

## Chapter 1.

## Features of an Organization

- 1) Organization history (origin of org.)
- 2) Type of Business (tech or factory)
- 3) Management style (leadership style hierarchy).

## Communicating internationally

- 1) Clear words / no slang / no vague.
- 2) Simplify grammar
- 3) Include visuals
  - 1) Use technical words
  - 2) Simple verb tenses

Ethical guidelines:

- \* Be honest \* Respect confidentiality
- \* Be fair \* Do no harm
- \* Honor intellectual property rights

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final preparation

TBW

Chapter 1

i) Memo format.

Date:

To: [ ] full names

From:

Subject:

Intro

(should be headings)

Body

Conclusion

## Chapter no 6:

### Correspondence

#### Guidelines

- 1) Note: 1) letter convey msg to readers outside your organization
  - 2) Memo is a way to get things done within your organization
  - 3) Email does both.
- 
- 2) Know your purpose  
\* write on the first sentence
  - 3) Know your readers
  - 4) Follow correct format.

Letter → Block

Modified block

Simplified

Memo → "Date / To / From / Subject at Top left."

For both:

a) Reference initials (if it's typed by someone else.)

i) For letter, two lines beneath signature block

ii) For memo, below last paragraph

b) Enclosure notation

↳ One or two lines beneath reference I.

c) Multiple-page heading

↳ includes names of receiver

date and pg. no.

"Jones to Ali, 2" without date

## EMAIL:

i) Don't Bold / Italic / color / highlight

ii) Use default font

## Block style for letter

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Letterhead to organization

Mr. Deepak Singh, MD, DNB, MSc, FRCR  
Consultant Radiologist  
CureMD, New Delhi, India

Date 10/10/2023

Subject: Underwriter

Appealing for funds for cancer patients

Address of reader Mr. Deepak Singh, MD, FRCR, DNB, MSc, FRCR

1. To write a formal letter to the CEO of

Greeting Dear Sir/Madam,

Wish you a very good day.

Para 1 On pg. 6 no. 9 of the

Annual Report "Exhibit A"

Para 2

17/10/2023

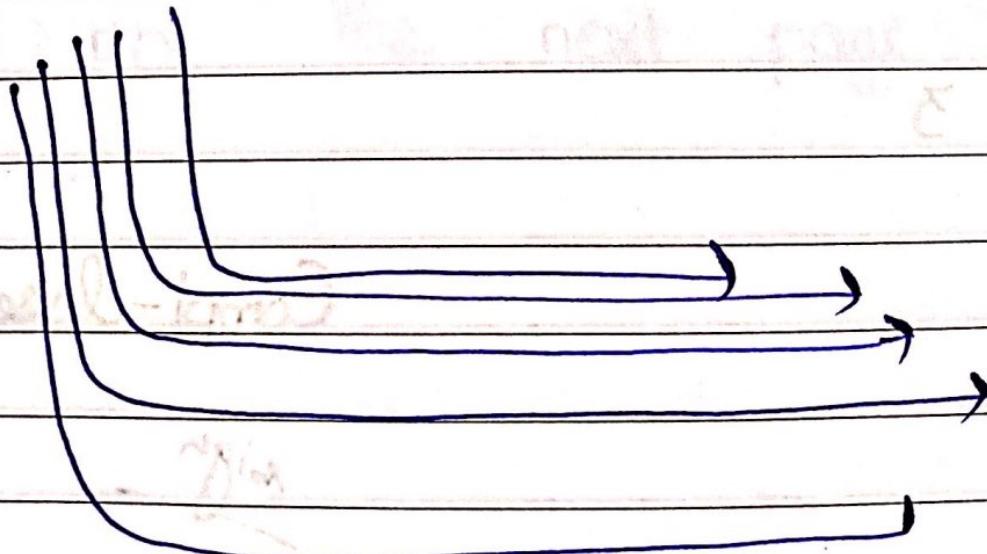
Para 3 Exhibit A

Typist's initials

Enclosure notation

Copy notation

Modified block on the next page



Turn over :P

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Letterhead of your org

Date

Address of reader

Greeting

Para 1

Para 2

Para 3

Compl-close

sign

Typed name  
& Title

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Do it the RIIT way

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Typist

Enclose

Copy

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Typist initials

Enclosure notation

Copy notation

Simplified style for letters

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Letterhead of org

Date

Address of reader

Short subject line

Para 1

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Sign.

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Typed name & title

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G2

Memo in Ch 6

Date

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4) Follow the ABC format  
(Abstract / Body / conclusion)

purpose      explanation      summary  
summary of      &      of what  
main points      supporting      will happen  
details  
(Lists too)  
(Headings too)      next  
                        (Help  
                        future  
                        construction))

### 5) 3C's strategy

- .) Capture (At A)
- .) Convince ("B")
- .) Contact ("C")

### 6) Your Attitude

(X)

"I can't do that until you submit  
this before midnight"

59

"Your task will be done once  
you submit this till midnight"

→) Use attachments for details

8) Diplomatic

↳ persuade, don't demand

9) Edit carefully.

