Summer 2017
VE300 Lecture Notes
Week 1

- Syllabus & important course information
- What is technical communication?
- Professional writing in the digital age

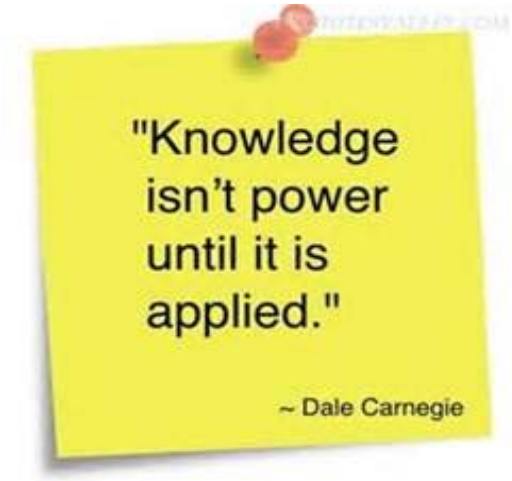
3 topics:

1. Workplace writing in the digital age
   - ✓ Professional e-mail writing
2. Employment communication
   - ✓ Cover letter
   - ✓ Curriculum Vitae (CV)
   - ✓ Resume
3. Presentation skills
   - ✓ Content (*structure*)
   - ✓ Design (*slide deck*)
   - ✓ Delivery (*presence*)

All images taken from http://cn.bing.com/images/search

Tips for Succeeding in this Course:

- Show up
- Keep up
- Apply what you learn
- Remember due dates



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Types of Technical Communication:

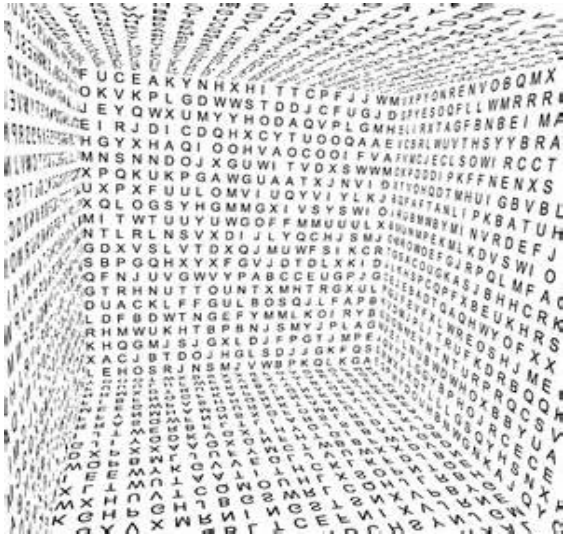
Oral: Job interviews, speeches, presentations, meetings

Written: Memos, letters, resumes, reports, manuals, proposals, research papers, etc.

Electronic: emails, text messages, videoconferencing, podcasts, blogs

Visual: Graphic illustrations or information design using tables and figures

Technical communication is a design process using words, images, and voice.



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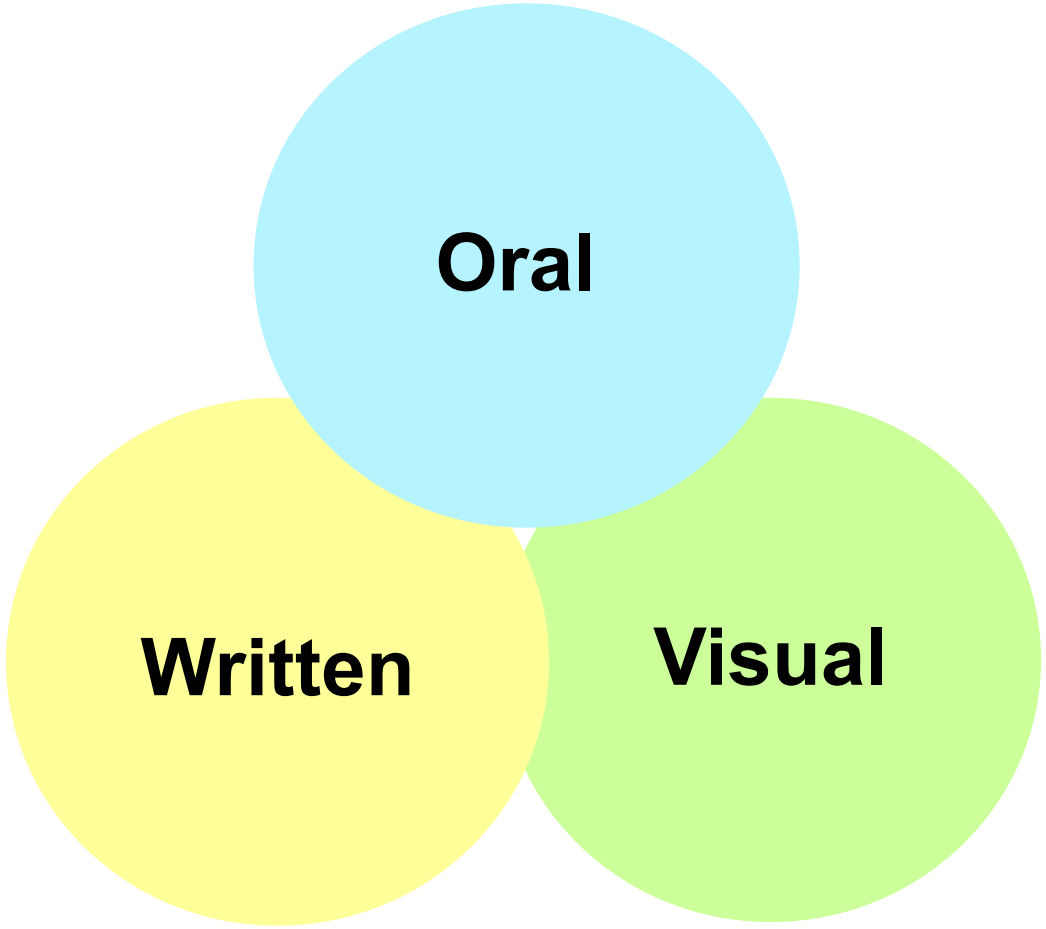
Technical Communication

= convergence of multiple channels

Multi-modality



Professional Email Writing

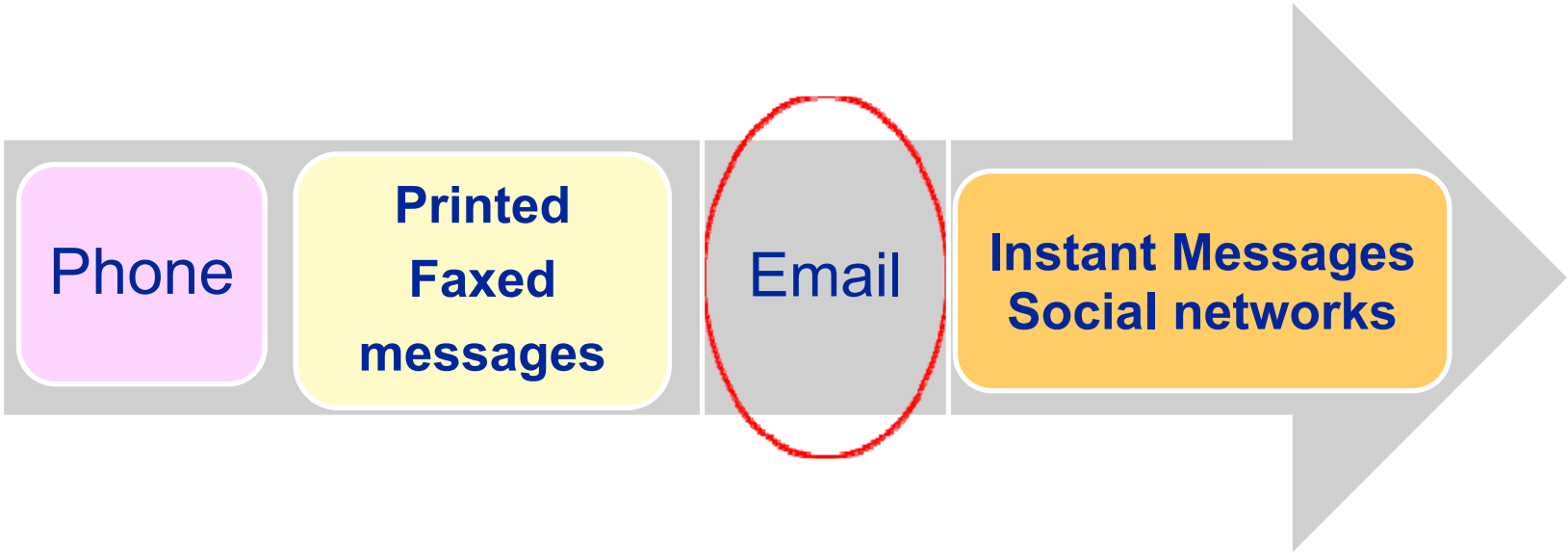
- Working in virtual teams
- Email examples

Working in virtual teams

Businesses assemble teams of people who are geographically distant but who use network technology to collaborate.

