Seniority of Services

59. The seniority of the Services in Service writing is as follows :

- a. Army.
- b. Navy.
- c. Air Forces.
- d. Inter Services organizations.

60. In documents or correspondence where the addressees include those from the originator's Service as well as those from one or more of the other 2 Services, the address block or distribution list is listed out in the following order of seniority :

- a. Headquarters, units and individuals of the originator's Service.
- b. Headquarters, units and individuals of the other Services based on the seniority as given in Paragraph 65.
- c. Headquarters, units and individuals of the other inter Services organizations in the sequence given at Annex- G to Section – 2 of JSSDM.

61. The seniority within the Services is at Annex- G to Section – 2 of JSSDM.

Seniority or Para-Military Forces

62. Para-military forces will be listed after all the Services headquarters/ formations/ units and the inter Service organizations as per following seniority :

- a. Bangladesh Rifles.
- b. Bangladesh Police.
- c. Bangladesh National Cadet Corps.
- d. Bangladesh Ansar and Village Defence Party.

Use of Ranks by Retired or Released Personnel

63. Retired or released Service personnel may indicate their ranks with their names as shown below :

- a. Major M A Salim, BU (retd).
- b. Air Commodore S Rahman (retd).
- c. Commander Ismat Harun, (C), psc, BN (retd).
- d. O No 620324 A Karim CPO (retd).

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<u>STANDARD LAYOUT</u>	2
SECURITY CLASSIFICATION (1) (2)	2
PRIVACY MARKING (1) (2)	2
PRECEDENCE (1) (2)	2
Copy Number ...of...(2)	2
Total Pages.....(2)	2
Address of Sender (1)	2
Telephone...extension (2)	2
Identifying Reference (1)	2
Date (1)	2
Salutation (1) (2)	2
<u>SUBJECT HEADING (1)</u>	2
Reference (s) :	2
A.	2
B.	2
1. This example illustrates the basic conventions of standard layout in skeleton, using notes in the superscription and word in the text. Not all the examples given need necessarily appear in every type of paper.	2
<u>MAIN HEADINGS</u>	2
2. The text may be divided by main, group and paragraph headings. The heading above this paragraph is a main heading because the latter covers both main group headings.	2
1 of 3 (2)	
PRIVACY MARKING (1) (2)	
SECURITY CLASSIFICATION (1) (2)	

	2
SECURITY CLASSIFICATION (1) (2)	2
PRIVACY MARKING (1) (2)	2
<u>Group Heading</u> (3)	2
3. Group headings introduce one or more paragraph on the same subject; the heading immediately above this paragraph is an example.	2
4. <u>Paragraph Headings.</u> A paragraph heading covers only its own paragraph and any sub-paragraphs in it. Any subdivision of a paragraph may have a heading.	2
5. <u>Sub-paragraphs.</u>	2
a. This is an example of a sub-paragraph but further subdivision is possible :	2
(1) By sub-sub-paragraphs, of which this is an example, and by :	2
(a) Sub-sub-sub-paragraphs of which there may be several. Still further subdivision could be achieved thus :	2
i.	2
ii.	
iii.	2
(c)	
(2)	
b.	
<u>SUPPLEMENTARY DOCUMENTS</u>	
6. A variety of documents might accompany this paper. An annex which accompanied it would be referred to in the text and would be listed below; an appendix to that annex would be referred to in the annex and listed at the close of it; an enclosure would be complete in itself, but its existence would be indicated at the close of the parent document.	
2	
PRIVACY MARKING (1) (2)	
SECURITY CLASSIFICATION (1) (2)	

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	2
SECURITY CLASSIFICATION (1) (2)	2
PRIVACY MARKING (1) (2)	2
7. An example of the layout of an annex is at Annex to this paper.	2
Appropriate ending and subscription (1)	2
Annexes :	2
A. Layout of an Annex.	2
B. (Layout example only - not enclosed) (1) (2)	2
Enclosures : (4)	2
1. Copy Numberof.....	2
2. (2)	2
3.	2
Distribution :	2
Copy Number (2)	2
External : (5)	2
Action (5)	2
.....	
.....	
.....	
Information (5)	2
.....	
.....	
.....	
Internal : (5)	
.....	
.....	
.....	
3	
PRIVACY MARKING (1) (2)	
SECURITY CLASSIFICATION (1) (2)	

1A-4

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	2
SECURITY CLASSIFICATION (1) (2)	2
PRIVACY MARKING (1) (2)	2
Copy Number of(2)	2
<u>ANNEX A TO</u> <u>(8)</u>	2
<u>DATED</u>	2
<u>TABULAR PRESENTATION</u>	2
Facts may be presented in tabular form. The following is an example :	2
Serial (Column Title) (1) (a) (b) (9) 1. (9) 2. (9) 3. (9) (Lines may be drawn between columns and between serials if desired). 4. (9) 5. (9)	2
(Column Title) (1) (c) (9)	2
(Column Title) (1) (d) (9)	2
(Column Title) (1) (e) (9)	2
(Column Title) (1) (f) (9)	2
Notes : (10)	2
A-1 of 1 (2)	
PRIVACY MARKING (1) (2)	
SECURITY CLASSIFICATION (1) (2)	

RULES FOR TYPISTS

STANDARD CONVENTIONS

Punctuation

64. With certain exceptions, normal punctuation is used in Service writing. The following additional conventions apply :

- a. **Full Stops.** Full stops are used :
 - (1) After a paragraph or sub-paragraph number or letter which is not in brackets.
 - (2) After paragraph and sub-paragraph headings and so on.
 - (3) At the end of each sub-paragraph and further sub-divisions except in case of unnumbered ones eg list or examples (s). (See Paragraph 1 (c) (6) that follows).
 - (4) After the description of each reference or supplementary document.
- b. **Colon.** A colon is used to introduce a list or a succession of sub-paragraphs.
- b. **Exceptions.**
 - (1) Full stops and commas are not used in an address.
 - (2) There is no comma after a salutation or a complimentary ending.
 - (3) In the text, no full stops are placed after, or unnecessary spaces left between, separate letters of familiar abbreviations.
 - (4) No comma is to be used after a subscription.
 - (5) In a tabular display, full stops are normally omitted except after serial numbers or to separate sentences or disparate notes within a column.
 - (6) Full stops are not used at the end of unnumbered sub-paragraph(s) or further subdivisions eg in case of list or example(s) excepting (complete) sentences. See Paragraph)241 b(2) of JSSDM for example.

Salutation and Subscriptions

65. Salutations follow common usage and begin with initial capitals. Subscriptions are in stylized form; examples are given at the annexes to Section 3 of JSSDM.

Inserting the Date

66. In documents having the originator's address block at the top right corner of the first page, the date or date-time group is placed under that address block opposite the identifying reference, the first typewritten element commencing at the standard tabulation stop. In other correspondence the date or date-time group is placed under the signature block.

67. The day of the month or the date-time group as applicable are omitted for later insertion in manuscript by the signatory.

Underling

68. All subject heading, main, group, paragraph and sub-paragraph headings are underlined.

Page Numbering

69. The rules for page numbering are given in Section 2 of JSSDM.

Miscellaneous Points

70. **Address.** Officially recognized abbreviations for departments and establishment titles, eg WASA, PWD etc, are to be used except in correspondence with foreign armed forces.

71. **Dates.** Dates, including dates in the text, are normally abbreviated, eg 19 Jul 93 except in formal, commanded and DO letters.

72. **Catchwords.** Catchwords are not to be used.

73. **Name, Rank and Appointment of Writer.** See Paragraph 0249 of JSSDM.

74. **Ampersand.** The ampersand is to be used instead of 'and' in departmental and similar titles, eg DAA&QMG, Messrs Saleh & Co etc.

75. **Right-Hand Margin.** For all briefs, minutes of meetings and summaries, a vertical line 3 centimeters from the right edge of the paper is drawn in. This margin commences with the first line of the first paragraph and ends in line with the last sentence on the first page. In subsequent pages, it commences with the first sentence and ends at the last line.

76. **Annex and Appendix Blocks.** These blocks are inserted in the right-hand margin and underlined.

EXAMPLE ON SPACING THE HORIZONTAL TEXT

Example (Note to Scale)

Left-hand margin of 15 spaces (3 cm)

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23
24 25 26 27 28 29 30 31 32 33 34 (Each dot represents a space)

the type – writer key)

1 . T h e
 1 2 . T h e
 a .
 T h e
 (1)
 T h e
 (a)
 T h e
 i .
 T h
 e
 i i .
 T
 a a .
 T h e

(Each 'x' represents a space on the type writer key. Please note that the text of any paragraph/ sub-paragraph starts 3 spaces after the full stop/ bracket).

Example (To Scale)

Left-hand margin of 15 spaces (3 cm)

1.xxxThe quick brown fox
 12.xxx The quick brown fox
 a.xxx The quick brown fox
 (1)xxx The quick brown fox
 (a)xxx The quick brown fox
 i.xxx The quick brown fox
 ii.xxx The quick brown fox
 iii.xxx The quick brown fox
 aa.xxx The quick brown fox
 (2)xxx The quick brown fox
 b.xxx The quick brown fox

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SELF-ASSESSED EXERCISE ON MESSAGE

Exercise - 1

Answer in note form the questions listed below. Your notes should be sufficiently comprehensive to satisfy you that you know, completely and in detail, the answers to these questions.

Q1. Who is the originator of an 'Operational Immediate' message drafted by the Orderly Sergeant and signed by the Orderly Officer of the BAF Base Bashar?

Q2. What is the highest precedence of a message the Duty Staff Officer of the Air Headquarters (Unit) authorized to use ?

Q3. What is the highest precedence that can normally be assigned to an administrative Type of message ? Can a Flight Lieutenant originate such a signal ?

Q4. Can you use the following words as the Special Message Distribution Instructions :

- a. Exclusive for Flight Safety Officer.
- b. Personal for Senior Medical Officer.

Q5. Can you originate a multiple address message and let no addressee know who are the other addressees ? How do you notify such a requirement to the communication staff ?

Q6. Can a Pilot Officer of the BAF originate a. Top Secret message, or b. an Emergency message ?

Q7. When is it possible to transmit classified messages in 'Clear', that is, without encryption ? Who can authorize it ? Can you transmit a Top Secret message in this manner ?

Q8. As an 'Info Addressee' do you have to respond on receipt of a signal that ends with the word Acknowledge.

Q9. Can 'Minimize' order be issued to discourage a tendency of originating unimportant administrative messages ? Can the Director of C&E order 'Minimize'?

