

Communication for work purposes

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Learning Outcomes

1

Create clear, coherent, and effective communication materials for the workplace.

2

Present ideas persuasively using appropriate language registers, tone, facial expressions, and gestures.

3

Consider audience and context in the preparation of each communication output.

4

Produce suitable documents with formats required in various workplaces.

Introduction

Communication for work purposes - is the process of exchanging information, ideas, and messages in a professional setting to achieve organizational goals. It involves verbal, non-verbal, and written forms of communication used to ensure understanding, collaboration, and effective job performance.

Basics of Writing

Writing is an essential skill in every job, used for letters, memos, emails, reports, and more. Clear writing ensures effective communication and smooth business operations among employees, managers, and stakeholders.

Three Basics:

- Purpose
- Reader/Audience
- Tone

Upward Communication

Upward communication can convey varied types of message. The written materials are sent by subordinates to their superiors.

Lateral Communication

The materials are sent to people who are of equal level or status; that is; between members of the same division or department of an organization. This communication serves the following purposes.

Downward Communication

Downward communication

is very important because giving instructions is inevitable.

This kind of communication sent by superiors to their subordinates.

Outward Communication

This is intended for workers outside the workplace. An example is letter to the comptroller pf a company regarding financial matters. You need to consider the diffirences in reader category that are created by the flow of communication because they affect your communication in many ways, particularly format.

Minutes of Meetings

Minutes are official records of what happens in a meeting, including shared information, discussions, and decisions. Minutes can be formal (detailed, including exact motions, amendments, resolutions, and votes) or informal (shorter, summarizing discussions).

Sample of Minutes of a Meeting

Minutes of the Meeting Environmental Safety Committee (Adapted from Kolin, 2014)	
Date:	January 5, 2018
Type of meeting:	Monthly Meeting, Informal
Time:	9:00 a.m.
Place:	Room 203 Lab Annex
Presiding Officer:	Ms. Grace Cortez
Attendance	
Members Present:	Thomas Baldoz, Grace Cortez (president), Virginia Garcia, Victor Juanico, Robert Cruz, Kent Leviste (secretary), Rafael Nova, Barbara Santos, and Carlos Zardilla
Members Absent:	Paulo Gordon, Marty Tejero
 Minutes of the meeting	
Old Business: The minutes from the previous meeting in December were approved as read.	
Reports:	
1. Carlos Zardilla reported on the progress the Site Inspection Committee is making in getting ready for the January 25 visit of the State Board Examiners. All preparations are on schedule.	
2. The proposal to study the use of biometric identification in place of employee ID is nearly complete, according to Victor Juanico.	
New Business:	
1. Virginia Garcia and Rafael Nova voiced concern about a computer virus that may strike the plant—Monkey. Disguised as a familiar email, the virus is contained in an attachment that destroys the files.	
2. Barbara Santos moved that the management upgrade its virus protection software. This was seconded by Tomas Baldoz. The vote was 6 to 3 in favor of the motion.	
3. Personnel in the Environment Testing Lab were commended for their extra effort in ensuring that their department maintain the highest professional standards during the month of January.	
4. Robert Cruz adjourned the meeting at 11:45 a.m.	
New Meeting: The next meeting of the ESC will be on February 9 at 1:00 p.m. in the same place.	

GUIDELINES IN PREPARING THE MINUTES

1. All motions and resolutions are recorded, and proponents are identified by name.
2. Seconded motions are also noted and recorded although the ones who seconded them need not be identified.
3. Results of seconded motions must be recorded and, whether approved or rejected, should be indicated in the minutes.
4. Headings are used to mark report sections. Titles should be all capital letters.
5. Minutes of the previous meeting should also be taken up.
6. Do not report/write verbatim (word for word) what are said. Summarize. Readers are more interested in results.
7. Lengthy discussions, debates, and reports given should be summarized.
8. The past tense is used

MEMORANDUM (MEMO)

A **memo**, short for memorandum, is used for internal communication to record important information. It is short, direct, and clearly states what must be done or avoided, providing data for various functions.