- Email writing
- Instant messaging
- Video Chat
- Video-conference meetings

Electronic communication tools in the workplace



- More time is spent using email than the telephone, instant messaging and social media combined.
- Email is still the best medium for many short- to medium-length messages.
- Email's non-instantaneous nature is an advantage when used properly.
- Email is the most common business communication channel & the primary content transport system in most organizations.

Workplace e-mails perform critical tasks:

- informing employees
- giving directions
- outlining procedures
- requesting data
- supplying responses
- confirming decisions

- Email hygiene
- Virus protection
- Content filtering

- **Email policy**
- **Workplace email ≠ private**
- **No flaming**

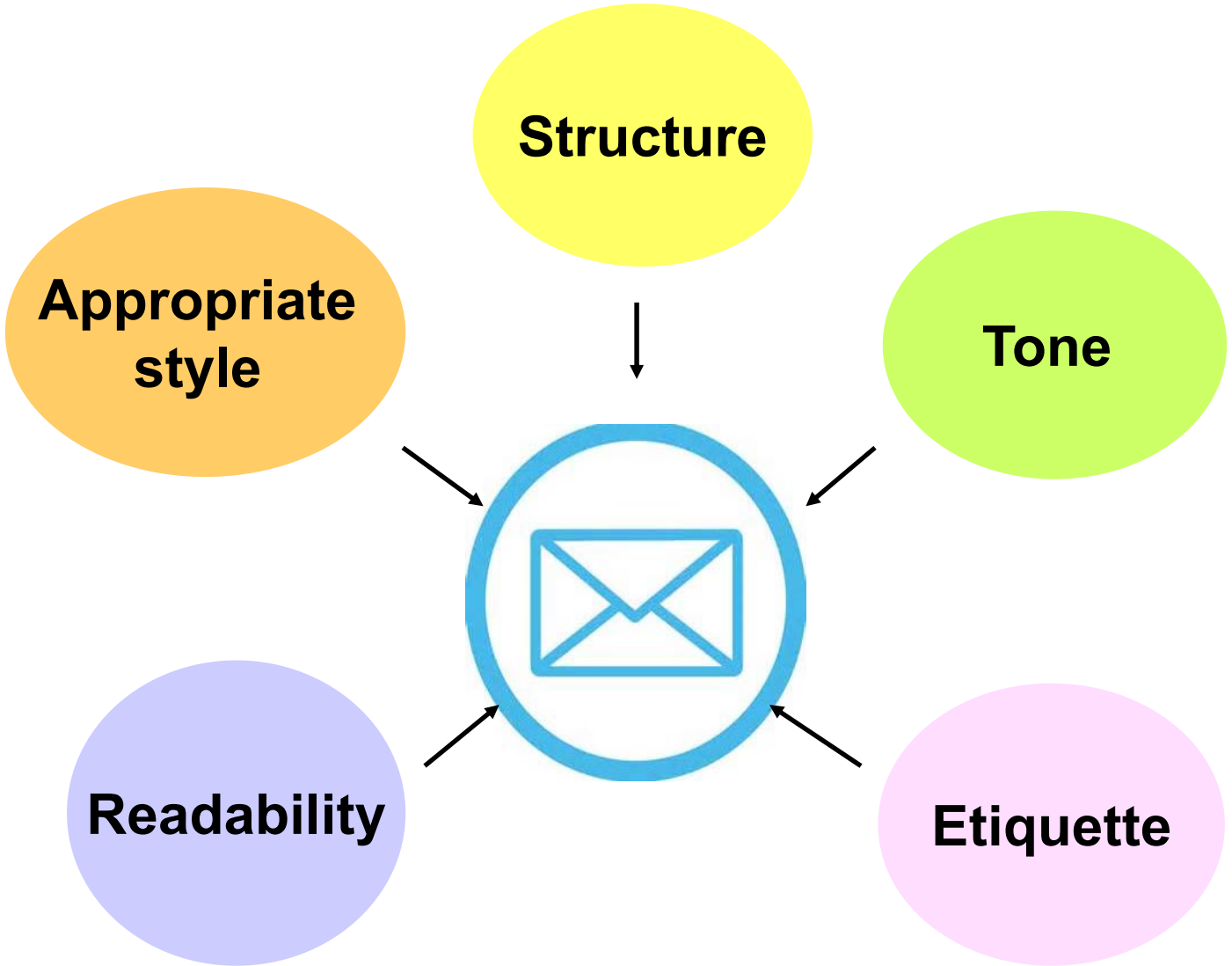
Do not use e-mail to discuss confidential information

Workplace vs. personal emails

In the virtual world,

your writing = you.

Email policy


Structure
Appropriate style
Tone
Readability
Etiquette

What is your email name?

Professional or too much personality?

Thank you!

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