Q10. Is it possible to assign different priorities to the Action Addressee and the Info Addressee of a message ? Can the Priority for the Info Addressee be higher than that of Action Addressee ?

Exercise - 2

Q1. In drafting the text of a message, how do you express the following :

a. Punctuation marks such as :

- (1) Full Stop (.)
- (2) Comma (,)
- (3) Colon (:)
- (4) Question Mark (?)
- (5) Parentheses ()
- (6) Paragraph
- (7) Quotation Marks (“ ”)

b. Numbers such as :

- (1) 123
- (2) 12,3
- (3) 0.3
- (4) 1,200
- (5) 2½
- (6) 32" X 4½"

c. Date and Time such as :

- (1) 1st April 1988.
- (2) 12 O'clock noon at Dhaka on 1st April, 1988.
- (3) Nine minutes past five O'clock GMT on the afternoon of 19th November 1987.
- (4) The night following the 12th May 1988.

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Exercise - 1 : Answers

- A1. The Officer Commanding BAF Base Bashar. The originator of a message is the commander by whose authority the message is sent.
- A2. Operational Immediate.
- A3. Priority. No, Staff Officers below the rank of Squadron Leader cannot originate Priority messages.
- A4. a. Yes. b. Yes.
- A5. Yes. By writing the word "Book" in the message form under the column termed Message Instructions.
- A6. a. Yes. Only when commanding unit or acting as duty Ops or Signals Officer.
b. No, except for SPECI.
- A7. In tactical operations, if there is no time for encryption and the transmitted information cannot be acted upon by the enemy in time to influence current operation, messages classified Secret or lower may be transmitted in clear. Commanding Officer can authorize sub-transmission. Top Secret message cannot be transmitted in clear under any circumstances.
- A8. No, only Action Addressees must acknowledge receipt.
- A9. No, the 'Minimize' is promulgated in an emergency to restrict messages that are not directly related to the emergency. No only the COAS and the ACAS's can promulgate the 'Minimize'.
- A10. Yes. No, the normal precedence of the Info Addressee is Deferred - the lowest. It can at the most be that of Action Addressee.

Exercise - 2 : Answers

- A1. a. (1) PD
(2) CMM
(3) CLN
(4) QUES
(5) PAREN or ()
(6) PARA
(7) QUOTE UNQUOTE
- b. (1) ONE TWO THREE
(2) ONE TWO DECIMAL THREE
(3) DECIMAL THREE
(4) TWELVE HUNDRED
(5) TWO AND A HALF
(6) THREE TWO INCHES
- c. (1) 01 APR 88
(2) 01 1200 F APR 88.
(3) 19 1709 Z NON 87
(4) NIGHT 12/13 may 88

TOPIC-3

SERVICE CORRESPONDENCE

Introduction

1. 'Service correspondence' is the generic term for correspondence written by members of the Services in the course of their duties. In common with all Service writing, Service correspondence conforms to standard layouts. The layouts used depend upon the purpose of the correspondence. Examples are given in the accompanying annexes.

2. **Composition of the Text.** In all but the shortest letters on routine matters, the text should consist of an introduction, a theme and a conclusion :

- a. **Introduction.** The introduction gives the purpose of the letter and summarizes any background information.
- b. **Theme.** The theme presents the case and lists any arguments or problems in a concise and logical sequence.
- c. **Conclusion.** The conclusion summarizes the salient points in the theme and must end by leaving the recipient in no doubt of the writer's orders, wishes, opinions, problems or recommendations.

While these headings are seldom used in letter writing, the reader should never be in doubt when he is passing from one part of the text to the next.

3. **Use of the First or Third Person.**

- a. Most Service correspondence is written in the third person. Exceptions to this convention are :
 - (1) Formal letters.
 - (2) Demi-official letters.
 - (3) Letters from a commander in which he expresses his personal views or conveys praise or blame and which he signs personally.
 - (4) Letters from headquarters, departments, etc in which it is often convenient to make use of the first person plural.
- b. When the first person is used in the opening and closing paragraphs it is permissible to revert to the third person in intervening paragraphs.

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4. **Use of Headed Paper.** Official paper may bear printed letter-heads which do not conform to the standard layout for typescript. When paper with printed letter-heads is used, the subsequent typescript follows the appropriate standard layout and normal rules of Service correspondence.
5. **Address.** Letters to addressees in one of the other Services, to government authorities and to civilian addressees should bear the full postal address of the originator and all recipients. Where appropriate, postcodes should be included as the last line of the address. It is Service practice to show the recognized abbreviations for the originator and recipients. When the department or branch required to take action is known to the sender, It is included in the address. See also paragraph 19 of Task-1. For letters addressed to individuals (either by name or appointment or both) the name/appointment will be mentioned first, followed by the branch/directorate (if necessary) and the headquarters/unit. These will be followed by the postal address as required.
6. **Departmental Correspondence.** Official correspondence originated in the Ministry of Defence is governed by rules set out in the Ministry of Defence and may not follow all the conventions described in this publication.
7. **Salutation and Complimentary Ending.** The choice of salutation in Service correspondence depends upon the relative ranks and the personal relationships existing between the writer and the recipient. Similarly, in any correspondence addressed to a civilian the writer is to be guided by the type of letter, ie formal or informal and select the appropriate salutation and ending.
8. **Variations from Standard Layout.** These are :
 - a. **Address.** Postal address is not shown on internal correspondence where the designation of the recipient is sufficient to ensure that the envelope can be correctly addressed.
 - b. **Multiple Addressees.** When there are numerous action addressees, they may be appended below the text in the subscription or on a separate sheet. If standard distribution lists are maintained, the words 'Distribution List', followed by its identification number or letter, are inserted in place of the first action addressee.
 - c. **Letters of Condolence.** These are written as private letters using the normal conventions except that :
 - (1) Official headed paper is not customarily used.
 - (2) The salutation and complimentary ending are hand-written.
 - (3) Paragraphs are not numbered.
 - (4) No file number appears on the original.
 - (5) No headings are used.
 - (6) The addressee's name and address are omitted.

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TYPES OF LETTER

9. There are 7 types of Service letter:

- a. Commanded letters.
- b. Directed letters.
- c. Routine letters.
- d. Formal letters.
- e. Demi-official (DO)
- f. Signal messages.
- g. Internal correspondence.

The formats of the above except signal messages are given in this task. Note that abbreviations apart from those for decorations, qualifications, regiments/corps and Service are not normally used in commanded, formal and DO letters.

Commanded Letters

10. Commanded letters are formal letters reserved for statements of major policy and directives of the Chiefs of the three Services and above. They are normally signed by senior officials of the level of Principal Staff Officers. Their format is not subject to the normal rules.

Directed letters

11. Directed letters are at a level between commanded letters and routine letters. They are used by the Services and formation headquarters. Staff officers may be authorized to sign such letters at the discretion of directors or heads of divisions.

Routine Letters

12. Routine letters are the normal form of correspondence within and between the Services. A routine letter may therefore be written by a formation or unit to any other formation or unit or by an individual member of the Services on a personal subject.

13. **Letters to Civilians.** In correspondence with civilian authorities or members of the public, the layout of the routine letter, with a salutation and conventional ending, provides the most generally used framework. References to previous correspondence or documents are made in the text. The style of the letter must be appropriate to both the subject and the recipient, and Service terminology and abbreviations should not be used. See also Paragraph 20 of Task-1.

14. **Signatory.** Routine letters addressed to a superior authority or to an external agency or organization, are signed by or for the officer commanding the formation or unit. See Paragraph 51 of Task-1.

Formal Letters

15. The use of formal letters is confined to ceremonial matters and certain formal submissions. They are addressed only to seniors or equals and are signed by the originator.

16. Occasions on which a formal letter might be appropriate are :

- a. In acknowledging a directive See Section 13 of JSSDM.
- b. In reply to a letter of praise or blame.
- c. When making a submission of an exceptional nature or forwarding a non-routine report to higher authority.
- d. In arranging ceremonial matters with outside authorities.

17. A formal letter begins with a salutation and closes with a complimentary ending.

Demi-Official Letters

18. Demi-Official (DO) letters permit an informal and more personal approach to Service or civilian addressees. They should be restricted to one subject and filed in the normal way. The full identity of the originator is shown at the head of the letter and the salutation and ending are inserted in manuscript by the originator.

Internal Correspondence

19. **Memorandum**. This type of format is widely used for correspondence on official matters at all levels between departments, directorates and branches. It is a speedy method of dealing with routine matters and is normally written in manuscript and are rarely filed.

20. **Loose Minute (LM)**. There may be occasions when a hand-written memorandum will not suffice. Other forms of internal correspondence may be used. LMs are used extensively within headquarters, units and bases when it is necessary to disseminate information but inappropriate or inconvenient to circulate a file. An example of an LM is at Annex 'H' to this section. LMs are filed in the same way as all correspondence but should never be distributed outside the originating headquarters, unit or base. In case correspondence is to be made to a directorate or branch within a headquarters and copies are to be sent to outside units bases or headquarters, then a routine letter should be initiated in place of LM.

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21. **Note Sheet.** A note sheet contains the notes which are written as informal means of conveying instructions, passing opinions, conducting correspondence and recording conversations that constitute the general run of business of a staff in any Service or formation. A note sheet may have a subject on the left hand side of a file. Properly maintained note sheets provide a full and valuable record of action taken on a particular subject with which the file deals.

Styles And Address

22. Methods of addressing correspondence in the Army, Navy and Air Force are shown in Appendix 1, 2 and 3 respectively to this annex.

Demi-official Letters

23. It is customary to indicate the Service, corps, regiment or branch duly abbreviated after the surname of officers as follows :

- a. **Army.** All officers of and below the rank of Lieutenant Colonel.
- b. **Navy.** All officers of and below the rank of Captain.
- c. **Air Force.** All officers of the Air Force.

24. The choice of salutation in demi-official letters depends upon the relative ranks and how well the writer and recipient know each other. Using 'Lieutenant Colonel A N Amin Ahmed, EME' as an example, the salutations in order of formality are :

- a. 'Dear Colonel Ahmed'.
- b. 'Dear Colonel'.
- c. 'Dear Amin'.
- d. 'My dear Amin'.

An officer of equivalent or senior rank who does not know Colonel Ahmed might well address him as 'Dear Ahmed'.

25. When such address would be appropriate, officers should be addressed by their generic rank; eg a Major General would be addressed 'Dear General' and a Lieutenant Colonel as 'Dear Colonel'.

