

WRITTEN COMMUNICATION

- ▶ MEMORANDUM
- ▶ NOTICE
- ▶ AGENDA OF THE MEETING
- ▶ MINUTES OF THE MEETING



ORGANIZATION OF THE TOPIC

Introduction

Merits and Demerits

Principles

Memorandum (Memo)

Notice

Agenda of the Meeting

Minutes of the Meeting



WHAT IS WRITTEN COMMUNICATION?

‘Written Communication’ means sharing of information, messages, orders or instructions in writing through letters, notices, manuals, memorandums, emails, reports etc.

It is a method of communication that is more formal and less flexible.



MERITS

It is suitable for long distance communication and repetitive standing orders.

It creates permanent record of evidence. It can be used for future reference.

It gives the receiver sufficient time to think, act and react.

It can be used as legal document.

It can be sent to many persons at a time.

It is suitable for sending statistical data, chart, diagram, pictures, etc.

Order, allocation of work, job distribution, etc. in written form reduce ambiguity and help in fixation of responsibility.

Uniformity in work procedure can be maintained through written communication.

It is easy to send unpleasant or bad news through written communication.

A good written communication can create goodwill and promote business.



DEMERITS

It is time-consuming. Composing a message in writing takes a lot of time. Writing letters, typing orders, notices, etc. and sending to appropriate destination require time. Feedback process also is not instant.

It is expensive not so much due to postal charges but in terms of so many people spending so much of their time.

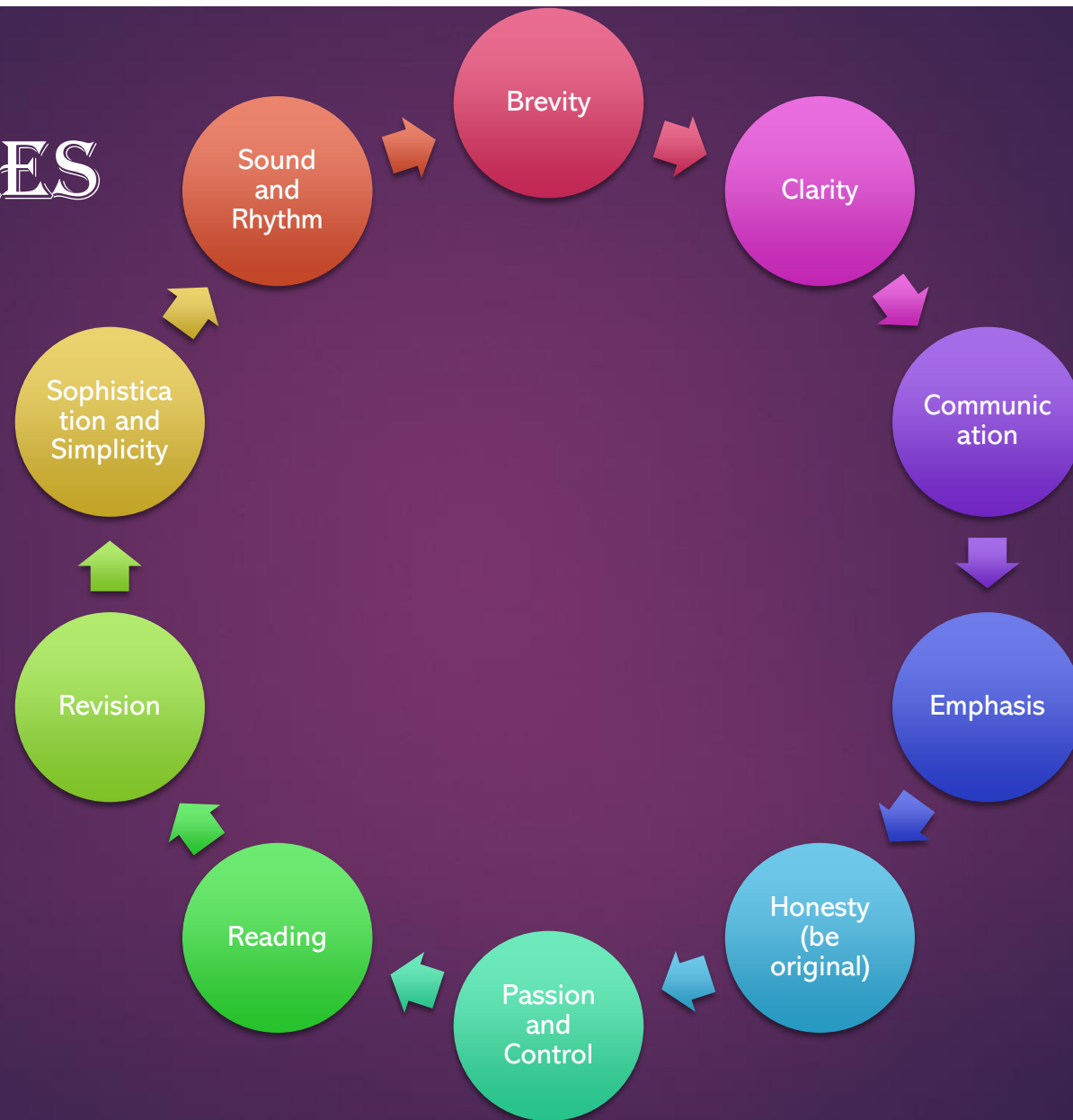
It cannot maintain strict secrecy which would have been possible in oral communication.