1. Making announcements
2. Giving instructions
3. Clarifying a policy, procedure, or issue
4. Changing a policy or procedure
5. Alerting staff to a problem
6. Sending recommendations
7. Providing legal records
8. Calling a meeting
9. Reminding employees of corporate history, policy, and procedure.

MEMO PROTOCOL

Just like any other business correspondence, the memo carries the company name and image. It should, therefore, follow the company's accepted ways in which inhouse communication is formatted, organized, written, and routed. Be guided by these four guidelines:

Be timely – send announcements ahead of time.

Be professional – accurate, well-written, and free from errors.

Be tactful – polite and diplomatic in tone.

Send to the right person – ensure it reaches the proper recipient.

MEMO FORMAT AND PARTS

Memos vary in format and the way they are sent. Whatever the format, they should have the standard parts. The memo has basically **two parts**: **HEADER** or identifying information and **MESSAGE**, aside from the word MEMO or MEMORANDUM on top of the paper (Searles, 2014; Kolin, 2015).

1. **Header** - which includes four parts, as shown in the box.
2. **Message** - which follows the Orientation-Information Action format.

MEMORANDUM	
TO:	Name and job title of receiver. (If more than one, arrange names in order of job status.)
FROM:	Sender's name (You may use first name depending on your familiarity with the receiver.)
DATE:	Full calendar date (February 11, 2018)
SUBJECT:	Indicate the purpose. This serves as the title of your memo; it summarizes the message. (Good Samples): <ul style="list-style-type: none">• Safety in Cleaning Brake Machines• Ways to Increase Meralco's Social Responsibilities Poor or vague/not clear samples: <ul style="list-style-type: none">• Cleaning Difficulties• Meralco's Social Responsibilities

MEMORANDUM	
TO:	All Employees
FROM:	Susana Cordero, Manager, Personnel Department
DATE:	January 12, 2018
SUBJECT:	Januario Garcia

LETTER OF REQUEST

Business letters are mainly used for external communication, such as messages between companies, clients, or suppliers. One common type is the letter of request, written when seeking help, information, or clarification. According to Kolin (2015), writing a request letter should follow specific guidelines to ensure clarity and professionalism.

Guidelines in writing letter of request:

1. Direct/address your letter to the right person.
2. State who you are and your work title and why you are writing.
3. Indicate your reason for requesting help and, if applicable, mention who suggested you write.
4. State your questions briefly and clearly:
5. Indicate exactly when you need the information, but allow sufficient time
6. Offer to forward a copy of your report, article, or paper in gratitude for the anticipated help.
7. Thank the reader for helping

TYPES OF SHORT REPORTS



SHORT REPORTS

A **short report** may be oral or written, such as in a memo, letter, or email, and is meant to inform the reader about a specific topic. It is an organized presentation of relevant data that a company or agency deals with in its operations.

PROGRESS REPORT

A progress report informs management about the status of an ongoing project, including what has been done, what is in progress, and what will be done by a certain date. When timely and accurate, it helps management adjust plans, meet deadlines, and avoid unnecessary problems or expenses.

Sample of a Progress Report

MEMORANDUM
Progress Report (Adapted from Searies, 2014)

From: John Delamar, Physical Plant
Date: January 21, 2018
To: Judith Ayeras, Accounting Department
Subject: Progress Report on Capital Projects

As requested, here is the progress report on the three Capital Projects Identified as high-priority items at last April's long-range planning meeting.

- Replacement of front elevator in the Main Building
- Replacement of all windows in Main Building
- Installation of new fire alarm system in all buildings

A. WORKS CITED

1. Elevator Replacement: Equipment has been ordered from Uptown Elevator. The pump has arrived and is in storage. We have asked Uptown for a construction schedule.
2. Window Replacement: Entrance and window wall: Klear Vue Window Co. has completed this job, but it is unsatisfactory.
3. Other windows: Architect Mar Serna has approved submittal package, and Cavan Glass Co. is preparing shop drawings. Architect Serna sent Cavan Glass Co. a letter stating that work must begin no later than first week of July with completion within that month.
4. New Fire Alarm System: First submittal package from Alert-All, Ltd. was reviewed by Architect Serna and was rejected. A second package was accepted. The alarm system is in order.