Civilians

26. The normal salutation and endings in letters addressed to individual civilians are :

- a. 'Dear Sir' (or Madam) and 'Yours faithfully'.
- b. 'Dear (Mr) Rafique' and 'Yours faithfully'.

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27. To a corporate civilian body, eg a city council or learned society, the formal salutation and ending are : "Gentlemen' and 'Yours faithfully'.

28. To a civilian firm or body when normality is not appropriate 'Dear Sirs' and 'Yours faithfully' should be used.

29. Formal salutations and endings in letters addressed to high commissioner and ambassadors are 'Your excellency' and 'Yours faithfully'.

Inserting Salutation and Complimentary Ending

30. This is normally inserted in manuscript by the signatory at the time of signing except in formal letters when it is typed in.

Use of Military Decoration and Qualification Symbols

31. Military decoration and qualification symbols ie, BU, BB, awc, ndc, ndu, rcds, te, G+ etc may be used in official or demi-official letters, invitation cards, Service records, Service list etc but will not be used in the text of a letter as in the case of minutes of a meeting.

Annexes:

- A. Addressing Commands, Formations and units : Army.
- B. Addressing Commands, Formations and units : Navy.
- C. Addressing Commands, Formations and units : Air Force.
- D. Example of a Routine Letter.
- E. Example of a Formal Letter.
- F. Example of a Loose Minute.

ADDRESSING COMMANDS, FORMATIONS AND UNITS : ARMY

1. Correspondence to the Ministry of Defence is addressed to the 'Ministry of Defence', adding a branch title, when known and the address of the building :

Ministry of Defence (D-II)
Old High Court Building
Dhaka

2. When the branch title or address, or the responsible division or directorate are not known, letters should be addressed to :

Ministry of Defence
Procurement Section
Old High Court Building
Dhaka

3. The form of address used for formations and units depends upon the content of the document. For formations, policy matters are normally addressed to the commander and other matters to the headquarters; for units, policy matters are addressed to the officer commanding and routine correspondence to the unit. The address in signal messages is just the title of the formation or unit.

4. Addresses are frequently abbreviated (see paragraph 5). The term 'HQ' is used while addressing formation headquarters. This does not necessarily denote the headquarters elements (eg headquarters company of a division) only. The identifying reference and the content would indicate the branch responsible for handling the correspondence.

5. The following examples show :

- a. The address of the commander.
- b. The address of the headquarters.
- c. The operational address.

In all cases the location has been omitted.

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6. **In Full**

COMMAND

EXAMPLES

Abbreviated

- | | | |
|----|---|------------------------|
| a. | The Chief of Army Staff
Bangladesh Army | CAS
BD Army |
| b. | Army Headquarters
General Staff Branch
Staff Duties Directorate | AHQ
GS Br
SD Dte |
| c. | Not used in full | AHQ GS Br (MO Dte) |

7. **Division.**

- | | | |
|----|---|------------------------|
| a. | The General Officer Commanding
9 Infantry Division | GOC 9 Inf Div |
| b. | Headquarters 9 Infantry Division | HQ 9 Inf Div |
| c. | Not used in full | Main/Rear HQ 9 Inf Div |

8. **Brigade.**

- | | | |
|----|-----------------------------------|-----------------|
| a. | The Commander 87 Infantry Brigade | Comd 87 Inf Bde |
| b. | Headquarters 87 Infantry Brigade | HQ 87 Inf Bde |
| c. | Not used in full | HQ 87 Inf Bde |

9. **Unit.**

- | | | |
|----|---|---------------|
| a. | The Commanding Officer (1)
1st Battalion
The East Bengal Regiment | CO 1 E Bengal |
| b. | 1 East Bengal | 1 E Bengal |
| c. | Not used in full | 1 E Bengal |

10. **Minor Unit and Sub-Unit.**

- | | | |
|----|--|--------------|
| a. | The Officer Commanding (1)
88 Field Battery | OC 88 Fd Bty |
| b. | 88 Field Battery | 88 Fd Bty |
| c. | Not used in full | 88 Fd Bty |

Note :

1. It is Army practice when addressing an officer in command of a major unit, eg Regiment, Battalion, etc for his appointment to be given as 'Commanding Officer'; in a minor unit, eg Battery, Company, etc it is 'Officer Commanding'.

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ANNEX B TO
TOPIC- 3

ADDRESSING COMMANDS, FORMATIONS AND UNITS : NAVY

1. Correspondence to the Ministry of Defence is addressed to the 'Ministry of Defence', adding a branch title, when known, and the address of the building :

Ministry of Defence (D-6)
Old High Court Building
Dhaka

2. When the branch title or address, or the responsible division or directorate are not known letters should be addressed to :

Ministry of Defence
Procurement Section
Old High Court Building
Dhaka

3. In the Bangladesh Navy all correspondence and pagers are normally addressed to the holder of an appointment, eg :

In Full

Abbreviated

The Chief of Naval Staff	CNS
The Commodore Commanding Chittagong	COMCHIT
The Commodore Commanding BN Flotilla	COMBAN
The Commodore Superintendent Dockyard	CSD
The Administrative Authority Dhaka	Admin Dhaka
The Senior Naval Officer (Afloat)	SNO (A)
The Commodore Commanding Khulna	COMKHUL
The Commander patrol Craft Squadron 41	COMPATRON 41
The Commanding Officer BNS ISSA KHAN	CO BNS ISSA KHAN
The Commanding Officer BNS OSMAN	CO BNS OSMAN
The Commanding Officer Naval stores Depot	CO NSD
The Officer in Charge MFV 55	OIC MFV 55

4. Correspondence and papers to BN ships and establishments are normally addressed to 'The Commanding Office BNS' .

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5. In accordance with traditional naval usage the names of BN ships are prefixed by the letter BNS. Ships' names, which should be in capital letter should not be placed in quotation marks or quoted without the prefix. The floating dock SUNDERBAN is prefixed by BNFD. Other examples are BNT, BNFC.

6. The rule in Paragraph 5 applies equally (with appropriate prefixes) to naval vessels of commonwealth and foreign countries.

7. **Addressing Correspondence to the Chief of Naval Staff.** Only the letters requiring the personal attention of the Chief of Naval Staff are to be addressed to him. The address on the cover of such letters is to be as follows :

The Chief of Naval Staff
Naval Headquarters
Banani
Dhaka

8. **Letters to and from Naval headquarters.**

a. All letters to Naval headquarters are addressed as follows :

Naval Headquarters
..... Branch (appropriate branch)
Directorate of (appropriate directorate)
Banani
Dhaka

b. Letters emanating from Naval headquarters and addressed to the BN authorities and other Services will be in the routine letter form and the address of the originator will be shown as follows :

Naval Headquarters
Operations Branch
Directorate of Naval Operations
Banani
Dhaka

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ANNEX C TO
TOPIC-3

ADDRESSING COMMANDS, FORMATIONS AND UNITS : AIR FORCE

1. Correspondence to the Ministry of Defence is addressed to the 'Ministry of Defence', adding a branch title when known and the address of the building'.

Ministry of Defence (D-7)
Old High Court Building
Dhaka

2. When the branch title or address, or the responsible division or directorate are not known, letters should be addressed to :

Ministry of Defence
Law Cell
Old High Court Building
Dhaka

3. In general, policy matters and formal correspondence are addressed to an appointment, as shown in Paragraph 5. Routine correspondence, orders and instructions are addressed to the formation or unit, as in Paragraph 6.

4. When the department or branch required to take action is known to the sender, its abbreviation is included in the address.

EXAMPLES

<u>In Full</u>	<u>Abbreviated</u>
5. Officer Commanding/Air Officer Commanding BAF Base Bashar	OC/AOC BAF BSR
6. BAF Base Bashar (Matiur; Pahar Kanchanpur; Zahur)	BAF BSR (MTR; PKP; ZHR)
7. Air Defence Operations Centre Dhaka	ADOC Dhaka
8. Air Headquarters Directorate of Air Training Dhaka Cantonment Dhaka	Air HQ Dte of Air Trg Dhaka Cantt Dhaka
9. Officer Commanding Personnel Despatch Centre Dhaka	OC PDC Dhaka
10. Officer Commanding 3 Squadron BAF	OC 3 Squadron
11. Officer commanding 1 Field Unit BAF	OC 1 FU

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ANNEX D TO
TOPIC-3

EXAMPLE OF A ROUTINE LETTER

RESTRICTED

IMMEDIATE

AHQ
GS Br
MT Dte
Dhaka Cantt

Tel : 310341 ext 326

1513/34/MT-3

Apr 91

DEMO – BDE HQ AND BAA IN THE FD

Refs :

- A. DSCSC ltr no 174/6/SC/Trg dt 30 Mar 91.
- B. Air HQ/7100/Ops dt 04 Apr 91.

1. For the 5th Army Staff Course and 1st Air Staff Course, DSCSC has req for a demo of a mob and a static bde HQ along with the layout of a BAA at Savar Cantt. Tentatively, the demo is scheduled for 23 Apr from 0930-1400 hrs with dress rehearsal on 22 Apr.

2. The broad reqrs are :

- a. Bde HQ.
- b. BAA.
- c. Army/Air Coop.

3. For greater details on the demo see Ref A. Air HQ has detailed a BASO with an FFR veh and a bell-212 hel from BAF BSR for the demo.

4. DSCSC will liaise with your HQ for further coord.

H M CHOWDHURY
Lt Col
For CGS

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Distr :

External :

Action :

HQ 9 Inf Div

Info :

HQ 81 Inf Bde

Air HQ
Ops & Trg Br

DSCSC

Internal :

MO Dte

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ANNEX E TO
TOPIC-3

EXAMPLE OF A FORMAL LETTER

SECRET

Copy Number of 3 (1)
Total pages 2 (1)

Naval Officer in Charge Khulna
BNS TITUMIR
Khalishpur

Telephone : 61818

PA/3865

June 1991

Sir (2)

Operation Sea Fish (3)

1. I have the honour to report that in accordance with the instructions contained in Naval headquarters letter number OP/5840 dated 01 May 1991, (4) the Patrol Craft Squadron under my command successfully carried out Operation SEA FISH on 18 and 20 May 1991.

2. Appropriate logistic support was provided by BNS SHAHEED RUHUL AMIN.

Yours faithfully (2)

F AHMED
Captain BN
Naval Officer in Charge Khulna

Enclosures :

1. Narrative of the Frigate Squadron.
2. Narrative of the Patrol Craft Squadron.

E-1 of 1

SECRET

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SECRET

To :	Copy Number
------	-------------

The Chief of Naval Staff Naval Headquarters Banani Dhaka –13	1
---	---

Information :

The Commodore Commanding Chittagong New Mooring Chittagong	2
--	---

File	3
------	---

Notes :

1. See Paragraph 17 Task-1.
2. A formal letter is to have salutation and complimentary ending without any comma after them (see Paragraph 24 Task-1)
3. A formal letter may not always have a title.
4. List references under 'References :' if 2 or more references are to be quoted.