Written communication has no scope for immediate clarification if not understood properly.

Being written in nature it is less flexible and cannot be changed easily.



PRINCIPLES



MEMORANDUM

A written
message in
business or
diplomacy

A note
regarding
something for
future use

Abbreviated as
MEMO



MEMORANDUM

It is an
intraoffice tool
(INTERNAL
COMMUNICAT
ION)



It is a written
message or
information
from one
person or
department to
another in the
same business



Effective
memos
clearly state
the objective
in the first
sentence



Less
formal
than a
letter



PURPOSES OF WRITING A MEMO

A person writes a memo with some purposes in mind. It is used to:

- Inform
- Inquire
- Report
- Give suggestions
- Remind
- Instruct
- Promote goodwill
- Communicate the ideas



ADVANTAGES OF MEMO



Memorandum is a quick mode of communication



It is a convenient mode of communication



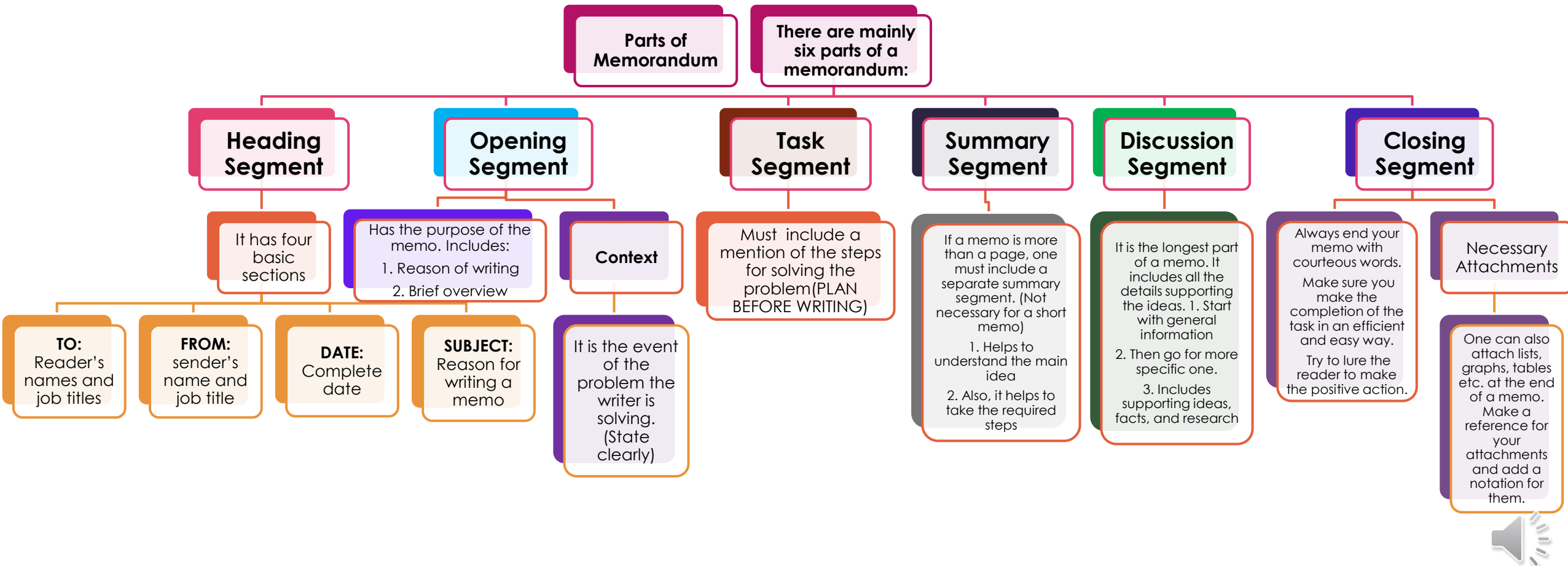
It is inexpensive. Memos are used within an organization so one can use low-quality paper.



