

WR 321  
Fall 2013  
DUE: Wednesday 10/30

### Negative Messages

Use the 3-Step Writing Process for Business Messages to compose a routine Negative Message. Choose **ONE** of the following “Cases” (202-06):

- #3
- #4
- #9

Produce a separate document that chronicles the first step (Planning): Analyze the Situation, Gather Information, Select the Right Medium, Organize the Information. Your message must be at least 3 paragraphs in length (including an opening, body, positive close) and attentive to format (email). Refer to Ch. 8, “Writing Negative Messages,” paying close attention to “Learning Objective 4: Sending Negative Messages on Routine Business Matters” (187-92).

Category	Must contain	Grade
Planning Step	<ul style="list-style-type: none"><li>• Analyze the Situation</li><li>• Gather Information</li><li>• Select the Right Medium</li><li>• Organize the Information</li></ul>	/5
Message is the appropriate length and includes the appropriate general structure	<ul style="list-style-type: none"><li>• 3 paragraphs</li><li>• Opening</li><li>• Body</li><li>• Positive close</li></ul>	/5
Appropriate response to the situation and appropriate organization of information and expression of information	<ul style="list-style-type: none"><li>• Negative Announcement, Refuses a Routine Request, or Negative Employment Message</li><li>• Direct <i>OR</i> Indirect</li></ul>	/20
Grammar, Syntax, Rhetorical style, Formatting	<ul style="list-style-type: none"><li>• Message uses complete sentences</li><li>• No typos or spelling errors</li><li>• Grammar is appropriate</li><li>• Error-free spacing, capitalization, and punctuation</li><li>• Email format</li></ul>	/20
	<b>TOTAL</b>	<b>/50</b>