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SECRET

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ANNEX F TO
TOPIC-3

EXAMPLE OF A LOOSE MINUTE

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PRIORITY

GS Br
(SD Dte)

LM

3123/2/SD-1

LM

Refs :

- A. MO Dte/2345/SD dt 02 Jan 90.
- B. MI Dte/2145/SD dt 05 Jan 90.

1.This is to cfm that the views regarding the writing of LM contained in your LM are correct. This dte agrees with you that :

- a. LMs are intended for conducting internal correspondence within a HQ or an estb/unit.
- b. Max use of LM should be made to avoid frequent mov of files.
- c. LMs should be brief, clear, concise and ato the pt.

2.At present, the various dtes are using different forms for LM. This prac is against the principles of Svc writing. Attn of all dtes should, therefore, be drawn to the JSSDM 1991.

Z A KHAN
Lt Col
GSO-1

Ext 173

Jan 92

To :

MO Dte

Info :

MT Dte
Edn Dte

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CHAPTER-2 : SELF-ASSESSED EXERCICISE

- Q1. what are the exceptions to the convention of using third person in service correspondence ?
- Q2. What exceptions to the normal convention are maintained in Letters of condolence ?
- Q3. What are the occasions on which a formal letter might be appropriate ?

ANSWERS TO SELF-ASSESSED EXERCICISE

A1. Use of the First or Third Person.

a. Most Service correspondence is written in the third person. Exceptions to this convention are :

(3) Formal letters.

(4) Demi-official letters.

(3) Letters from a commander in which he expresses his personal views or conveys praise or blame and which he signs personally.

(4) Letters from headquarters, departments, etc in which it is often convenient to make use of the first person plural.

b. When the first person is used in the opening and closing paragraphs it is permissible to revert to the third person in intervening paragraphs.

A2. Letters of Condolence. These are written as private letters using the normal conventions except that :

a. Official headed paper is not customarily used.

b. The salutation and complimentary ending are hand-written.

c. Paragraphs are not numbered.

d. No file number appears on the original.

e. No headings are used.

f. The addressee's name and address are omitted.

A3. Occasions on which a formal letter might be appropriate are :

a. In acknowledging a directive See Section 13 of JSSDM.

b. In reply to a letter of praise or blame.

c. When making a submission of an exceptional nature or forwarding a non-routine report to higher authority.

d. In arranging ceremonial matters with outside authorities.

TOPIC– 4
MESSAGE WRITING

Introduction

1. The Bangladesh Armed Forces communication network is intended for the transmission of urgent official messages and is designed to carry the volume of traffic arising from its legitimate use. The effectiveness of the system depends on strict compliance with the procedures laid down. Misuse of the system causes congestion and delay.

2. **Means Employed.** This can be one or a combination of the following :

- a. Radio.
- b. Line.
- c. Signal Despatch Service.

3. **Use of Signal Messages.** It is impracticable to define precisely the types of communication for which messages may be used. All formation headquarters should regularly review their standing orders or operating procedures involving the use of signal messages. However, messages are not normally used for such purposes as :

- a. Congratulatory messages that have appeared or will appear in the press, or will be included later in command or other orders and those concerning promotions, honours and awards.
- b. Non-operational returns unless other means are not possible.
- c. Acknowledgements, unless of an operational nature.
- d. Notification, over 48 hours in advance, of the routine movements of individuals.
- e. Other matters that can adequately be dealt with by telephone or letter.

Terminology

4. The meaning of the terms in the Message Form BAF (Sigs) –34 (Specimen at Annex A to this section) are :

a. **Precedence**. The 4 degrees of precedence given to messages are FLASH, IMMEDIATE, PRIORITY and ROUTINE. These precedences determine the order in which messages are to be handled. They indicate:

- (1) The urgency of the message.
- (2) The relative order of processing and delivery to be used by communication staff.
- (3) The relative order in which the addressee should note the message.

The precedence is determined by the subject matter and the time factor. It does not indicate how quickly the addressee should react or what precedence should be given to the reply unless of course included in the text. Precedence's are not to be under lined or abbreviated and are to be in capitals. The recognized precedence's together with examples and authorizing officers are given at Annex 'B' to this section. The degree of precedence and the maximum time allowed to each signal/communication centre enroute for clearance are :

<u>Precedence</u>	<u>Clear Message</u> (Hours)	<u>Crypto Message</u> (Hours)
FLASH	0.5	1
IMMEDIATE	2	3
PRIORITY	4	6.5
ROUTINE	8	16

b. **Precedence Action**. This is the designation inserted in a message by the originator to indicate to the signals/ communication centre staff, the relative order of handling.

c. **Precedence Information**. The explanation here is similar to that explained above for 'precedence action' except that the degree of urgency

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indicated in the box will always be lower than that of 'precedence action'. If nothing is inserted the communication centre staff will give it a "ROUTINE" precedence.

d. **Date-Time Group (DTG).** The DTG is expressed as 6 digits followed by a time zone suffix and the first 3 letters of the month. The first pair of digits denotes the date, the second pair the hour and the third pair the minute. The last 2 digits of the year are added when necessary to avoid confusion. The DTG is inserted on the message box by the officer when he signs the message. An example is as follows :

17 (date) 0830 (Time) F (Zone) SEP (month) = 170830F SEP

e. **From.** This is the formation, ship, base, etc on whose authority the message is sent. Capital letters are to be used throughout. No space should be left between adjacent abbreviations but space must be left between whole words and abbreviations and between letters and figures. Examples are as follows :

Headquarters 9 Infantry Division	-	9 INFDIV
Commodore Commanding Chittagong	-	COMCHIT
BAF Base Bashar	-	BAF BSR

f. **To.** This is the addressee that the message is intended for. This is the action addressee and appropriate action as required by the text of the message will be taken by this action addressee. Each address is to be written on a separate line. This may require the move of word 'INFO' on the message form to lower line. Punctuation's are not to be used. Where a headquarters is split between MAIN and REAR the elements must be treated as separate addressees. Addresses are to be listed in the same order as the distribution list of an operation order.

g. **Information.** This is the addressee to whom the message is sent for information. Other instructions are same as 'To' addressees.

h. **Internal Distribution.** This is to be typed beneath the text of the message. When copies of the message are required to be distributed internally, the appropriate branches, departments etc are to be entered here.

j. **Message Instructions.** Any instruction written under this heading will indicate to the communication centre/signal centre staff that the message requires special handling. The usual occasion whereby the originator of a message is

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required to insert any instruction under this heading is when the words 'BOOK', 'EXCLUSIVE', 'TABULATE' 'BASEGRAM', or 'NODUF' is entered.

k. **Security Classification.** This is a word or phrase that indicates the degree of secure handling to protect the contents of a message. These are :

- (1) TOP SECRET.
- (2) SECRET.
- (3) CONFIDENTIAL.
- (4) RESTRICTED.

l. **Originator's Number.** This is part of a message reference. It consists of distinguishing letters followed by a number or numbers. Originator's numbers are laid down in relevant Service publication. Examples are as follows :

- (1) G 5501.
- (2) A 4242.
- (3) BAA 231.

Originator's numbers are not used by Bangladesh Navy. Naval signal messages are identified by the DTG.

m. **Telephone Number.** This is the office telephone number of the originator.

n. **Rank.** This is the rank of the releasing officer.

Message Instruction

5. **Responsibilities of the Releasing Officer.** The releasing officer is responsible for :
- a. Determining whether the message is necessary.
 - b. Checking the type of message and addressees.
 - c. Ensuring the proper use of the prescribed message form.
 - d. Ensuring that the text is correctly drafted.
 - e. Approving the security classification.
 - f. Confirming the precedence for action and information addressees.
 - g. Inserting the DTG.
 - h. Checking the appropriate message instruction, if any.
 - j. Signing the message.
 - k. Sending the message to the signal/communication center for transmission.

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6. **Message Form BAF (Sigs) – 34.** The official message form is the BAF (Sigs)-
34. A specimen form is at Annex A to this section.

Security Classification

7. Messages are to be given the same security classification as other classified documents. The 4 classifications to be used are:

TOP SECRET
SECRET
CONFIDENTIAL
RESTRICTED

8. These classifications must not be abbreviated and are to be written in block capitals. They are to appear on each page of a multi-page message. The definition of the 4 security classifications are contained in paragraph 0204 of Section 2. Messages which have no security classification and do not require security protection are to be marked 'UNCLAS' in the security classification column. This ensures that releasing officer has not overlooked the question of security. During active operations a message of any classification except 'TOP SECRET' may be transmitted in clear over any circuit, provided all the following factors apply:

- a. The delay involved in enciphering and deciphering cannot be accepted.
- b. It is considered that the enemy will not have time to take effective action on the message if they intercept it.
- c. The information revealed regarding our plans and dispositions is wholly local in character.
- d. No reference is made to a previously enciphered message.

9. Above battalion headquarters level, such messages may be originated by an officer authorized to originate an 'IMMEDIATE' message. Within and below unit headquarters level they may be originated by any officer, provided that contact has been made with the enemy and the message deals only with operations in progress.

10. Messages of the type referred to in the preceding paragraph must be identified by the word 'CLEAR' written at the beginning of text. This indicates that the message contains classified information that has been authorized to be sent in clear. The message when received is marked by signals with the phrase 'RECEIVED IN CLEAR' before delivery to the addressee. Such messages must be handled as confidential

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material and not readdressed. When the addressee requires the information to be forwarded to another addressee, a new message is originate, paraphrasing the original.

Types of Messages

11. These are explained below :

- a. **Single Address Messages.** A single address message is one destined for only one addressee.
- b. **Multiple Address Messages.** A multiple address message is one which is destined for two or more addressees, each of whom must be informed of all the other addresses. Each addressee must be indicated as 'ACTION' or 'INFORMATION'. It is essential that the number of multiple address are kept to a minimum, since processing them causes delay in message handling.
- c. **Book Messages.**
 - (1) A book message is one which is destined for two or more addressees, none of whom needs to be informed of the other addressees.
 - (2) In this type of message the word 'BOOK' should be inserted by the originator or releasing officer in the 'Message Instruction' box on the message form. Similarly, distributed copies of the message are to be marked 'BOOK'. The inclusion of this message instruction permits communication staff to delete from the message any address not pertinent to a particular transmission of that message.
- d. **General Messages.** In this a list of addresses is represented by one identifying title (List A, B etc) or Address Indicating Group (AIG) that shortens the address and so reduces drafting, handling and transmission times. Where such messages contain more than one AIG (one for action and another for information addressee) then it is called a multiple general message.
- e. **Exercise Messages.** Messages originated purely for exercise or training purposes are to be marked in the following manner in order to avoid confusion or alarm among formations or units not connected with the exercise or training :

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(1) Those messages originated as a result of exercise play are to include the prefix 'EX' followed by the exercise nickname as the first word of the text.

(2) Messages originated during an exercise period which require real action to be taken by the recipient eg normal administrative instructions to directing staff etc, are to include the term 'NODUF' at the beginning of the text.

f. **Basegram.** If an originator wishes a message to be held at a base for delivery to a ship or aircraft on its arrival the word 'BASEGRAM' should be inserted in the message instructions. Messages not required by a ship or aircraft until its return to base should always be sent in this manner as it reduces message traffic and avoids unnecessary cryptographic work. Such messages are stamped 'BASEGRAM' by the communication staff before delivery.

Responsibilities of the Originator

12. A message is not to be used when a letter or other forms of communication will suffice. Having decided that a signal message is the most suitable form of communication in the circumstances, the originator is responsible for observing the rules for message writing set out in this volume and for choosing the appropriate precedence and security grading.

Message Preparation

13. **Address of Messages.**

a. A message is sent to one or more action addressees. It may also be sent to any number of information addressees and internal addressees.

b. A message must be addressed only to specific authorities and establishments. The names of directorates, branches or individuals within these establishments must not be inserted in the address space. Specific directorates, branches or individuals must be indicated at the beginning of the text.

c. Only authorized signal addresses are to be used.

Text of Message

14. a. **Brevity.** A message must be unambiguous and concise with no unnecessary words. Commonly used conjunctions, prepositions and articles such as 'and', 'for', 'in', 'on', 'please' and 'the' are not used unless essential to the meaning. Abbreviations and short titles should not be used indiscriminately as they can make the message unintelligible. Formal phrases such as 'please inform me' should be omitted and the expression 'it is requested that' abbreviated to 'request'.
- b. **Legibility.** All copies of the message must be legible as operators may have to transmit direct from any of the copies. Text should be in capitals throughout.
- c. **Punctuations.** This is not to be used unless it is essential to the sense of the message. When it is necessary to use them, only those in columns (b) and (c) should be used :

<u>Punctuation</u> (a)	<u>Abbreviation</u> (b)	<u>Symbol</u> (c)
Question mark	QUES	?
Hyphen		-
Colon	CLN	:
Semi-colon	SMCLN	;
Parenthesis (left-hand bracket)	PAREN	(
Parenthesis (right-hand bracket)	UNPAREN)
Full stop/Period	PD	.
Comma	CMM	,
Slant/Oblique stroke		/
Quotation mark	QUOTE –UNQUOTE	

Symbols should be used in preference to abbreviations except when the message is to be sent by more code or telegraphy. Full stops and commas should be bracketed to make them conspicuous. If punctuation marks other than above are necessary to the sense of the text, they are to be written in full eg APOSTROPHE etc.

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- d. **Other Symbols.** Other symbols should not normally be used in message writing unless it is essential to the sense of the message. When essential only the following should be used :

<u>Name of Symbol</u>	<u>Incorrect</u>	<u>Correct</u>
(a)	(b)	(c)
Roman numeral	WO II	WO 2
Ampersand	&	AND
Monetary symbols	\$, £, t	DOLLARS, POUNDS, TAKAS
Symbols of measurement (Also see Annex F to Section 2)	x ‘ “	YARDS, FEET, INCHES
Multiplication Sign	x	BY or TIMES
Plus sign	+	PLUS
Ratio sign	1:250,000	ONE OVER 250 THOUSAND
Decimal point	4.5	FOUR POINT FIVE or 4 POINT 5
Degrees	270°	270 DEGREES
Percent	10%	10 PERCENT or TEN PERCENT

- e. **Numbers.**

(1) Numbers are normally written in figures, but words may be used to avoid the chance of misinterpretation. Words should not be used for paragraph numbering.

(2) When written in words, numbers are expressed digit by digit except that numbers from 10-20 are written as one word. Whole hundreds, thousands and millions are written in the form ‘FIVE HUNDRED’, etc.

(3) An expression containing a decimal point must be written in the form ‘ONE ZERO POINT TWO FIVE’.

(4) Roman numerals should be avoided. When essential they are to be written in the form ‘ROMAN SIX’.

- f. **Fractions.** Fractions are to be written as Arabic digits divided by an oblique stroke, eg $\frac{1}{2}$ is to be written ‘1/2’. A group comprising a whole number

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and a fraction is to be written by separating the fraction from the number by means of a single hyphen, without spacing, eg $1\frac{3}{4}$ is to be written '1- $\frac{3}{4}$ '. Alternatively, fractions may be spelt out, eg $1\frac{1}{2}$ may be written 'ONE AND A HALF'.

g. **Dimensions.** Dimensions are to be written as number groups followed by the linear unit and separated by the word 'BY' eg '2½ in x ¼ in' is to be written '2-½ IN BY ¼ IN'. Alternatively dimensions may be spelt out, eg '2½ in x ¼ in' may be written 'TWO AND A HALF INCHES BY A QUARTER INCH'.

h. **Phonetic Equivalents.** Those used in the Bangladesh Armed Forces are given below :

<u>Letter</u>	<u>Equivalent</u>
(a)	(b)
A	ALPHA
B	BRAVO
C	CHARLIE
D	DELTA
E	ECHO
F	FOXTROT
G	GOLF
H	HOTEL
I	INDIA
J	JULIETT
K	KILO
L	LIMA
M	MIKE
N	NOVEMBER
O	OSCAR
P	PAPA
Q	QUEBEC
R	ROMEO
S	SIERRA
T	TANGO
U	UNIFORM
V	VICTOR
W	WHISKEY
X	XRAY
Y	YANKEE
Z	ZULU

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When it is necessary to include important isolated letters in a message the phonetic alphabet should be used, eg 'Campaign B' is written as 'CAMPAIGN BRAVO'.

j. **End of Text.** Punctuations or symbols to indicate the end of text of a message are not necessary. Example of a completed message is at Annex 'C' to this task.

Message Reference

15. a. When reference is made to a signal message, the particulars required to be quoted are the originator, originator's number and DTG. An example is as follows :

1 DIV G 3701 OF 170830F JUN

Originator's number is not used in Bangladesh Navy.

b. In a single address message, the term 'your', 'my' etc followed by the relevant particulars may be used in the text in place of the originator's signal address. Examples are as follows :

(1) YOUR G 4164 DT 230900F JUL.

(2) MY A 1801 OF 030955F JUN.

(3) OUR Q 3501 DTG 241735F MAY AND YOUR Q 5001 DTG 251915F JUN.

(4) YOUR 241315F JUN (for Navy).

c. When references are inserted in messages designated for several addressees care must be taken that such references are available to all the addressees. In cases where references are not held by all addressees, the indicator 'NOTAL' should be included after the reference at the beginning of the text, eg '..... REF 20 DIV Q 2122 OF 120730 F JUL NOTAL '

Special Handling Procedure

16. Special handling procedures will be accorded to messages that have a sensitive or classified text. When special handling is required the restrictive marking is to be inserted at the beginning of the text. The following markings will receive special handling procedures :

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a. **Exclusive.** The restrictive marking 'EXCLUSIVE' followed by the name or appointment of the person to whom the message is to be delivered, is used on messages the contents of which are only to be seen by the person named or, in his absence, by his authorized representative. This marking must be used sparingly and is not normally used by officers below the rank of Lieutenant Colonel, Commander or Wing Commander.

b. **In Confidence.** For administrative reasons there is a need to make distinction between messages of a purely personal nature and those which are classified for other security reasons and require security protection. For this purpose the following markings are used :

(1) **Staff in Confidence.** For personal matters such as a recommendation or non-recommendation for promotion.

(2) **Medical in Confidence.** For individual medical matters.

(3) **Commercial in Confidence.** For commercial matters the premature disclosure of which may prove embarrassing to the Government or the Armed Forces.

c. **Classified Messages.** All classified messages receive special handling procedure. The appropriate classification for each message is to be inserted in the security classification space of the message form. The procedure for the submission of 'TOP SECRET' and 'EXCLUSIVE' messages is as follows :

(1) Sufficient copies of the message are to be prepared by the originator for all addressees. These are to be enclosed in a new envelope which is to be marked on both sides as follows :

(a) TOP SECRET message for dispatch; 'EXCLUSIVE' message for dispatch, as applicable.

(b) In the case of 'EXCLUSIVE' message, the security classification.

(c) The precedence allotted to the enclosed message.

(2) Two skeleton copies of the message are to be made, identical with those enclosed in the sealed envelope but excluding all the text after the originator's number.

(3) The skeleton copies of the message are to be enclosed with the envelope in an outer envelope. The outer envelope is to be addressed to the communication centre and the message precedence clearly shown. One of the skeleton copies bearing the communication/signal centre stamp and with the DTG inserted on it will be returned to the originator as a receipt.

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17. **Acknowledgements.** If an originator considers that a message must be acknowledged, one of the following words or phrases is to be put at the end of the text:

<u>Word/Phrase</u>	<u>Meaning</u>
'ACK'	Action addressees are to acknowledge message as soon as it is understood. Electronic silence, if imposed, is not to be broken and the acknowledgement is to be sent by other secure means.
'ACK IMMEDIATELY'	Action addressees are to acknowledge as soon as it is understood, Electronic silence can be broken but this must be a command decision.
'ALL ACK'	Information as well as action addressees are to acknowledge the message as for 'ACK' above.

Sequence of Text

18. The text of a message consists of some or all of the following elements listed in the order in which they are generally used :

- a. **NODUF instructions.** See Paragraph 9e(2).
- b. Restrictive marking such as EXCLUSIVE, IN CONFIDENCE etc (see paragraph 9e) or branch/directorate of establishments (see Paragraph 11b).
- c. **The word CLEAR.** Messages of the type referred to in the paragraph 9 must be identified by the word 'CLEAR' written at the beginning of text. This indicates that the message contains classified information that has been authorized to be sent in clear. The message when received is marked by signals with the phrase 'RECEIVED IN CLEAR' before delivery to the addressee. Such messages must be handled as confidential material and not readdressed. When the addressee requires the information to be forwarded to another addressee, a new message is originated, paraphrasing the original.
- d. Code word or nickname indicating that the message is connected with an operation or exercise. (See Paragraph 9e(1))
- e. Subject of the message, if any.
- f. Reference to previous messages etc. See Paragraph 13.
- g. The body of the message.
- h. Any acknowledgement instructions.

Annexes :

- A. Specimen Message Form.
- B. Message Precedence.
- C. Example of a Completed Message.

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ANNEX A TO
TOPIC-4

SPECIMEN MESSAGE FROM

B.A.F (Sig) - 34

MESSAGE FORM Number

FOR COMCEN/SIGS USE -----

PRECEDENCE ACTION	PRECEDENCE INFO	DATE TIME GROUP	MSG INSTRS
FROM :			PREFIX GR
TO :			SY CL
INFO :			<u>ORIG'S NO</u>

[illegible]

MESSAGE PRECEDENCE

Serial	Precedence	Definition, Use and Example	Handling Procedure
(a)	(b)	(c)	(d)
1.	FLASH	<p>This is reserved for initial enemy contact messages or operational combat messages of extreme urgency. Examples are :</p> <ul style="list-style-type: none"> a. Initial enemy contact reports. b. Messages recalling or diverting friendly aircraft about to bomb targets unexpectedly occupied by friendly forces; or messages taking emergency action to prevent conflict between friendly forces. c. Warning of imminent large scale attack. d. Messages containing major strategic decisions of great urgency. e. Extremely urgent intelligence messages. f. Distress message. 	<p>These messages will be hand-carried, processed, transmitted and delivered in the order received and ahead of all other messages. Messages of lower precedence will be interrupted on all circuits involved until handling of the 'FLASH' messages is completed.</p>
2.	IMMEDIATE	<p>This is reserved for messages relating to situations which gravely affect the security of national forces or populace and which require immediate delivery to the addressee(s).</p> <ul style="list-style-type: none"> a. Reports of initial enemy contact. b. Reports of unusual major movements of military forces of foreign powers in time of peace or strained relations. c. Messages which report enemy counter attack or which request or cancel additional support. d. Attack order to commit a force in reserve without delay. e. Messages concerning logistical support of special weapons when essential to sustain operations. 	<p>These messages are processed, transmitted and delivered in the order received and ahead of all messages of lower</p>

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(a)	(b)	(c)	(d)
3.	PRIORITY	<p>f. Reports of widespread civil disturbance.</p> <p>g. Reports of warning of grave natural disaster (earthquake, flood, storm, etc).</p> <p>h. Requests for, or direction concerning distress assistance.</p> <p>j. Urgent intelligence messages.</p> <p>k. Aircraft movement reports (eg messages relating to requests for news of aircraft in flight plans, cancellation messages to prevent unnecessary search/ rescue action).</p> <p>This is reserved for messages which require expeditious action by the addressee(s) and/or furnish essential information for the conduct of operations in progress when 'ROUTINE' precedence will not suffice. Examples are :</p> <p>a. Situation reports on position of front where attack is impending or where fire or air support will soon be placed.</p> <p>b. 'PRIORITY' messages should be delivered immediately upon receipt at the addressee destination.</p>	<p>These messages are processed, transmitted and delivered in the order received and ahead of all messages of 'ROUTINE' precedence in accordance with the following instructions :</p>
4.	ROUTINE	<p>a. 'ROUTINE' messages being transmitted should not be interrupted unless they are extra long and a very substantial portion remains to be transmitted.</p>	<p>These messages are processed, transmitted and delivered in the order received and after all messages of a higher precedence.</p>

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Notes :

1. The Chiefs of staff may authorize officers holding specified appointments to use any precedence where necessary. In such cases the Chief Signal Officer will be informed.
2. In the absence of any officer specified in columns, his immediate representative may use any precedence which the absent officer is entitled to use.
3. Authority to use a given precedence automatically entitles an originator to use any lower precedence.
4. In a situation of special urgency any person may authorize any precedence but he may be required to justify his action subsequently.

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ANNEX C TO
TOPIC-4

EXAMPLE OF A COMPLETED MESSAGE

B.A.F (Sig) - 34

MESSAGE FORM Number

FOR COMCEN/SIGS USE -----

PRECEDENCE ACTION PRIORITY	PRECEDENCE INFO	DATE-TIME GROUP 040800F FEB	MSG INSTRS
FROM : 17 DIV MAIN			PREFIX GR
TO : 49 BDE 62 BDE			SY CL SECRET
INFO : 66 BDE			ORIG'S NO G 0789

OUR G 0763 021400F FEB FD 17 EB UC 62 BDE FROM 051930F FEB PD 49 BDE
TASK UNCHANGED PD 62 BDE AT 2 HRS' NTM TO AREA TWO AND A HALF
MILES SOUTH OF DOHAZARI 3437 FROM 060930F FEB PD ACK ---

INTERNAL : AQ -----

FOR OP'S USE	R	DT	TIME	SYSTEM	OP	D	DT	TIME	SYSTEM	OP	SIGNATURE
											RANK TEL :

C-1

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TASK-5

PUBLIC SPEAKING

Introduction

1. Communication is an integral instinct of all living things and it is the essence of being human. Dictionary defines it 'as a process by which information is exchanged between individuals through a common system of symbols, signs, or behaviour'. Basic communication theory posits four basic components for the successful completion of transmitting information (in a human context); the sender (or encoder), the message, the medium by which the message/information is sent (e.g. written, oral, audio, visual), and the receiver or target of the communication information (decoder). The purpose of communication is to get your message across to others clearly and unambiguously. The efficacy of a communicated message or information is determined how clearly it was received and understood. Obviously, there is more to communication than just talk and gesture. Listening, understanding and interpreting all are integral to effective communication. Public Speaking, due to its inherent capability of mixing various elements, has become indispensable for a successful communication in today's world.

Definition of Public Speaking

2. Public speaking is the process of speaking to a group of people in a structured, deliberate manner intended to inform, influence, or entertain the listeners. It is closely allied to presenting, although the latter has more of a commercial connotation. In public speaking, as in any form of communication, there are five basic elements, often expressed as "who is saying what to whom using what medium with what effects?" Wikipedia states through this definition that in public speaking, one must be speaking to a group of people, one must be deliberate and finally, one must have an intention. This is the most important part of the definition. Public speaking must have a purpose.

Communication and Leadership

3. Communication is the primary tool of leadership. Without communication, no leader can succeed. Whether the attempt is to inspire, exhort, or inform, working with others always requires everyone involved to exchange ideas, experiences, concerns, problems, and solutions. Some people seem born with the ability to speak or write, but anyone and everyone can learn to communicate better. Good communication is focused and bidirectional. Those who just talk and don't listen aren't communicating; they're dictating. Effective communication skills are tantamount to the success of an organisation. The better you can communicate with others, and the more you can get everyone else to talk, the better a leader you can be. Luckily, proper communication doesn't require advanced oratory skills or long training in writing. You communicate effectively when you and the other person have both absorbed and understood what has been said. You can learn to use your communication skills to cultivate relationships throughout your organization. If you communicate your desire to lead or to try new things, leadership opportunities will present themselves over and over again — and you'll be able to succeed in them.

Purpose of Public Speaking

4. The purpose of public speaking can range from simply transmitting information, to motivating people to act, to simply telling a story. Good orators should be able to change the emotions of their listeners, not just inform them. Public speaking can also be considered a discourse community. Interpersonal communication and public speaking have several components that embrace such things as motivational speaking, leadership/personal development, business, customer service, large group communication, and mass communication. Public speaking can be a powerful tool to use for purposes such as motivation, influence, persuasion, informing, translation, or simply entertaining. A confident speaker is more likely to use this as excitement and create effective speech thus increasing their overall ethos.

The Tradition of Public Speaking

5. Public speaking has existed since the dawn of human history. The oldest known handbook on effective speech was written on papyrus in Egypt some 4,500 years ago. Greek philosopher Aristotle in the 4th century B.C.E., wrote on the art of rhetoric into *On Rhetoric* that 'Ethos, Pathos and Logos' are three Pillars of Public Speaking and every speaker needs to understand about these three pillars. His theory on the three persuasive appeals is still considered the most important work on the subject, and many of its principles are followed by speakers (and writers) till today. In simplest terms, ethos, pathos, and logos correspond to:

- a. **Ethos:** credibility (or character) of the speaker
- b. **Pathos:** emotional connection to the audience
- c. **Logos:** logical argument

Together, they are the three *persuasive appeals*. In other words, these are the three essential qualities that your speech or presentation must have before your audience will accept your message.

PREPARING FOR A PRESENTATION

Objectives

6. Before speaking, determine the purpose of the speech. There are four basic classifications of purpose:

- a. To inform or instruct
- b. To stimulate or inspire
- c. To persuade or convince
- d. To entertain or amuse

The general purpose of the speech makes a big difference in the construction and presentation of the material. The purpose will guide you in choosing material and arranging it. It will also dictate the opening and the closing of your speech.

Determine what you want to achieve

7. Before you start working on your talk or presentation, it's vital that you really understand what you want to say, who you want to tell and why they might want to hear it. To do this, ask yourself: **Who? What? How? When? Where? Why?**

- a. **Who** are you speaking to? What are their interests, presuppositions and values? What do they share in common with others; how are they unique?
- b. **What** do you wish to communicate? One way of answering this question is to ask yourself about the 'success criteria'. How do you know if and when you have successfully communicated what you have in mind?
- c. **How** can you best convey your message? Language is important here, as are the nonverbal cues discussed earlier. Choose your words and your nonverbal cues with your audience in mind. Plan a beginning, middle and end. If time and place allow, consider and prepare audio-visual aids.
- d. **When?** Timing is important here. Develop a sense of timing, so that your contributions are seen and heard as relevant to the issue or matter at hand. There is a time to speak and a time to be silent. 'It's better to be silent than sing a bad tune.'
- e. **Where?** What is the physical context of the communication in mind? You may have time to visit the room, for example, and rearrange the furniture. Check for availability and visibility if you are using audio or visual aids.
- f. **Why?** In order to convert hearers into listeners, you need to know why they should listen to you – and tell them if necessary. What disposes them to listen? That implies that you know yourself why you are seeking to communicate – the value or worth or interest of what you are going to say.

