

## MODULE 1

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### Lesson 1: Understanding Technical Writing

#### What is Technical Writing?

According to Mills and Walter (1981), technical writing is defined as:

- Writing about scientific subjects and various technical subjects associated with science.
- It is characterized by formal elements like scientific and technical vocabulary, the use of graphic aids, and conventional report forms.
- Ideally, it maintains an attitude of impartiality and objectivity, conveys information accurately and concisely, and avoids any attempt to arouse emotion.
- It involves a high concentration of writing techniques such as description of mechanisms, description of process, definition, classification, and interpretation.

#### Products of Technical Writing

End products of technical writing include5:

- Business Letter
- Contract
- Monograph
- Printed Action Memo
- Graphic Aids
- Instructional Manuals
- Brochures
- Proposals
- Memoranda

#### Five Principles of Good Technical Writing

1. Always have a specific reader in mind. Assume the reader is intelligent but uninformed.

2. Decide the exact purpose of the report before writing. Every word, sentence, and paragraph must contribute to that purpose.
3. Use language that is simple, concrete, and familiar.
4. Check your writing at the beginning and end of every section: "First you tell the reader what you're going to tell him, then you tell him what you've told him".
5. Make your report attractive.

## Purposes of Technical Writing

Technical writing serves to:

- Act as a basis for management decisions.
- Furnish needed information.
- Give instructions.
- Record business transactions through proposals.
- Procure business proposals.
- Serve as a basis for public relations.
- Provide reports to stockholders.

## Properties of Technical Writing

1. **Subject matter:** The topic you will write about, such as a process, theory, or policy.
2. **Audience:** The particular reader or intended readers of the technical literature.
3. **Expression:** The mode of delivery (writing or reading it). This depends on your awareness of the audience's psychology and your writing style.
4. **Style:** How the material is written. A technical writer uses a style that is clear, specific, objective, impartial, and unemotional.
5. **Arrangement of materials:** How ideas are organized, which can be chronological, spatial, or logical (e.g., general to specific).

## Technical Writing vs. Other Forms

- **Creative Writing:** Fiction such as poetry, short stories, and novels.
- **Expressive Writing:** A subjective response to a personal experience, like in journals or diaries.

- **Expository Writing:** "Expose" a topic analytically and objectively, with the goal of explaining or revealing knowledge.
- **Persuasive Writing:** Relies on emotional appeal to change an attitude or motivate action.

Feature	Technical Writing	Creative Writing
<b>Content</b>	Factual, straightforward	Imaginative, metaphoric, symbolic
<b>Audience</b>	Specific	General
<b>Purpose</b>	Inform, instruct, persuade	Entertain, provoke, captivate
<b>Style</b>	Formal, standard, academic	Informal, artistic, captivate
<b>Tone</b>	Objective	Subjective
<b>Vocabulary</b>	Specialized	General, evocative
<b>Organization</b>	Sequential, systematic	Arbitrary, artistic

## Lesson 2: Laws and Ethical Considerations

### Four Bodies of Law

Four bodies of law relevant to technical communication are:

1. Copyright law
2. Trademark law
3. Contract law
4. Liabilities law

### Copyright Law

- **Definition:** The legal protection given to the owner of the rights in an original work.

- **Protection:** Copyright laws provide authors and creators with automatic protection for their literary and artistic creations from the moment they are created.
- **Registration:** Registration is **not** a prerequisite for a work to be protected.
- **Governing Law:** Republic Act No. 8293 (Intellectual Property Code), as amended by RA 10732.
- **What is Protected:** Both original works (created by the author's own skill and labor) and derivative works (based on preexisting works, like translations or adaptations).
- **Duration:** Protection lasts for the lifetime of the author plus fifty (50) years after their death.
- **Owner's Rights:**
  - **Economic Rights:** Allow the owner to authorize or prevent uses of their work and to receive remuneration (payment) for its use.
  - **Moral Rights:** Include the right to claim authorship and to object to any modification of the work that would be prejudicial to the author's honor or reputation.
- **Fair Use:**
  - Authorization from the owner is not needed if the use is consistent with "fair use".
  - Fair use is the privilege to use copyrighted material in a reasonable manner without the owner's consent or as copying the theme or ideas rather than their expression.
  - Uses for criticism, comment, news reporting, teaching (including multiple copies for classroom use), scholarship, or research are not considered copyright infringement.

## **Plagiarism vs. Copyright Infringement**

- **Plagiarism**
  - The knowing and deliberate presentation of another's original ideas or expression as one's own.
  - It is an **ethical issue** or an act of academic dishonesty.