It helps in maintaining written records.



COMPONENTS OF A MEMO



Memorandum

To : _____

From : _____

Date : _____

Subject: _____

Body of the Memo containing the details _____

FORMAT OF A MEMO



IMPORTANT POINTS TO REMEMBER

Always use a clear and specific subject line



Do not waste the reader's time by using lengthy memos. Be clear and concise



Use the active voice



Use the first person



Be formal



Use of bullets to make points



One can use solid capitals and center indentation for important details



Keep the paragraphs short



One should use a careful and logical arrangement of information



Avoids slangs and friendly words



Always end the memo in courteous words



Use text fonts and color to attract attention



Avoid rude and thoughtless memos



It does not need a complimentary close or a signature



Proofread the content before sending



EXAMPLES

MEMORANDUM

DATE: November 17, 2018

TO: All Employees

FROM: Emma Johnson, VP, Marketing Department

SUBJECT: Facilities Update

I'm writing to inform you that, over the next few weeks, our kitchen area will be under construction as we re-model.

As our company continues to grow, we feel it necessary to provide more communal dining space, and we are grateful to our facilities team for their hard work in making that happen.

If you have questions or concerns regarding the re-model, you can access the full report [here](#). In the meantime, we are sorry for the inconvenience.

In between the weeks of December 1 - December 31, please use the kitchen on the second floor if you need a microwave. We will also keep that kitchen stocked per usual with snacks and soda.

Thank you for your cooperation.



MEMORANDUM

DATE: October 28, 2016
TO: All Employees
FROM: Denise Cameron, Director, Human Relations Department
SUBJECT: James Rich's Retirement Party

We are writing to inform you of a retirement party for James Rich from the Marketing Department.

We invite you to join us in celebrating the contribution that James has made to our company throughout the years. |

The party will be held at Golden Corral on Friday November 4, 2016 at 6 p.m. Dinner will be provided by the company.

Please RSVP to dcameron@businesscompany.net by 4 p.m. on Tuesday November 1, 2016.

EXAMPLES



MEMORANDUM

TO: Fairygodboss Readers
FROM: Lorelei Yang
DATE: October 23, 2019
SUBJECT: Tips for Writing Memos

I'm writing to provide tips for writing memos. Memos are an important form of business communication that you may be asked to write over the course of your own professional lives. Therefore, knowing how to write them will serve you well.

In the article in which this example memo appears, I will be providing a number of memo formatting and writing tips. These will help you write clear, concise memos.

Please read the article and comment on it with questions. I, and the Fairygodboss community, would be happy to answer them.

EXAMPLES



Memorandum

TO: GTS Sales Staff

FROM: Karen Moore

CC: Mr. John Sakazaki

DATE: April 18, 2008

SUBJECT: Customer Presentation

The JSKL Marketing presentation you prepared last week to showcase our new product line was exceptional!