Becoming a Better Communicator

8. For becoming a better communicator, you need to know mixing of various elements efficiently. You have to know what your audience wants. You need to prepare good, interesting, engaging content. You have to know how to manage your environment successfully, and you need to make sure that your message has maximum impact. You must be confident in presenting the material,

9. Balancing all four elements is no easy task. And, when combined with the natural anxiety often felt before giving presentations, it's no wonder that many people struggle with this skill. In fact, fear of public speaking is extremely common. However, you don't have to remain fearful and stressed by the thought of giving a presentation. With the right tools and material, along with planning and preparation, you can present with energy and confidence. Let's now look in detail at those four key elements of effective presentations:

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- a. Know your audience.
- b. Preparing your content.
- c. Delivering confidently.
- d. Controlling the environment.

Know Your Audience

10. The success of most presentations is generally judged on how the audience responds. You may think you did a great job, but unless your audience agrees with you, that may not be the case. Before you even begin putting your PowerPoint slides together, the first thing you need to do is understand what your audience wants. Try following these steps:

- a. Determine who the members of the audience are.
- b. Find out what they want and expect from your presentation. What do they need to learn? Do they have entrenched attitudes or interests that you need to respect? And what do they already know that you don't have to repeat?
- c. Create an outline for your presentation, and ask for advance feedback on your proposed content.

11. When what you say is what your audience wants or needs to hear, then you'll probably receive positive reinforcement throughout your presentation. If you see nods and smiles, or hear murmurs of agreement, for example, then this will motivate you to keep going and do a great job.

12. When your audience is satisfied, it doesn't matter if your delivery wasn't absolutely perfect. The primary goal of the people listening to your presentation is to get the information they need. When that happens, you've done a good job. Of course, you want to do a great job, not just a good job – and that's where the rest of the tips can help.

Preparing Your Content

13. The only way to satisfy your audience's needs and expectations is to deliver the content they want. That means understanding what to present, and how to present it. Bear in mind that if you give the right information in the wrong sequence, this may leave the audience confused, frustrated, or bored.

14. If you provide the information in a well-structured format, and you include various techniques to keep the audience engaged and interested, then they'll probably remember what you said – and they'll remember you. Best format in this regard is,

Tell them, what you are going to tell, tell it to them and then tell them.

15. There are a variety of ways to structure your content, depending on the type of presentation you'll give. Here are some principles that you can apply:

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- a. **Identify a few key points** – To help the audience retain the messages you're giving them, use the chunking principle to organize your information into five to seven key points.
- b. **Don't include every detail** – Good presentations inspire the audience to learn more, and ask further statements to maximize their understanding of the issue.
- c. **Use an outline** – At the beginning, tell your audience what you intend to cover, and let them know what to expect. This helps build anticipation and interest from the start.
- d. **Start and end strongly** – Capture people's interest as soon as you begin, and leave them with a message they won't forget. It's tempting to put all of your effort into the main body of the presentation. However, if you don't get people's attention at the start, they'll probably lose interest, and not really hear the rest anyway.
- e. **Use examples** – Where possible, use lots of examples to support your points. A lecture is often the least interesting and engaging form of presentation. Look for ways to liven things up by telling stories, talking about real-life examples, and using metaphors to engage your audience fully.

Be Creative

16. Creativity in public speaking helps to capture and maintain the attention of the audience. Through creativity, you can personalize a talk and “make it yours.” Creativity begins by selecting a catchy title for your talk. The title arouses the interest of the audience. A title should both inform and arouse interest. Following is an example of an acceptable title, and a better title:

Acceptable: “How to Groom a Steer”

Better: “Steering in the Right Direction”

Other ways to add creativity to your talk include adding posters or visuals (if permitted), and variety in your speaking style and delivery.

Organize Your Information

17. Every speech is made up of basic elements of public speaking. Understanding and including each of those elements can make a bad speech good, or a good speech great. The following three basic elements and considerations one should address to organize a speech:

- a. **Introduction.** Most people do not pay enough attention to the introduction of a speech. The introduction is one of the most important parts of the speech, because if you lose your audience at the beginning, getting them back can be next to impossible. The following points should contain in introduction:

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- (1) **Attention**. One must obtain the audience's attention. A Joke, a quote, a startling statistics, a story could be a good choice.
 - (2) **Purpose**. Why are you speaking to them? What will make listening worth their time? You might present your purpose implicitly rather than explicitly, but you must present it somehow.
 - (3) **Credibility**. Many speakers neglect this part of an introduction, but depending on your topic, it could be very important. Why are you qualified to talk on the things you are talking about? Do not be arrogant, but be certain that your audience trusts and believes in you and your knowledge.
 - (4) **Orientation**. Is there any essential background your audience needs to know before you get to meat of your speech?
- b. **Body**. This is the main contents portion of your speech. Exactly what you need to include will depend on the purpose of your speech, but following are the few essentials:
- (1) **Organization**. Your audience needs to be able to follow you. Be certain that you have some sort of pattern.
 - (2) **Transitions**. Do not just jump from point to point, but smoothly move from one issue to the next. Transitions are the 'bridge' of your speech. With out them, your audience will get disoriented and you might leave them behind.
 - (3) **Development**. Your points should build on each other, combining into one grand whole. Go from simple to more complex, ending with the most powerful.
 - (4) **Climax**. At some point, your speech should come to a head. Everything should come together, your audience's emotion should be peaked right alongside you, and you should largely fulfill your purpose in giving the speech. Developing climax is the hardest part of speech writing.
- c. **Conclusion**. You should wrap up any loose ends. This is the final part of your speech, and also the part your audience is most likely to remember. Be certain to include:
- (1) A final closing example. Drive your point home with one more powerful demonstration.
 - (2) Call to Action. What should your audience do now? If you were not trying to persuade them to do something, what is the most important point that they should take away from your speech?
 - (3) Why it Mattered. Briefly recap what you said, reminding your audience why it mattered.

Deliver Your Talk

18. Effective delivery blends verbal and nonverbal communication. Consider the following ways of making your delivery more effective:

- a. **Hand gestures**—use occasionally and with good style, such as to emphasize a point.
- b. **Facial expressions**—look alert! Use your smile, eyebrows, and the expression on your face to show confidence, feelings, and determination.
- c. **Voice**—vary the pitch and volume of your voice and the speed at which you speak. Speak with a sincere tone. Clearly pronounce your words and use good grammar. As you speak, use pauses for emphasis.
- d. **Eye contact**—invite everyone into your presentation by making eye contact.
- e. **Delivery**—show energy and enthusiasm.
- f. **Posture and poise**—approach and leave the platform with confidence.
- g. **Stand straight**—don't slouch! Keep your feet flat on the floor, and don't shift side to side. Keep hands comfortably at your sides or clasped naturally in front of your lower body. Practice helps you appear natural in the use of verbal and nonverbal techniques in your public speaking.

19. Even the best content can be ineffective if your presentation style contradicts or detracts from your message. Many people are nervous when they present, so this will probably affect your delivery. But it's the major distractions that you want to avoid. As you build confidence, you can gradually eliminate the small and unconstructive habits you may have. These tips may help you:

- a. **Practice to build confidence** – Some people think that if you practice too much, your speech will sound rehearsed and less genuine. Don't necessarily memorize your presentation, but be so familiar with the content that you're able to speak fluently and comfortably, and adjust as necessary.
- b. **Be flexible** – This is easier to do if you're comfortable with the material. Don't attempt to present something you just learned the previous night. You want to know your material well enough to answer statements. And, if you don't know something, just admit it, and commit to finding the answer.
- c. **Welcome statements from the audience** – This is a sign that a presenter knows what he or she is talking about. It builds audience confidence, and people are much more likely to trust what you say, and respect your message.

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- d. **Use slides and other visual aids** – These can help you deliver a confident presentation. The key point here is to learn how much visual information to give the audience, and yet not distract them from what you're saying.
- e. **Keep your visuals simple and brief** – Don't use too many pictures, charts, or graphs. Your slides should summarize or draw attention to one or two items each. And don't try to fit your whole presentation onto your slides. If the slides cover every single detail, then you've probably put too much information on them. Slides should give the overall message, and then the audience should know where to look for supporting evidence.
- f. **Manage your stress** – Confidence has a lot to do with managing your stress levels. If you feel particularly nervous and anxious, then those emotions will probably show. They're such strong feelings that you can easily become overwhelmed, which can affect your ability to perform effectively. A little nervousness is useful because it can build energy. But that energy may quickly turn negative if nerves build to the point where you can't control them.

Controlling the Environment

20. While much of the outside environment is beyond your control, there are still some things you can do to reduce potential risks to your presentation.

- a. **Practice in the presentation room** – This forces you to become familiar with the room and the equipment. It will not only build your confidence, but also help you identify sources of risk. Do you have trouble accessing your PowerPoint file? Does the microphone reach the places you want to walk? Can you move the podium? Are there stairs that might cause you to trip? These are the sorts of issues you may discover and resolve by doing one or two practice presentations.
- b. **Do your own setup** – Don't leave this to other people. Even though you probably want to focus on numerous other details, it's a good idea not to delegate too much of the preparation to others. You need the hands-on experience to make sure nothing disastrous happens at the real event.
- c. **Test your timing** – When you practice, you also improve your chances of keeping to time. You get a good idea how long each part of the presentation will actually take, and this helps you plan how much time you'll have for statements and other audience interactions.

On the Day

21. Check the following:

- a. Do you have your slides, notes, and other visual aids in the right order?
- b. Are you dressed and groomed appropriately? (Make sure that this is in keeping with your audience's expectations.)

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- c. Have you left enough time for travel and setting up?
- d. Have you checked your visual aids to ensure that they're working, and that you know how to use them?
- e. Do you know how to deal with nervousness? (Presentation nerves are very common, so learn how to manage presentation nerves to use that energy to your advantage.)
- f. During your presentation, are you making and maintaining eye contact with members of your audience?
- g. Have you made sure that your audience understands everything that you've covered? (Invite them to ask questions if you're unsure.)
- h. Do you need to follow up with any of your audience?
- j. Have you asked for feedback from your audience? Is there anything that you could learn, to improve your next presentation?

Preparing Power Point Presentation

22. **Design.** The first thing that gives a professional touch to any presentation is the design. Presentation Helper has a large selection of free PowerPoint templates for a variety of topics. However, whether you download a free template or create your own, keep the following in mind:

- a. **Compose Slides**
 - (1) Don't copy & paste slides from different sources.
 - (2) Keep the design very basic and simple. It shall not distract.
 - (3) Pick an easy to read font face.
 - (4) Carefully select font sizes for headers and text.
 - (5) Leave room for highlights, such as images or take home messages.
 - (6) Decorate scarcely but well.
 - (7) Restrict the room your design takes up and don't ever let the design restrict your message.

b. **Use Consistency**

- (1) Consistently use the same font face and sizes on all slides.
- (2) Match colors.
- (3) May use your Svc/Sqn/Unit logo.
- (4) Highlight headers.
- (5) Create a special frame for figures/images or the whole slide but don't overload your slides with these elements.