Mechanics ( job, Address)

Grammer

Style

10) Respond Quickly.

within 24 hours.

even though it is for a short time

even though it is for a short time

the answer will be provided quickly

in time

and help the patient

quality of response (including)

optimal benefit

# Types of Messages

- 1) Positive
- 2) Negative
- 3) Neutral
- 4) Persuasive

## ABC for positive correspondence

state good news for all

Abstract:

- > Refer to previous convo
- > clear good news

Body:

- > Supporting data for main point

- > Clarification of question

Conclusion:

- > Elegance to continue relationship

- > next step

## ABC for negative correspondence

Buffer to bad news

Abstract: Previous communication

Set out statement of purpose or appreciation

Body: 1) Strong emphasis on what can be done

2) What cannot be done, with clear statement of reasons

3) Facts that support your view

Conclusion 1) Interest in ~~future~~ continued work  
2) What's next.

## Neutral TX messages

Be clear and concisely

A: Precise purpose of correspondence  
(request, invitation, info)

B: Supporting details

C: Statement of appreciation

## Persuasive message

• Help readers solve their problems.

A: Identify problems that needs to be

addressed

• Focus on how the info will

help the reader

B: Strongest points

• Explanation

C: Attachments

• Jpgs

C: Summary of actions requested

with emphasis on benefit to reader

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## Guidelines for E-mail:

- 1) Use Appropriate style
- 2) Stick to the context
- 3) Choose appropriate Method to reply
- 4) Format carefully

## ABC format for E-mail

A : Casual greeting

statement of purpose

list of main topics

B : Supporting details

(short para)

(heading & lists)

C : Conclusion of main points  
what's next.

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e-mail in memo style

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Date

To

from

Subject

Dear

Para1

Para2

Conclusion



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## Types of letters

1) Ack letter

2) Complaint letter

3) Adjustment letter

(full adjustment → when you're at  
fault.)

(half adjustment → when user is  
at fault.)

Q W E R T Y U I C

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Chapter no 9

## Technical Research

Ways of conducting a Primary research

i) Quantitative Research:

↳ collects data represented in

no. form by be like

↳ Answering Questions

↳ Communicators collect stats

\* Judged by validity & reliability

1) Valid if it measures what it is designed to measure

2) Reliable if can be repeated with same results

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home

advancements

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### Qualitative research

1, Analyse words, image, objects

• Interview, Focus groups → ppl / clients / emp

• Field observation → To watch clients use equipment

• Document analysis → for their quality

All of them include Preparing, conducting, restoring the one.

1) Credible : if ppl interviewed or example analyzed are typical of the ppl being studied

2) Transferable : if findings can be applied to similar setting

3) Dependable : if different researchers would probably reach same result

## Writing Research Abstracts:

↳ summary part  
of technical  
document

### Informational Abstract (P.M.)

(Conclusion  
Results)

- Format: Major points from doc
- Purpose: Level detail, main finding
- Length: 1-3 para

### Descriptive Abstract (Purpose Objective Methods)

- Format: only main topics doc  
1-para

- Maintain a fluid style
- Avoid Technical Terms

(Abstract may be structured or unstructured)

### Guidelines

- 1) Highlight main points
- 2) Sketch an outline
- 3) Begin with short purpose statement
- 4) Maintain a fluid style
- 5) Avoid complex terms

### Structure

- 1) Motivation / Intro
- 2) Problem statement / Research significance
- 3) Purpose
- 4) Methods
- 5) Results
- 6) Conclusion (Ans to the problem statements)

## Chapter 10

Formatting reports & ProposalsGuidelines for informal document format

- 1) Plan well before you write
- 2) Use letter or Memo format
- 3) Make Text visually appealing
- 4) Use ABC format for organization

A: Abstract (capsule version of info)

B: Detail and supporting details

C: List of findings, conc, recommendation.

5) Create an Abstract as an Introduction

6) Put Imp details in body

7) Separate fact from opinion

8) Focus attention in your conclusion

9) Use attachments

10) Edit carefully

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### Formal reports:

- 1) Cover more complicated projects
- 2) Longer than informal rcp
- 3) Has mixed audience

### ABC for formal Document.

#### A):

- 1) Cover / Title page

- 2) Letter of memo of transmittal

- 3) Table of contents

- 4) List of illustrations

- 5) Summary

- 6) Intro

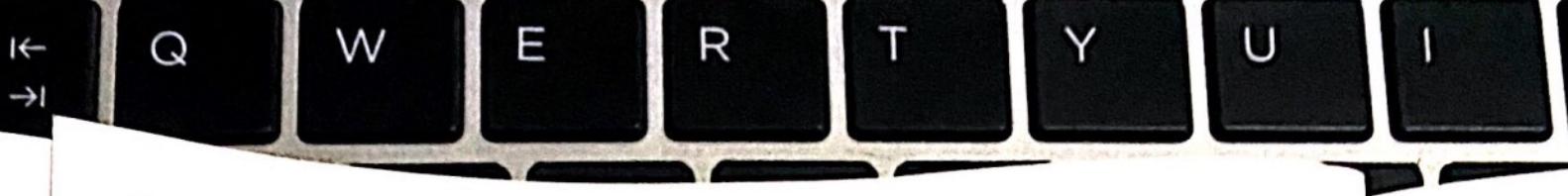
#### B):

- 1) Discussion sections

- 2) Appendix

#### C):

- 1) Conclusion (for reports & proposals)
- 2) Rec (for reports)



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## Chapter 11

### Reports for Info Analysis

#### 4 common Informative reports

- 1) Activity report
- 2) Progress report
- 3) