

Memorandum

To: Dr. Jim Haendiges
From: Nate Armstrong
Date: October 5, 2015
Subject: Midterm Exam

Allow me to give you a brief summary of ENGL 3010 so far as it relates to the writing process and communication in the workplace.

Business communication is just one form of communication so its processes are much the same as any, especially when it comes to writing. Planning, drafting, revising, and editing are all things a writer should and would do in practically any setting. However, some of the channels used at work for written exchanges are somewhat unique. Memos, for example, are almost only found in the workplace while text messages and emails are more widespread. So the challenge of business communication is two fold: 1) to learn the channels specific to business settings and then how to use them and 2) how to leverage outlets not specific to the workplace for communicating at work.

Understanding the different mediums for business communication is fundamental but it is only the beginning. Whether it's crafting a job proposal, composing a tweet, or sending an email, there are many variables that must be considered like audience, reach, niche, and the impact the writing can have. A poorly written proposal or loose email could cost someone their job or the job of others. One way to avoid catastrophic side effects of business communication is to make it a collaborative effort. Working with a team on serious business writing can be a huge benefit to the employer and the employees.

One of the most useful activities of this semester was comparing the different emails from CEOs to their employees at the time of drastic cutbacks. It demonstrated that professional writing can vary from company to company and

person to person. There is no one way to write a business letter and while some of the letters we looked at were less formal than others, they all had a certain degree of professionalism and care. Having the ability to communicate on a personal level while remaining professional is not easy and is a lot of what writing in the professions is all about.