**L 12, 13**

Planning speeches and presentations

1. DAAG

Common purposes of business presentations

1. PIME

Types of application letter

1. AIDA

Writing oral presentation

1. CCOW

Writing application letter

1. BAKI

Organizing the message

1. DL CPC

Proofread your message

1. MC

Oral presentations

1. OIN MGS

Submitting online resumes

1. PR EA

Introducing the message

1. ABP

Composing the message

1. LCE

Scannable resumes

1. ADKB

Concluding the message

1. RDE

Resume format

1. PAH

Completing speeches and presentations

1. EDM

Traditional Resumes

1. HCAAPL

Using visual aids

1. CC AIM

Common resume problem

1. PITHW ABCDG

Types of visuals

1. OECF3 FATPS

Avoid resume deception

1. INHICOOEX

Presenting the visuals

1. OE

Resume Components

1. RAACCE

Transparencies

1. IES LFO

Organizing reports

1. CFC

Electronic Presentations

1. RMF STO

What employers seek

1. SSVWR FC

Creating effective slides

1. CD CS

Planning your resume

1. IA

Choosing a color scheme

1. RAOSUL

Organize your approach

1. MRL RBS

Animation and special effects

1. TBH

The employment search

1. BP UPTF

Creating effective handouts

1. CB CL CM

Building your career

1. LIEW

Mastering your delivery

1. SIM R

what do you want to do

1. TT SS CG NFAL

Preparing to speek

1. KKPA

What can you offer

1. PPEEW

Building your confidence

1. RVTPT BFGKD

Appearing More Confident

1. GMC WAVU

Answering questions

1. FCM RCM

**L 10, 11**

Organizing reports and proposals

1. FLOS

Selecting format and length

1. MPLM

Structuring informational reports

1. CSIS GC

Structuring analytical reports

1. CRL

Structuring proposals

1. RRI SUP

Selecting visual aids

1. BAR FOT PIL

Effective Interviews

1. 3P DEP

Preparing Tables

1. SUL DU

Effective surveys

1. A PUSPA

Use computers to create visuals

1. SAE IMA

Sources of primary information

1. DOE

Composing reports and proposals

1. TD TN

Searching databases

1. URUS R

Successful reports

1. SABCD

Business information on the internet

1. ICN

Successful Proposal

1. DAP PRP

Finding information in the library

1. BEN PDAS G

The introduction

1. SOM C

Preparing for the work plan

1. SS DD RPW

The body chapters

1. PAIS

Defining a preliminary outline

1. APG

The closing section

1. ESRB

Additional report writing task

1. FTO

Defining the problem

1. WH question

Completing reports and proposals

1. RPP

Component of the formal reports

1. PTS

Planning the report

1. AN AD IN

Prefatory parts

1. CTL LLT LSE

Text of the reports

1. IBC

Solving Problems

1. TFJ

Supplementary parts

1. BIA

Components of the formal proposals

1. P3T LREL

Informational report

1. MIC D

Text of the proposal

1. IBC

Reports and proposals

1. GCG MID

**L 8, 9**

Performance review

1. RPD

Complete the message

1. EERP

Employment applications

1. USS

AIDA

Negative performance review

1. CF PMO

Establish credibility

1. FEG TOS SEC

Letter of recommendations

1. PR BS

Increasing desire

1. SRP

Writing persuasive messages

1. DLG PPOA

Strategies for bad news messages

1. CGMPM

Motivating action

1. EXCUSE A

Audience centered approach

1. TPR

Getting attention

1. NNS EPC FSS

The direct approach

1. BRP

Claims and adjustments

1. SRMM

Gauge the audience

1. GIEO PALO

The indirect approach

1. BR BP

Writing fundraising message

1. AS CK

Begin with a buffer

1. SRNN RSAB

Provide reasons that support refusal

1. CP HIMA

The central selling point

1. SAK

State the message

1. DUFA

Analyze your purpose

1. CNA

Close with confidence

1. MR BL

Persuasive request

1. AC

Writing bad news

1. ROEN

Sale message strategies

1. ESR UTS

Routine request workplace

1. BI

Request for action

1. GUR

Strive for high ethical standards

1. PBPA

Claims and adjustment

1. CIUP AAND

Logic and Emotions

1. POSU

Organizational news

1. PO

**L 6, 7**

Sending letters, memos and emails

1. AFRS

Internal, external communication

1. UIR CRG

Improve readability in short messages

1. VS

Using list and bullets

1. SSBHH

Heading and subheadings

1. CAO

Email readability

1. SEP

Email etiquette

1. CSP

Practice courtesy

1. CCRAPOLINK

Send brief email

1. NCS

Compose carefully

1. RUSR

Categories of message

1. RGGBP