- It involves injury to a person's reputation through exclusion (failure to attribute).
- It is mostly an administrative matter or results in disciplinary action.
- **Copyright Infringement**
  - The use or production of material protected by copyright without the permission of the copyright owner.
  - It is a **legal issue**.
  - It always gives rise to a potential criminal or civil action.

## **Other Key Laws**

- **Trademark Law:** This law protects brand names, mottos, logos, and other source identifiers from being used by others for certain purposes. A trademark itself is a word, sign, symbol, or logo that identifies and differentiates the source of goods or services.
- **Contract Law:** This is the body of law related to making and enforcing agreements. A contract is a legally enforceable agreement between two or more parties to perform a service, provide a product, or commit to an act.
- **Liability Law:** This pertains to the responsibilities or obligations of writers, especially regarding claims they made in their paper.

## **Principles of Ethical Communication**

### **Do's:**

- Abide by relevant laws.
- Abide by the appropriate corporate or professional code.
- Tell the truth.
- Be clear.
- Avoid discriminatory language.
- Acknowledge assistance from others.

### **Don'ts:**

- **False implications:** Assuming the outcome of a project or making sweeping generalizations.

- **Exaggerations:** Expressing situations in extreme proportions.
  - **Euphemisms:** Writing about situations in seemingly good conditions even when they are not.
  - Don't mislead your readers.
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## Lesson 3: The Writing Process

### The Reading-Writing Connection

- Reading is considered an **input** skill, and writing is its **output**.
- J.K. Rowling stated, "The most important thing is to read as much as you can... It will give you an understanding of what makes good writing and it will enlarge your vocabulary".

### The Three Basic Stages of Writing

1. Pre-Writing Stage
2. Writing Stage
3. Re-Writing Stage

#### Stage 1: Pre-Writing Stage

This is the first stage of writing, where the writer gathers information on:

- **Purpose of the paper:** This determines the content, organization, and style.
- **Choice of topic:** The writer must be able to explain or justify their chosen topic.
- **Gathering information:** The writer must find sources to enrich the topic.

#### Pre-Writing Techniques:

- Keep a writer's journal (record personal experiences, ideas).
- Do free writing (write whatever comes to mind).
- Brainstorm (list ideas as quickly as they occur).
- Cluster (also called webbing) by drawing lines and circles to show connections between ideas.
- Ask questions using the 5W's (Who, What, Where, Why, When) and How.

- Read with focus to locate and collect specific information.
- Listen with focus to locate and collect specific information.
- Observe by noticing details around you through the senses.
- Imagine by probing your imagination, often using a "what if?" approach.

### **Stage 2: Writing Stage (First Draft)**

- **Don't** overanalyze your writing.
- **Do** feel free to follow the flow of ideas, even if it's not what you originally planned.
- **Don't** exaggerate details.
- **Do** work on details as much as possible to keep the story fresh in your mind.
- **Don't** worry yet about how good your writing is.
- **Do** have FUN!

### **Stage 3: Re-Writing Stage**

- This stage is also known as the "**REVISION stage**".
- The purpose of revision is to ensure that:
  1. The content of the paper is relevant.
  2. There is organization and coherence in the arrangement of ideas.
  3. Grammar and mechanics are clearly observed.

## MODULE 2

### Lesson 1: Introduction to Exposition & Classification

#### What is Exposition?

Exposition is a writing technique used when your intention is to:

- Explain something
- Analyze an idea
- Classify a thing
- Define a term
- Give directions
- Point out similarities or differences
- Clarify causes and effects
- Present data
- Interpret research

The four main expository techniques covered are Classification, Definition, Description of a Process, and Description of a Mechanism .

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#### Classification

**Classification** is the technique of dividing something into groups, classes, or categories based on a set of criteria or principles. This is done when the writer identifies shared qualities or characteristics about a subject.

- **Keywords:** Look for words like classes, kinds, types, categories, sorts, or groups.
- **Purpose:** This technique helps break a large discussion into smaller chunks and makes evaluation or selection easier.

#### Principle of Classification

The **principle of classification** is the *method* you use to sort the items.

- **Example:** If you sort marbles into red, green, and blue, the **principle** is **color**.
- **CRITICAL RULE:** You must use **only one principle of classification at a time**.

## Examples of Topics, Classes, and Principles:

Topic	Classes	Principle of Classification
Electrical circuits	Series, Parallel, Series-parallel	Pathway of electrical current
Anemias	Blood-loss anemia, Iron-deficiency anemia	Main cause of the anemia
Wind machines	Lift machines, Drag machines	Interaction between the wind and propeller blade

## Defining Terms

### What is a "Definition"?

A definition is a way of giving the concise but exact meaning of an abstract term or concept. The word comes from the Latin finire (to limit), meaning the explanation is limited only to what the reader needs to know.

There are three main methods of defining terms:

1. Formal Definition
  2. Informal Definition
  3. Extended Definition
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#### 1. Formal Definition

Also known as an Aristotelian or one-sentence logical definition, this follows a specific three-part pattern.

1. **Species:** The term to be defined.
2. **Genus:** The class or category the term belongs to.
3. **Differentia:** The characteristics that make the term different from other terms in the same genus.

#### Example:

- An **architect** (Species) is a **professional** (Genus) **who designs buildings** (Differentia).

#### What to AVOID in Formal Definitions:

- **Tautology (Circular Definition):** Do not define the word with the same word. (e.g., "A teacher is one who teaches").
  - **Analogy or Figurative Definition:** Do not use "is like" or "is similar to". (e.g., "Father is similar to a post of a house").
  - **Negative Definition:** Do not define a term by what it is *not*. (e.g., "A bolo is not a knife").
  - **"Is where" or "Is when":** Do not use these phrases. (e.g., "Enrollment is when a person...").
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## 2. Informal Definition

Also known as a parenthetical or in-text definition, this is a brief explanation that appears directly in the text. It can be a synonym, phrase, or clause separated by punctuation.

- **Parentheses:** A tumor (swelling) signaling the presence of cancer...
  - **Comma:** A triptych, a painting on three adjacent panels, is displayed...
  - **Dash:** ROM - Read Only Memory - is a special memory...
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## 3. Extended (or Amplified) Definition

This definition goes beyond a single sentence, expanding into a paragraph of 3-10 sentences to explain a concept in more detail.

#### Techniques for Extending a Definition:

- **Etymology (Word Derivation):** Explains the term's linguistic origin (e.g., from Greek, Latin, or French roots).
- **Historical Definition:** Stresses the term's historical development, mentioning key people, places, and dates.
- **Negation (Elimination):** Explains what a thing is *not* to clarify what it is. It uses more negative sentences than positive ones.

- **Operating Principle:** Explains the process involved in the creation or production of the thing, often in chronological order.
- **Comparison and Contrast:** Points out how the concept is similar to or different from other concepts.
- **Analysis by Partitioning:** Breaks the item into its individual parts and explains the nature and function of each component.
- **Use of Examples:** Enumerates the many uses or different types of a concept.
- **Explication:** Uses following sentences to explain the meaning of difficult words or phrases used in a previous sentence.

### Lesson 3: Description of a Process

#### What is Description of a Process?

This technique provides a written, chronological account of events or actions that occur one after another over time. It explains the arrangement of a sequence and includes instructions or procedures.

- **Purpose:** To keep a proof of an event, give information, or teach others.
  - **Examples:** User manuals, training materials, and troubleshooting guides.
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#### Four Types of Process Description

1. **"How it operates" or "how it works":**
  - Focuses on how a *machine or thing functions*, not on the person using it.
  - Uses **PASSIVE voice** and **INDICATIVE mood**.
  - *Example:* Describing how a multi-pressure system automatically starts pumps to maintain pressure .
2. **"How to do it":**
  - Focuses on the *human doer* and the actions they perform.
  - Gives instructions or directions.
  - Uses **ACTIVE voice** and **IMPERATIVE mood** (commanding).

- *Example:* "To install... put the antenna perpendicular to the ground. Use a non-metal pole...".

### 3. "How it happens" (Process Analysis):

- Stresses the *process itself*, which is subject-oriented. Time is the main element.
- Uses **PASSIVE voice** and **INDICATIVE mood**<sup>62</sup>.
- *Example:* Describing natural processes like food digestion , volcanic eruptions, or the water cycle.

### 4. "How it is organized":

- Explains how the parts of a group are arranged or ordered.

## Key Grammar: Voice and Mood

Concept	Definition	Example
<b>Active Voice</b>	The subject <i>performs</i> the action.	"The dog <b>bit</b> John."
<b>Passive Voice</b>	The subject <i>receives</i> the action.	"John <b>was bitten</b> by the dog."
<b>Imperative Mood</b>	Used for commanding or requesting.	" <b>Turn off</b> the television."
<b>Indicative Mood</b>	Used for stating something.	"The television <b>needs</b> repair."

## Parts of a Process Description

### 1. Introduction:

- Gives a one-sentence formal definition of the process (name, class, purpose).

- Provides background knowledge (who, where, when, why).
- Ends by enumerating the major steps in chronological order.

## 2. **Body:**

- Describes each major step and its sub-steps in detail.
- Explains the purpose of each step and any special conditions.
- Uses transitional devices (like *first*, *next*, *then*) to connect stages.