23. **Colors.** A poor choice of colors can shatter a presentation. Keep in the following points:

a. **Use Contrast**

- (1) Use contrasting colours, i.e light on dark vs dark on light. Black text on a white background will always be the best but also the most boring choice.
- (2) If you want to play with colors, keep it easy on the eyes and always keep good contrast in mind so that your readers do not have to strain to guess what you've typed on your slide.

b. **Apply Brilliance**

- (1) Carefully use color to highlight your message!
- (2) Don't weaken the color effect by using too many colors at an instance.
- (3) Make a brilliant choice: match colors for design and good contrast to highlight your message.

24. **Text.** Remember that your slides are only there to support, not to replace your talk! You'll want to tell a story, describe your data or explain circumstances, and only provide keywords through your slides. If you read your slides and if you do it slow and badly, the audience will get bored and stop listening.

a. **KISS Technique**

- (1) **Keep It Straight and Simple.**
- (2) No sentences!, Keywords only.
- (3) The 6 x 7 rule, No more than 6 lines per slide, no more than 7 words per line.
- (4) Never read your slides, talk freely.
- (5) Remember that your slides are only there to support, not to replace your talk!
- (6) Provide keywords through your slides.

b. **Take Home Message**

- (1) Always express a Take Home Message.
- (2) It's your message, a summary of your data or story.
- (3) Make it a highlight that stands out.

25. **Images.** Images are key elements of every presentation. Your audience has ears and eyes – they'll want to see what you're talking about, and a good visual cue will help them to understand your message much better.

a. **Add Images**

- (1) Have more images in your slides than text.
- (2) But do not use images to decorate!
- (3) Images can reinforce or complement your message.
- (4) Use images to visualize and explain.
- (5) A picture can say more than a thousand words.
- (6) For very public and official presentation however, you need to keep copyrights in mind.

26. **Animations & Media.** In animations, there is a fine line between a comic or professional impression. However, animations can be rather powerful tools to visualize and explain complicated matters. A good animation can not only improve understanding, but can also make the message stick with your audience. Remember:

- a. Use animations and media sparingly.
- b. Use animations to draw attention, for example to your Take Home Message.
- c. Use animations to clarify a model or emphasize an effect.

Giving Presentation (Delivery)

27. **Language - How We Say It.** The language you use should be comfortable for both you and the audience. It's a good idea to avoid bookish language or technical jargon. Rather use words that are natural to you and phrases that are understood by all. Remember the following important points which contribute to the understanding of the message:

- a. **Expression.** The expression 'less is more' is very relevant to public speaking. The amount of emphasis placed on particular words will focus attention on important points.

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- b. **Get to the point.** It is important not to tell the audience everything you know, rather tell the audience what it is that they need to know. Being able to select the best and most relevant information to include in your speech is an invaluable skill. A good speech delivers the whole story but in a manner that is quick, clear and understandable.
- c. **Pausing.** Give the audience time to take in and digest what you are saying. Sticking to a steady pace can be challenging for some speakers, especially if they are nervous. When delivering your speech, make a conscious effort to speak slowly and clearly.
- d. **Ham It Up.** You need to use more expression than usual when talking to a large group. You have to go quite a long way before you are in danger of going over the top.
- e. **Tone of Voice and Pitch.** There is nothing more tedious than listening to a talk delivered in a monotonous tone of voice.
- f. **Speak Clearly.** Try to ensure words do not run into one another.
- g. **Speak Up.** Most people give up on a speaker they have to strain to hear. Make sure you are loud enough for everyone in the room.

28. **Body Language.** Much of communication comes through body language. How you hold yourself carries a very strong message, so when making a speech, it is important to be aware of it and use it to your advantage. The following suggestions are offered :

- a **Posture.** If there is a podium, do not use it to lean forward, this can be intimidating to an audience, however it is equally as important not to lean backwards either. It is best to maintain a relaxed but upright posture. Keep your feet firmly grounded with your legs shoulder width apart, this will help you to keep your balance. Make an effort to be aware of what you do with your hands. Hands are prone to fidgeting and have a tendency to take on a life of their own, so it is important that you keep them under control. Exactly where they should be placed is another consideration; for starters do not put your hands in your pockets—you'll sound like a change machine and look like you have a bad attitude. Don't place them behind your back either—you will look too formal as well as feeling unnatural. It is best to leave your arms comfortably by your side allowing them the freedom to gesture.

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b. **Eye Contact** . Look at the Audience. This may be hard to do but is essential to look at people in the audience as if you are addressing them personally.

c. **Smile**. Do it occasionally. Again, this is hard if you are nervous. Smiling has the added benefit of relaxing your vocal chords - it can help to make your voice sound more interesting.

d. **Stand Square**. Find a comfortable stance. The best position is standing upright with feet slightly apart.

e. **Beware of Distracting Mannerisms**. This does not mean standing rigid. The major problem with distracting mannerisms is that if the members of the audience hook on to them, they will concentrate on them rather than listening to your message.

29. **Gesture**. Try to act Natural. Easier said than done, you may say. However, if you concentrate on getting the message across and stop worrying about yourself, you will have more chance of coming over naturally. The best way of making sure you have got most of these points right is to practice. Gesturing with your head and arms is part and parcel of communicating. It is the way in which we add life and emphasis to the spoken word, so it is only natural that they play an important role in public speaking. While gestures can be useful to emphasize a particular point, it is important that they be kept natural/spontaneous. Over-exaggerated or forced gestures can work to your disadvantage, for you are in danger of distracting the audience and therefore detracting from what you are saying.

30. **Dress**. Your physical appearance can shape first impressions and so should be an important consideration before making your speech. Be sure that you are wearing something that is comfortable for both you and the audience. It is not a good idea to be standing in front of an audience dressed in a pair of jeans that are painfully small or in a hot pink tank top that is painful to look at. When it comes to clothing, simplicity is the key. Opt for neutral tones and simple cuts. After all, your audience should be focused on what you are saying not on what you are wearing.

31. **Speech Aids**. A definite “don’t” for public speaking is to read from a script of your entire speech. No matter how well you know it, or how many times you have practiced, when standing in front of an audience the temptation to read it out word for word is very powerful. It is also very likely to result in a loss of eye-contact with your audience and therefore loss of their attention. If you require a speech aid, the best option is to write a skeleton of your thoughts on 3 x 5 palm cards. These cards should be filled with key points or topic sentences that jog/stimulate your memory and help to guide.

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32. **Visual Aids**. A picture speaks a thousand words, so the use of visual aids such as projectors or power point can be a great technique to help you convey your message more powerfully. However a few words of caution:

- a. make sure you speak to your audience and not to your slides
- b. do not swamp your audience with images, remember, the slides are there to support your speech and not the other way around
- c. before you begin, make sure the slides can be seen clearly from every seat in the room.

33. **Controlling Nerves**. So far as fears go, public speaking ranks right up there with the worst of them. Some people go so far as to say they would rather die than give a speech in public. If you are someone that suffers from nerves, focusing on these anxieties is unproductive. For you, the best way forward is to think up strategies to control those nerves, so that they don't control you. It is important that you find the relaxation technique that works best for you such as positive visualization or deep breathing.

34. **Some Quick tips**. Some of the following tips will be helpful for better delivery:

- a. Don't drink too much caffeine before giving your speech—it tends to give people the shakes and nerves will make this worse.
- b. Preparation prevents panic—knowing your material well will really boost your confidence
- c. If you make a mistake don't worry. The chances are the audience didn't notice. If it is obvious, don't apologize, simply make the correction and continue with the rest of your speech.
- d. Remember—no matter how large an audience seems—it is made up of individuals.

Tips for Better Presentation.

35. Feeling some nervousness before giving a speech is natural and even beneficial, but too much nervousness can be detrimental. Here are some proven tips on how to control your butterflies and give better presentations:

- a. **Know Your Material.** Pick a topic you are interested in. Know more about it than you include in your speech. Use humor, personal stories and conversational language – that way you won't easily forget what to say.
- b. **Practice, Practice, Practice!** Rehearse out loud with all equipment you plan on using. Revise as necessary. Work to control filler words; Practice, pause and breathe. Practice with a timer and allow time for the unexpected.
- c. **Know the Audience.** Greet some of the audience members as they arrive. It's easier to speak to a group of friends than to strangers.
- d. **Know the Room.** Arrive early, walk around the speaking area and practice using the microphone and any visual aids.
- e. **Relax.** Begin by addressing the audience. It buys you time and calms your nerves. Pause, smile and count to three before saying anything. ("One one-thousand, two one-thousand, three one-thousand. Pause. Begin.) Transform nervous energy into enthusiasm.
- f. **Visualize yourself giving your speech.** Imagine yourself speaking, your voice loud, clear and confident. Visualize the audience clapping – it will boost your confidence.
- g. **Realize that people want you to succeed.** Audiences want you to be interesting, stimulating, informative and entertaining. They're rooting for you.
- h. **Don't apologize** for any nervousness or problem – the audience probably never noticed it.
- j. **Concentrate on the message – not the medium.** Focus your attention away from your own anxieties and concentrate on your message and your audience.
- k. **Gain experience.** Mainly, your speech should represent you — as an authority and as a person. Experience builds confidence, which is the key to effective speaking. A Toastmasters club can provide the experience you need in a safe and friendly environment.

Conclusion

36. On many occasions, you will be required to make presentations to groups, both large and small, in a variety of situations. Your major concern will be how well you can get your point of view across the audience. To help you develop this skill you will be required to follow the guidelines discussed above and try to improve upon. There is much useful guidance on Briefings and Presentations, Public Speaking and the use of Visual Aids in various sources of which you should read at your own time. Anyone involved in public speaking should aim to make the experience a successful and hopefully, enjoyable one.

37. Members of the audience want you to respect their time. If you end your presentation on time or early, this can make a huge, positive impression on them. When speakers go over their allowed time, they may disrupt the whole schedule of the event and/or cause the audience unnecessary inconvenience. Be considerate, and stick to your agenda as closely as possible. Although the fear of speaking is common, studies show that one of the most admired qualities in others is their ability to speak in front of a group. Furthermore, other things being equal, the person who can communicate ideas clearly will be more successful. The remainder of this task is directed toward helping you be the kind of speaker others admire—the kind who gets the job done in every speaking situation.