B. WORKS REMAINING

1. Elevator replacement: Construction schedule must be received from Uptown Elevator. Work must begin.
2. Window Replacement: Entrance and window wall: Problem with Klear Vue Window Co. must be resolved.
3. Other windows: Shop drawings must be received from Cavan Glass Co. and approved.
4. Fire alarm system: System must be received. Work must begin and be completed during downtime (10 p.m. to 6 a.m.) to minimize disruption.

C. PROBLEMS

Window replacement: Entrance and wall windows: Klear Vue Co. has not replaced one window that has defect in the glass. Also, the architect refused to accept three of the five large panes in the window wall because of excessive distortion in the glass. The architect has sent several letters to Klear Vue Co. but has not received any response. Remaining balance on this contract is, therefore, being held pending resolution of these problems.

INCIDENT REPORT

An incident report records unexpected events that cause harm to people, property, or operations, such as accidents, injuries, or breakdowns. It is usually written by the person involved or the one in charge to explain the circumstances of the incident.

Sample of an Incident Report

MEMORANDUM SUNRISE INSURANCE COMPANY(Adapted from Searles, 2014)

DATE: October 19, 2018
TO: Jonathan Arcela, Physical Plant Supervisor
FROM: Benjamin Cardillo, Nurse
SUBJECT: Incident Report on Jose Fernandez

Introduction:

Jose Fernandez, a claim adjuster, slipped and fell in the front lobby of the building, and momentarily lost consciousness because of striking his head on the stone floor.

Description of Incident:

At 2:55 p.m. on Friday, October 16, Mr. Fernandez was returning from his break when he slipped and fell in the front lobby, striking his head on the stone floor and momentarily losing consciousness.

According to Beverly Gomez, the receptionist, the floor had just been mopped and was still wet. She paged Mike Toledo, the security officer, who in turn paged me. When I arrived at 3:00 p.m., Mr. Fernandez had revived. I immediately checked his vital signs, which were normal. He refused further medical attention and returned to work. I advised him to contact me if he experienced any discomfort later, but to my knowledge there has been none.

Recommendation:

In view of this incident, two ideas came to mind:

1. We should remind employees that in case of incidents involving personal injury, they contact me first instead of the security officer. The sooner I am contacted, the earlier I can respond. Obviously, time is an important factor, especially if the problem is serious.
2. To avoid a repeat of this incident, maintenance staff should be provided with big, brightly colored warning signs to alert employees and also the public of the presence of something dangerous, such as wet floors. It may also help if the signs are bilingual—native language and English.

PROJECT PROPOSAL

A project proposal is a document written to persuade someone to follow or accept a specific course of action. It may propose **(a)** a change of process or policy, **(b)** a solution to a problem, **(c)** the purchase of a product or service, **(d)** the pursuit of an activity, or **(e)** research.

SOLICITED INTERNAL PROPOSAL

A **Solicited Internal Proposal** is a proposal written within an organization in response to a specific request from management or another department. It presents solutions, plans, or recommendations to meet a stated need or problem. The primary purpose of an internal proposal is to offer realistic, constructive plans to help the management run the business efficiently and effectively.

Sample of a Solicited Internal Proposal

MEMO

RIASCO INCORPORATED

234 Shaw Boulevard, Mandaluyong City

(Adapted from Searles, 2014)

To: Jaime Gonzaga, Site Director
Date: March 1, 2018
From: Georgia Noble, Day Care Supervisor
Subject: Play Area Proposal
Summary:

This is in answer to your call for suggestions for improvements to our business organization.

Our Day Care room is bright, roomy, and fully equipped with everything we need. It is a model of what a day care facility should be; however, when the weather is fine, there is not much the children could do outdoors. A play area equipped with a picnic table and play structures for swinging, sliding, and climbing will provide the school kids with wholesome play activities. The cost may be pricey, but the safety of our kids is priceless.

We often bring the school kids outside and just let them run around or play soccer in the grassy area alongside the parking lot. This place is not very safe for the kids because accidents may happen, like a car losing control.

As you know, our Free Day Care program for employees of RIASCO INCORPORATED has been a major factor that helped the company attract and retain dependable, highly skilled and loyal workforce in spite of competitions from other industry.



THANK YOU
FOR
LISTENING!