## 3. **Conclusion:**

- Summarizes the major steps.
- May also include precautionary measures, pluses/minuses, or special conditions affecting the process.

## **Lesson 4: Description of a Mechanism**

### **What is a Mechanism?**

A mechanism is any object or system that has one or more working parts. This includes tools, machines, instruments, and even complex systems like the human body or a city.

**Description of a Mechanism** is a technique that uses words and visuals to sequentially create a picture of a mechanism, appealing to the reader's senses to help them visualize it.

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### **Parts of a Mechanism Description**

#### 1. **Introduction:**

- **Definition:** Start with a formal, one-sentence definition of the mechanism. You can add extended definitions (history, etymology).
- **General Appearance:** Describe the mechanism's overall look using spatial characteristics: size, shape, weight, color, texture, materials, etc..
- **List of Parts:** End the introduction by enumerating the major or principal parts of the mechanism.

#### 2. **Body:**

- This section describes *each major part* listed in the introduction, one by one, in the same order.

- You must follow a **logical, general-to-specific pattern** for each part you describe<sup>90</sup>:
  1. Give a **formal definition** of the part.
  2. Provide **extended definitions** of the part.
  3. Describe the **general appearance** of the part.
  4. Enumerate the **sub-parts** of that part.
- You then repeat this entire 4-step process for the next major part .

### 3. Conclusion:

- Explains the **principle of operation**—how all the parts connect and work together to achieve the mechanism's purpose.
- May also mention limitations, pluses/minuses, or strategies for care and upkeep.

Would you like me to create a quiz based on these four lessons to help you study?

## MODULE 3

### Lesson 1: Communication in Business and Organization

#### Understanding Business Communication

- **Definition:** Effective communication is the key to success in business. It is essential for planning, hiring, training, motivating, and coordinating sales.
- **Process:** It's a two-way process of sending and receiving messages<sup>3</sup>. Unlike general communication, it often uses tangible media like paper or computers.
- **Business vs. Organizational Communication:**
  - **Business Communication:** Refers to *how* people communicate.
  - **Organizational Communication:** Deals with *whom* to communicate with.

#### Organizational Communication

- **Definition:** An organization consists of people committed to a common goal who share information to achieve it. Organizational communication is the exchange of messages among people inside and outside that organization.

- **Basic Functions:** The three basic functions of communication are:
    1. To inform
    2. To persuade
    3. To promote goodwill
  - **Communication Channels:**
    - **Formal:** Official, structured pathways that follow the company hierarchy (e.g., memos, reports).
    - **Informal:** Unofficial, spontaneous interactions that arise naturally, like the "grapevine" (e.g., chats during breaks).
  - **Internal Communication Flow:**
    - **Upward:** From an employee to a supervisor.
    - **Downward:** From a superior to subordinates.
    - **Horizontal:** Between peers or colleagues.
  - **Common Documents:**
    - **Internal:** Transmittals, monthly reports, performance appraisals, memos of congratulations.
    - **External:** Quotations, claim/adjustment letters, annual reports, thank-you letters.
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## Lesson 2: Personal vs. Business Letters & Writing Techniques

### Personal vs. Business Letters

Feature	Personal Letter	Business Letter
Nature	Fully personal	Impersonal and universal
Purpose	Personal or family affairs	Business transactions and issues
Structure	Does not follow rules	Follows an officially recognized structure
Formality	Informal, colloquial language	Formal, must adhere to rules

Feature	Personal Letter	Business Letter
Language	Easy, poetic, emotional	Easy and simple
Copies	May or may not be preserved	Must always be preserved

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## Techniques for Writing Business Letters

### 1. Write from the "You" Attitude:

- Focus on the reader's point of view, not your own.
- A good letter has more "you's" than "I's".
- **Example:** Instead of "I am appointing you as...", say "**You** are hereby appointed as...".

### 2. Accentuate the Positive:

- Even a "No" can be written from a positive perspective.
- Focus on what *can* be done, not what *cannot*. Avoid negative words like "complaint," "error," or "unfair".
- **Example:** Instead of "Your internet has been disconnected..." , say "Your internet connection will be **reconnected as soon as** you settle the... balance".

### 3. Make Your Letters Smile:

- The letter should leave a pleasant impression and have a friendly, polite, and positive tone.
- Use friendly phrases like "We shall be glad to..." or "It is a pleasure to...".
- **Example:** Instead of "You must attend the meeting," say "Your presence... will be **greatly appreciated** as your ideas add valuable insight...".