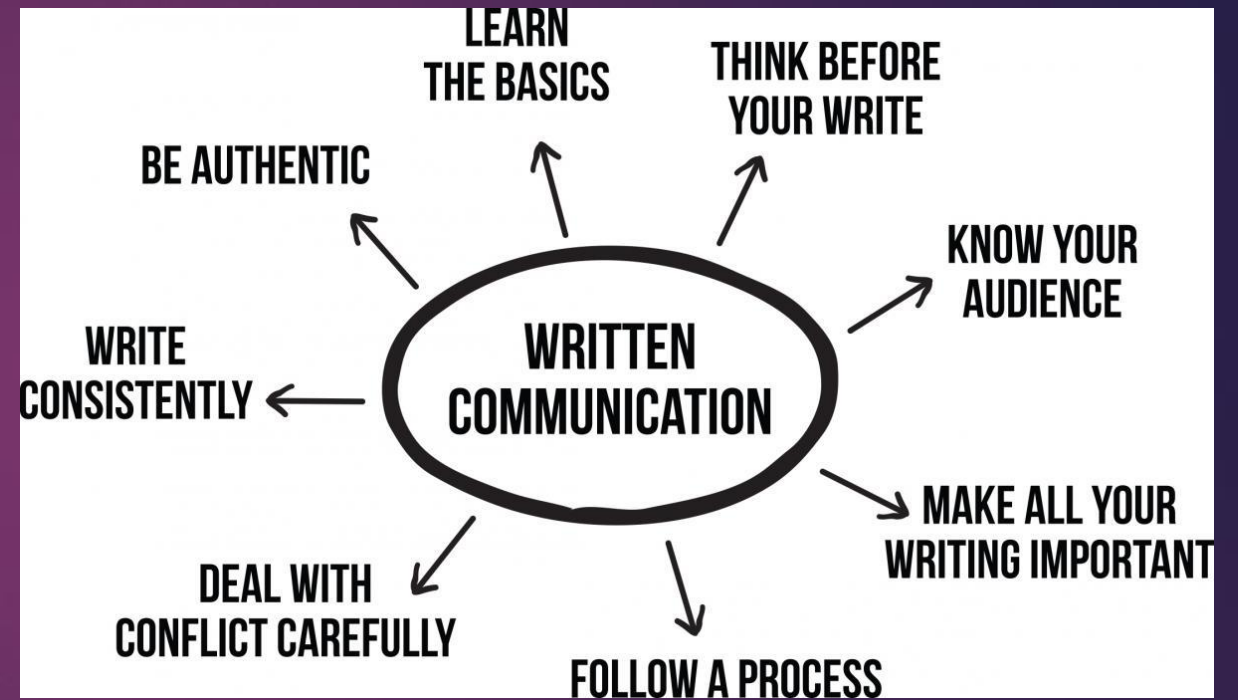
Your enthusiasm, sales strategy, and product knowledge were impressive and certainly sealed the deal with Mr. Lockhart!

Thank you for your outstanding work and dedication. Bonus checks will be distributed next week.

My sincere congratulations to all of you!

EXAMPLES







WRITTEN COMMUNICATION

NOTICE



INTRODUCTION



Notice is a formal means of communication



Could be used both for internal and external communication



PURPOSE OF NOTICE



To notify about any specific event to a group of people



Is an announcement or display of information



To reach out to a lot of people at one go, these are pinned to the notice/display boards in the organizations or are published in the newspaper



HOW TO WRITE A NOTICE?



IN PASSIVE VOICE
(GIVING THE
RECEIVER MORE
IMPORTANCE)



PRESENTED WITHIN
A BOX



WORD LIMIT: 40-50
WORDS (WORDS
IN THE BODY ONLY
ARE COUNTED)



MUST BE CLEAR



MUST BE CATCHY
AND APPEALING



ATTENTION MAY
BE CAPTURED BY
USING BOLD
LETTERS, CATCHY
SLOGANS,
STRIKING
WORDS/PHRASES



PERSONAL
PRONOUNS MUST
NOT BE USED



SHORT BUT
GRAMMATICALLY
CORRECT
SENTENCES TO BE
USED



COMPONENTS OF A NOTICE



What is going to happen? (The event)



Where will it take place? (The venue)



When will it take place? (Date & Time)



Who can benefit from the information?



Whom to contact?



FORMAT

NAME OF THE ISSUING ORGANIZATION

NOTICE

Date of the issue/release of notice

Title or subject of the event

BODY

Date of Event:

Time of Event :

Venue of Event :

AUTHORIZED SIGNATORY

(Name/Designation/Signature)



Tours / Camps / Exhibitions

Name and nature:
Occasion:
Venue:
Date:
Objective-information, invitation, appeal:
Entry fee:
Time duration:
Contact address:
Specific instructions – dos and don'ts:

Events

Name:
Date:
Occasion:
Time:
Venue:
Eligibility:
Contact address:
Specific information:

Meeting

Date:
Time:
Venue:
Agenda:
Purpose:
Who to attend:
Contact Address:
Specific Instructions:

Lost and Found

Article lost/found:
Date:
Time:
Place:
Identification marks:
Contents:
Whom to contact:
When and where:

KEY POINTS



SAMPLES: The ABC University , Dehradun is organizing a 'Kite Flying Competition' in the campus. As the Vice-Chancellor of the University, draft a notice in not more than 50 words informing the students about the same. Give other essential details too.

