Brief Correspondence

Introduction

- Communication is essential
- Emails, memorandums and letters
- Different for situations
- Memos and emails take less time

Goodwill

- Making a friend and keeping them as a friend
- Positive language

Prewriting

1. What do I want to accomplish?
2. What should happen after?
3. What is the point?
4. Does my reader need background information?
5. What questions do I need to answer?

Prewriting

✓ Write to have the fewest questions asked

✓ Assume your audience is clueless

Prewriting

- ✓ Facts
- ✓ Background
- ✓ Events
- ✓ Problems
- ✓ Numbers
- ✓ Descriptions

- ✓ Questions you need to ask

- ✓ Spelling of names
- ✓ Correct address

Prewriting

Email

✓Typically informal

✓Quick response needed

✓Short messages

✓Series of messages

✓Group of people need the same message

Prewriting: Emails

Subject

- ✓ Specific
- ✓ Descriptive

Formality

- ✓ Informal

Length

- ✓ Short
  - ✓ Easier response
  - ✓ Easy read
- ✓ Long
  - ✓ Separate information
  - ✓ Attachment

Prewriting: Emails

Software

✓ Links, italics, fonts
  ✓ Consider your audience, think general

Context

✓ Include the reply

✓ Make your format easy to read

Emotions

✓ Contain them

✓ Miscommunication

✓ Emoticons?

Memo

- ✓INTERNAL ONLY

- ✓Bulleted lists

- ✓FORMAL

- ✓Examples:
  - ✓Progress report
  - ✓Announce a meeting
  - ✓New specials, promotions, company policy information

Letter

- ✓ Always FORMAL
- ✓ Inside and outside of the company
- ✓ Bad News or Good News

- ✓ Examples:
  - ✓ Congratulations
  - ✓ Firing, lay-offs, extensions
  - ✓ Requests
  - ✓ Reimbursements

EMAILS

Formatting: Emails

1. "To", "CC" and "BCC"
   - *Groups or individual people*
   - *Carbon Copy – keep someone "in the know"*
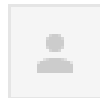   - *Boss, management, team members, etc*

2. Subject
   - *What do you want from the reader?*
   - *Be specific – include dates*
   - *Attention grabbing*
   - *Goal – have your email read and not deleted!*

need your home address

Career Writing   x

Lyon, David <dlyon@isd622.org>   Jan 5

to bcc: me

Hey there!

I am updating   I would like to add
your home ad

...

from:	**Lyon, David** <dlyon@isd622.org>	
to:	David Lyon <dlyon@isd622.org>	
bcc:	apsass@isd622.org	
date:	Mon, Jan 5, 2015 at 12:19 PM	
subject:	need your home address	
mailed-by:	isd622.org	
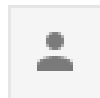
Click here

Formatting: Emails

1. Greeting
   - *Good morning, Hello, Good afternoon,*

2. Message
   - *Complete sentences*
   - *Leave blank space between topics/ideas*

3. Closing
   - *Thank you, Sincerely*
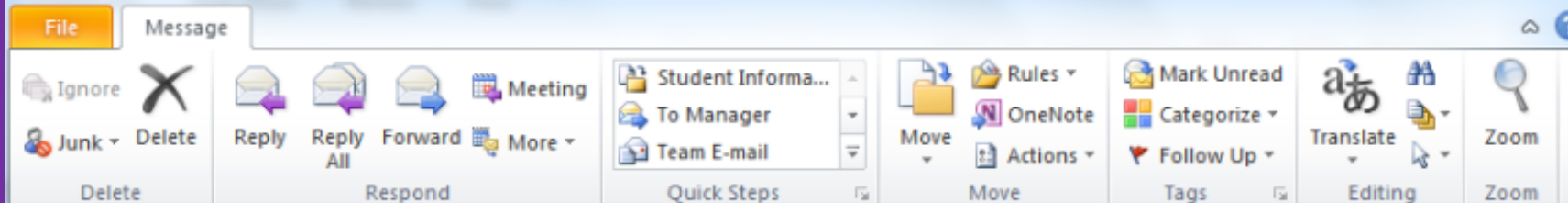
Formatting: Emails

✓ Career/Business Emails should include:

   ✓ Signature

      ✓ Name

      ✓ Company & title

      ✓ Phone Contact

      ✓ Location

Annemarie Sass
Language Arts Teacher
North High School
651-748-6065
Room 361

File   Message

Ignore   Delete   Reply   Reply   Forward   More   Meeting   Student Informa...   Move   Rules   Mark Unread   Translate   Zoom
Junk   All   To Manager   OneNote   Categorize
                                                          Team E-mail   Actions   Follow Up

Delete   Respond   Quick Steps   Move   Tags   Editing   Zoom

ⓘ You replied to this message on 3/20/2014 9:45 AM.
This message was sent with High importance.

From: Villegas, Amy   Sent: Thu 3/20/2014 9:38 AM
To: ⊞ List-North-Lang_Arts; ⊞ List-tartan-lang_arts
Cc: Burrell, Sharon; Nelson, Greg; Ehrmantraut, Adam; Murtha, Tim
Subject: SAC Meeting 3/19/15

✉ Message 📄 Balanced Literacy Meeting Notes.docx (18 KB)

ILA 9-12 SAC,

Thank you to everyone that came to the meeting yesterday after school! It was great to see so many of you.

If you were unable to make it, I attached the notes I recorded regarding the **Balanced Literacy pilot** discussion following Dan Cahill's presentation. If you are interested in being trained in Balanced Literacy for next year, or would like a copy of his presentation, please contact Dan.

Although there is still snow on the ground, it is time to talk about **summer curriculum writing**. This will be sometime during the week of June 9. (Traditionally we need 1-2 days, but exact dates are TBD.) **We need to create DCAs for ALL ELECTIVES** (including forced writing electives), and provide time for Communications teachers to collaborate on that DCA. Please email me if you can attend. You will be paid, and I promise to bring treats ☺ If there are any 9, 10, or American/US Lit teachers that also need collaboration time, please send those requests to me ASAP.

Thanks and have a happy first day of spring!

Best regards,

Amy Villegas
English Teacher
Tartan Senior High School
ILA 9-12 SAC Rep for ISD 622
651-702-8768

Formatting: Emails

✓ Career/Business Emails should include:

    ✓ Confidentiality Statement

This message contains information that may be confidential and privileged. Unless you are the addressee (or authorized to receive for the addressee), you may not use, copy or disclose to anyone the message or any information contained in the message. If you have received the message in error, please advise the sender by reply e-mail and delete the message.

MEMOS

Formatting: Memos

✓ Five Elements of a Memo

1. Caption line
   - MEMO   or   MEMORANDUM

2. TO line
   - List your audience
   - Individuals or group name
   - Commas or columns
   - Alphabetical or hierarchy

Formatting: Memos

3. FROM line
   - Sender or group
     - Individuals or heirarchy
   - Initials or signature

4. DATE line
   - After "FROM" or across from "TO"
   - Traditional
     - November 18th, 2010
   - International
     - 18 November 2010

Formatting: Memos

5. SUBJECT line
- Predict
  - Main idea
  - Phrase/clause
  - Specifics
- Distinguish
  - Specific
  - Detailed
  - Date
- Focus
  - Keep write on one topic
  - Compare "SUBJECT" line to message before sending

Prewriting: MEMOs

Why a memo?

- ✓ Fully explain the topic
- ✓ Outline changes, policies or deals

- ✓ Used for proof

- ✓ Specific details
  - ✓ Names
  - ✓ Dates
  - ✓ Times
  - ✓ Locations

LETTERS

Formatting

1. Heading
   a. Your Company
   b. Company address
2. Dateline
   a. International Style
3. Inside Address
   a. Company contact
   b. Title
   c. Company Name
   d. Address

Formatting

4. Salutation
   a. Dear (Name),
   b. To Whom It May Concern,
5. Body
   a. 2-5 paragraphs
   b. Block or modified block style
   c. Blank line between paragraphs
6. Closing & Signature
   a. Sincerely,
      - *Space for your signature (3-4 lines)*
   b. Your printed name
   c. Your company title
7. Enclosures (#)

Formatting

- Block Style
  - Flush left margin

- Modified Block Style
  - Return address centered

Formatting

- Block Style
  - Flush left margin

- Modified Block Style
  - Return address centered

Brief Correspondence

- Organized for the reader
- Good News message
  - Receptive, happy, pleased
  - Direct approach
    - Main Idea
    - Explanation
    - Background Information
    - Closing

Brief Correspondence

- Bad News message
  - Disappointing, upsetting, etc.
  - BEBE method
    - Buffer
    - Explanation
    - Bad News
    - Exit

Brief Correspondence

- Complaint Letters
  - Present it without alienating the reader
  - Also include a request to make it right

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