### 4. Make Your Copy Live:

- Make the text engaging and natural, not dull or mechanical.
- The reader should feel what you say.
- **Example:** Instead of "We received your inquiry...", say "**Thank you for reaching out!** We are glad you are interested...".

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## Lesson 3: Characteristics and Elements of a Business Letter

### Elements of a Business Letter

1. **Sender:** The person writing the letter. The sender must know the receiver's full name, position, and address and have good grammar skills.
2. **Message:** The content of the letter. It must be simple, understandable, direct, persuasive, concise, and complete.
3. **Receiver:** The person who the letter is for.

### The 10 Characteristics ("C's") of a Business Letter

1. **Completeness:** Answers all necessary questions (Who, What, When, Where, How).
2. **Correctness:** Free of errors in grammar, punctuation, spacing, and information.
3. **Conciseness:** Direct and brief, with no unnecessary information. (e.g., use "now" instead of "at the present time").
4. **Coherence:** Ideas flow smoothly and are easy to follow. This is achieved with:
  - **Parallelism:** Using similar grammatical structures (e.g., "write the report quickly, accurately, and thoroughly").
  - **Transitional Devices:** Words that act as signposts (e.g., *therefore, in fact, however*).
5. **Clarity:** Information is readable and easy to understand; prefers simple words over complex ones.
6. **Concreteness:** Uses specific words, not general or abstract ones. (e.g., "needs at least 20% increase in sales" is better than "needs tremendous improvement").
7. **Courteousness:** Has a polite, friendly, and positive tone. (e.g., "The earliest delivery date... is on May 1" is better than "You have to wait until May 1").
8. **Consideration:** Shows respect by using a professional tone and the "YOU" attitude. (e.g., "You will be pleased to find..." is better than "We are glad to offer...")  
.
9. **Consistency:** Uses consistent formatting, language, and style throughout.

10. **Credibility:** The writer is truthful, accurate, and avoids unsupported claims or exaggeration68.

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## **Lesson 4: Basic and Optional Parts of a Business Letter**

### **Basic Parts of a Business Letter**

These are the essential components, listed in the order they appear:

#### **1. Letterhead or Heading/Return Address:**

- **Letterhead:** Pre-printed company info (name, address, contact numbers, logo).
- **Heading/Return Address:** Used if you don't have a letterhead. It's your complete address.

#### **2. Dateline:**

- The date the letter was written (month, day, year).
- Located 2-4 spaces below the letterhead.
- **Do not** abbreviate (like "Oct.") or use ordinals (like "1st," "2nd").
- Styles: Conventional (January 15, 2007) or Military (15 January 2007).

#### **3. Inside Address:**

- The recipient's full name, title, company, and complete address.
- Placed a double space below the dateline.

#### **4. Salutation:**

- The greeting, such as "Dear Mr. Alcaraz:".
- Placed a double space below the inside address.
- Use a **colon (:) at the end** (American English standard).

#### **5. Body of the Letter:**

- The main message. It starts a double space below the salutation.
- **Part 1:** State your purpose in the first sentence.
- **Part 2:** Explain the details or what you want to happen.

- **Part 3:** Conclude, request a specific action with a date, or thank the reader.

#### 6. Complimentary Close:

- The formal "goodbye," such as "Sincerely," "Respectfully yours," or "Very truly yours".
- Placed a double space below the body.
- Only the **first letter of the first word** is capitalized.
- It is followed by a **comma (,)**.

#### 7. Written Signature:

- The sender's handwritten signature.
- This goes in the empty 3-4 spaces left below the complimentary close.

#### 8. Signature Line (or Printed Name):

- The sender's complete typewritten name and official title. This appears below the handwritten signature.

### Optional Parts of a Business Letter

- **Attention Line:** Directs the letter to a specific person when the main addressee is a company (e.g., "Attention: Engr. Hector N. Nolasco").
- **Subject Line:** Tells the reader the letter's content at a glance (e.g., "Subject: Inquiry on Wedding Package").
- **Identification Initials:** Includes the initials of the dictator (uppercase) and the typist (lowercase) (e.g., MEY/rb).
- **Enclosure Notation (Encl.):** Indicates that other documents are included with the letter (e.g., "Enc: 1. Grade Sheets").
- **Copy Notation:** Shows who else received a copy of the letter.
  - **cc (Carbon Copy):** A list of other recipients; this list appears on all copies.
  - **bcc (Blind Carbon Copy):** A list of recipients who are sent a copy secretly; this line does *not* appear on the original recipient's letter.
- **Mailing Notation:** Notes a special postal service, like "CERTIFIED MAIL" or "SPECIAL DELIVERY." It is placed two lines below the date.