ASSIGNMENT 2

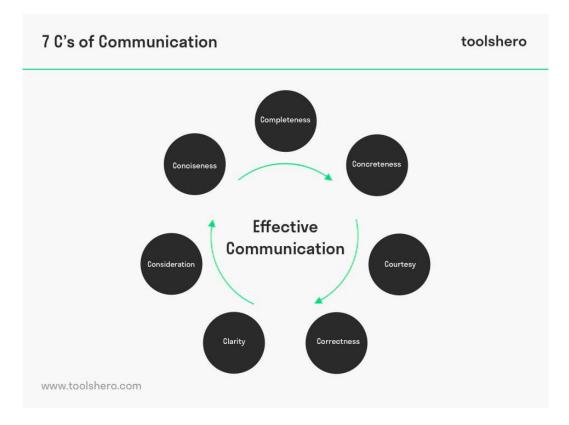|	
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Question

Asked question is: Below is an example of a well-written document elaborating etiquettes of Zoom meetings. Analyze it with respect to traits of technical writing and Seven C's of communication. Identify the traits and explain how they are present in this technical document. For example, it you think its language is concise, give a textual example to justify your answer.

Answer

The Seven C's of communication is a list of principles that you should ensure all of your communication adhere to. Their purpose is to help ensure that the person you are communicating with hears what you're trying to say. Through effective communication misunderstandings can be avoided in official and professional communications done by the means of letters or documents. Therefore, the Seven C's are very important to be fulfilled for a document to be efficiently communicated, just like they are fulfilled in the document given above.

7 C's of Communication — toolshero

Effective Communication: Completeness, Concreteness, Courtesy, Correctness, Clarity, Consideration, Conciseness

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- The letter is **Clear** as the heading text indicates the purpose of writing the document. So, the document shows clarity as the purpose or topic is clearly stated in the beginning.
- The written document is **Concise**, as there are no irrelevant details, and everything is conveyed to the point. Also, there are no repetitions in the letter. A well-defined table is made to make the document brief and concise.
- The sentences used in the document are **Concrete**, the purpose of document is specifically stated, and no vague words are used, the sentences used in the document are very easily interpreted and are not obscure or general.
- The document achieves **Correctness** by using information such as the link/resources given at the end. Secondly, there are no grammatical or typing errors and the language used is of the correct level and is formal, exactly according to the status and situation.
- The document is **Coherent**, all the sentences flow in perfect order. All the important points and guidelines are covered and are logical according to the Zoom App instructions and Help Manual.
- **Completeness** is achieved as the document has all the necessary information to start with Zoom Meetings, conduct them and attend one.
- The document is polite and shows care and respect to the readers so the last C, **Courteousness** is also successfully achieved.