

Week 5

Comm 1234

Technical Writing Fundamentals

David Laing

Test takeup

1. On Friday, a team of six scientists entered a small dome on the barren slope of a Hawaiian volcano. Where they will spend the next year in a simulation of life on Mars.

Test takeup

2. Conducted by the University of Hawaii, the purpose of the project is to study the social and emotional challenges of living in isolated, cramped quarters for an extended period.

Test takeup

3. The dome is just eleven metres across and six metres tall, and trips outside will require a spacesuit, the participants' internet access will be limited, but expect tweets nonetheless.

Test takeup

4. A Statistics Canada report confirmed this week that our economy is technically in a recession, however, it's not the word "recession" that matters.

Test takeup

5. For Canada to reclaim its once-held position as a leader in global engagement, it would have to double what it spends on defence, foreign aid, diplomacy, and on the environment.

Test takeup

6. Three Canadian ministers were present for the opening of a registration centre in Amman, Jordan. A resettlement program that aims to bring 25,000 refugees to Canada by the end of February will have its hub at this centre.

Test takeup

7. The young woman told her mother that she should have been invited to the gala.

Test takeup

8. Fifty fertility clinics opened across Ontario in the month of December.

Test takeup

9. As long as there are two or more passengers in his car, a motorist may pay to use a high-occupancy vehicle lane.

Test takeup

10. Participants were tested under conditions of good to excellent acoustic isolation.

Test takeup

11. Richard Nixon said, “I am not a crook.” Bill Clinton said, “I did not have sexual relations with that woman.” Neither of these statements was particularly effective at putting rumours to rest. How might these politicians have rephrased their statements to inspire more trust?

Test takeup

12. Consider this sentence: *Jones is an honest man*. Now consider this one: *Jones is a very honest man*. Why might the addition of “very” have the counterintuitive effect of weakening the statement?

Test takeup

13. “The more you eat, the fatter you get.” This is a simple idea, but a professional dietitian is likely to express it less clearly, perhaps like this: “There is a significant positive correlation between measures of food intake and body mass intake.” Why would somebody who knows *more* about a subject have a tendency to be *less* clear when they try to explain it?

Business communication

- People rarely blurt out exactly what they want to say.
 - Would you like to come up and see my etchings?
 - If you could pass the guacamole, that would be awesome.
 - Nice store you got there. It would be a real shame if something happened to it.
 - Gee, officer, is there some way we could take care of the ticket here?
- Why?
 - Plausible deniability
 - Language must:
 - Convey information
 - **Negotiate the social relationship between the speaker/writer and the listener/reader.**

Pinker, S., Nowak, M. A., & Lee, J.J. (2007). The logic of indirect speech. *Proceedings of the National Academy of Sciences*, Vol 105(3), pp. 833-838. doi:10.1073.

Hey i was suppose to be in your class for the first week but my schedule only rpinted off..morning classes. thought your class was full didnt pay any mind until i logged into blackboard, i printed of my schedule correctly and i am able to make it to class this wednesday! and am i able to make ana ppointment as well!

Hi xxxxx,

Nice to hear you got your timetable sorted out. Are you asking to make an appointment?

Best,

David

yes whenever u can!!! im available whenever !

Formatting emails & memos

- Include a subject line
- Greet the recipient
- Introduce yourself (depending on relationship)
- Content (ask question, make request, provide information, etc)
- Sign-off
- Your name

Greeting

- Salutation + name of recipient + punctuation
 - Hi John,
 - Dear Ms. Smith:
- Levels of formality in salutation:
 - Dear
 - Hello
 - Hi
 - Hey
 - Nothing
- Levels of formality in name of recipient
 - Professional title + last name (Dr. Smith, Professor Smith, etc)
 - Honorific + last name (Mr. Smith, Mrs. Smith, Ms. Smith, etc)
 - First name (John, Mary, etc)
 - Nothing
- Levels of formality in punctuation:
 - :
 - ,

Introducing yourself

- When to do it:
 - You've never met the recipient
 - This is your first time corresponding with the recipient
 - The recipient is unlikely to remember who you are
 - The recipient needs to know who you are
- What to include:
 - Your name
 - Just enough information to give context for the message:
 - "My name is David Laing, and I teach Comm 1234."
 - "My name is David Laing, and I teach in the English department at Niagara College."
 - "My name is David Laing, and I'm an English teacher."

Introducing yourself

- When it's unnecessary:
 - The recipient already knows you well
 - The content of the message has nothing to do with you, the sender

Content of message

- For most types of message, use a direct strategy:
 - Get straight to the point
 - Be as clear as possible
 - End courteously

Contents of message

- For bad news, a complaint, negative feedback, or an unwelcome request, use an indirect strategy.
 - Establish good will
 - Be sincere
 - Be clear, but not blunt
 - End courteously

Sign-off

- Best regards,
- All the best,
- Sincerely,
- Thank you, (Thank you!)
- Thanks, (Thanks!)

Your name (after sign-off)

- Levels of formality
 - Include professional designation and other info
John Smith
Construction engineering technician, level I
Niagara College
(905) 123-4567
 - Just first & last
John Smith
 - Just first name
John
 - Nothing

I have the references done but you diapered and I need you to explain the header because it is not working for me, and I need help with the title page or could you tell me what title I need in the title page. If you won't.

I just got finished biology and got a card so I can print, I was your office light on and I'm wondering if I can chat with u quick I'm headed to the library to print and give it to you but one of my articles is 42 pages and the info I'm using is spread between 14 of them so I'm not printing it,

Hey, what is the date for the English exam?

Sent from my iPhone

I'm fed up with the mistakes that our current accounting firm makes. I run a small construction company, and I don't have time to double-check every bookkeeping entry and call the accountants a dozen times when they won't return my messages. Please explain how your firm would do a better job than my current accountants. You have a good reputation among homebuilders, but before I consider hiring you to take over my accounting, I need to know that you care about quality work and good customer service.

Business memo due Feb 17th

- Assignment posted on Blackboard
- Check your work with Grammarly:
 - <https://grammarly.com/>
- Come for extra help at my drop-in sessions:
 - Monday 10:30-11:20 & 12:30-2:20
 - Tuesday 5:30-6:20
 - Friday 10:30-11:20 & 12:30-1:20