ABC UNIVERSITY
NOTICE

February 22, 2021

KITE FLYING COMPETITION

The ABC University is organizing a Kite Flying Competition in the campus as per the following details:

Date: February 28, 2021

Time: 10 a.m. to 2 p.m.

Venue: Green Park

The students are requested to come with their kites, strings and friends for adding color to the fiesta.

Xyz

XYZ WPQ

Vice-Chancellor, ABC University



You are Sudha Joshi, the Head Girl of St Mary's High School, Ooty. You have been asked to write a notice regarding a sports kit bag found on the school playground. Write the notice in not more than 50 words. Invent necessary details.

St. Mary's High School
NOTICE

February 22, 2021

Found-A Sports Kit Bag

A sports kit bag was found on the ground on February 20, 2021 during the recess. Anyone who has misplaced an orange-colored sports kit bag with green detailing may collect it from the undersigned by February 23, 2021

Sudha
Sudha Joshi
(Head Girl)



MEETING?

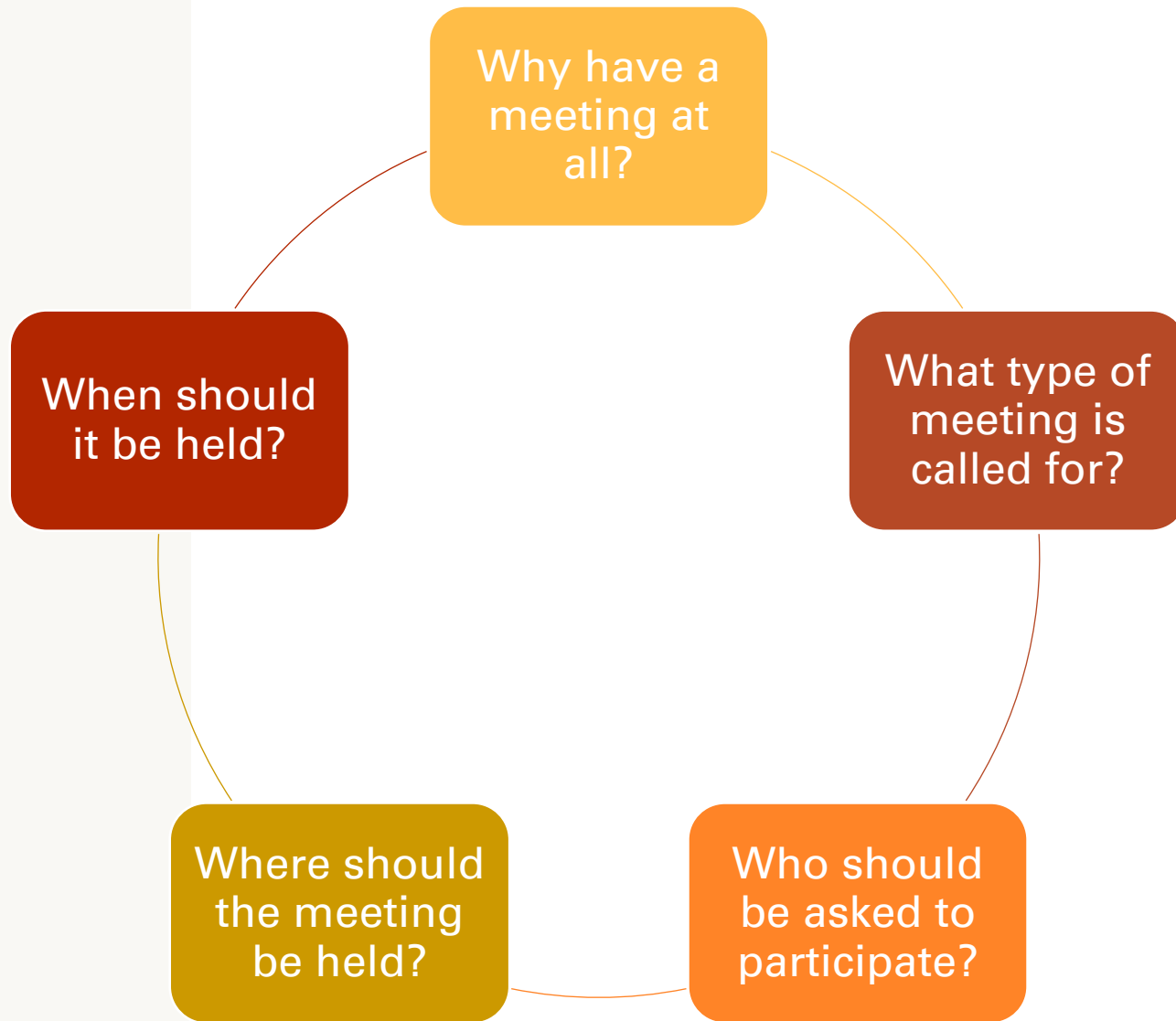


AN ORGANIZED OCCASION WHEN SEVERAL
PEOPLE COME TOGETHER IN ORDER TO
DISCUSS OR DECIDE SOMETHING



SUCCESS OF A MEETING DEPENDS UPON
EACH MEMBER OF A GROUP TO
COMMUNICATE WITH THE REST





PLANNING PROCESS OF A MEETING



TYPES OF MEETINGS?



INFORMATIONAL
MEETINGS



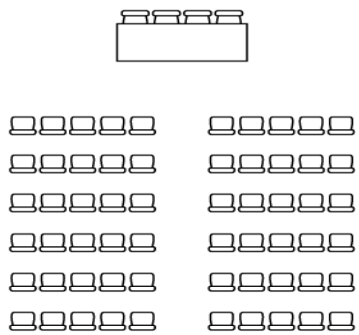
PROBLEM-SOLVING
MEETINGS



CHANGE-FACILITATING
MEETINGS

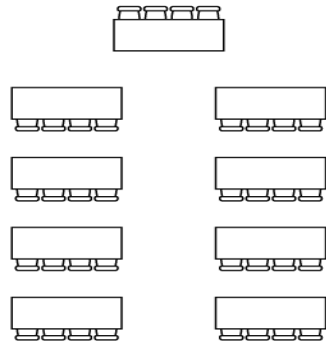


MEETING ROOM SEATING ARRANGEMENT



Theatre Style

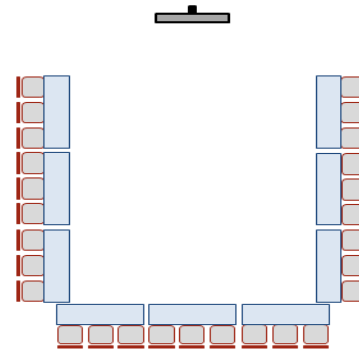
Appropriate for large groups
Used in meetings to inform
Leader does much talking,
participation is limited



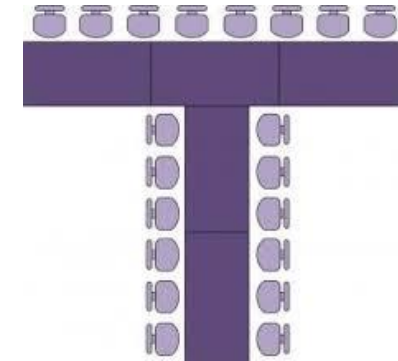
Classroom Style

Allows the members to see
each other

For meeting facilitating change



U-Shaped Style



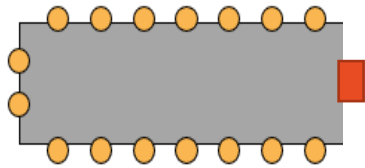
T-Formation Style

Brings members close to
each other, but the focus is
still on the leaders

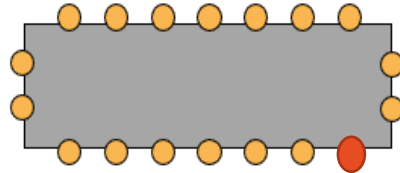


CONFERENCE TABLE SEATING ARRANGEMENT

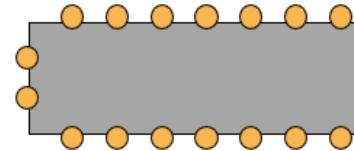
How far the members are expected to participate, depends on how the leader positions himself in relation to other participants.



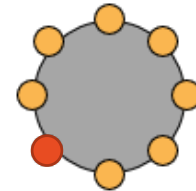
Overtly
Directive Style
Focusses
attention on the
leader and
enables him to
maintain
control of the
agenda



Covertly
Directive Style
Enables the
leader to retain
control, but is
more
democratic



Equalizing Style
indicates the
leader wants all
members to
participate by
speaking their
minds.



Participative
Style
Uses a round
table so that the
status
differences are
minimized, and
all participants
feel free to
express their
views





AGENDA OF A MEETING

- ♦ List of topics to be taken up at a meeting
- ♦ Present an outline of what the meeting will address
- ♦ Should be distributed to the attendees well before the meeting



FORMAT OF AN AGENDA

AGENDA

Title of the meeting

Date of the meeting:

Place of the meeting:

Time of the meeting: (Duration to be mentioned)

Convener of the meeting:

Attendees: People invited for the meeting (Name and/or designation)

Purpose of the meeting: (may be written in bullets)



SAMPLE: You are the head boy of St. Xavier's School. You wish to convene a meeting of all the prefects to inform them about the activities you are planning for the upcoming academic year. Write the agenda of the meeting

AGENDA

Plan for the upcoming events

Date of the meeting: February 25, 2021

Place of the meeting: Conference Hall Admin Block

Time of the meeting: 10 a.m. to 12 noon

Convener of the meeting: Vivansh Gupta, Head Boy

Attendees: All prefects OR Mr. Vishal Gupta, School Coordinator; Ms. Shilpi Mittal, Head Girl, Ms. Sarita Mishra, Captain Rispana House; Mr. Ankit Bhatt, Captain Bindal House; Ms. Anubhava Rawat, Captain Yamuna House; Ms. Harshita Joshi, Captain Ganga House,

Purpose of the meeting: Activities to be organized
 Date and duration
 Event Coordinators



MINUTES OF A MEETING

Specify what
was dealt with
and decided on
during a meeting

Permanent
record of the
meeting for
future reference



WHAT DO MINUTES CONTAIN?

- ♦ Key points of discussion
- ♦ Actions to be taken
- ♦ Assignment givens/Tasks allocated
- ♦ Deadlines



FORMAT OF MINUTES

MINUTES OF THE MEETING

Title of the meeting

Date of the meeting:

Place of the meeting:

Time of the meeting: (Duration to be mentioned)

Convener of the meeting:

Attendees: People who attended the meeting (Name and/or designation)

Absentees: (Optional)

Apologies received from: People who informed about their absence prior to the meeting

Agenda of the meeting: (may be written in bullets)

Discussion that happened in the meeting: May have details like: Responsibilities allocated, deadline, remarks if any

Date of follow-up meeting: (Optional/only if applicable)



SAMPLE: You are the head boy of St. Xavier’s School. You had convened a meeting of all the prefects to discuss with them the activities to be planned for the upcoming academic year. Write the minutes of the meeting

MINUTES OF THE MEETING

Plan for the upcoming events

Date of the meeting: February 25, 2021

Place of the meeting: Conference Hall Admin Block

Time of the meeting: 10 a.m. to 12 noon

Convener of the meeting: Vivansh Gupta, Head Boy

Attendees: Mr. Vishal Gupta, School Coordinator; Ms. Shilpi Mittal, Head Girl, Ms. Sarita Mishra, Captain Rispana House;; Ms. Anubhava Rawat, Captain Yamuna House

Absentees: Mr. Ankit Bhatt, Captain Bindal House,

Apologies received from: Mr. Ankit Bhatt, Captain Bindal House

Purpose of the meeting: Activities to be organized

 Date and duration

 Event Coordinators

Discussions: Activity 1: Induction Programme	Date and Duration: Starting from April 28, 2021 till May 8, 2021	Timings: 9am to 1pm	Event Coordinator: Ms. Harshita Joshi, Captain Ganga House
Activity 2: Annual Fest	Date and Duration: Starting from June 2, 2021 till June 5, 2021	Timings: 7 pm to 10pm	Event Coordinator: Ms. Shilpi Mittal, Head Girl

Follow-up meeting scheduled on: Two weeks prior to the event

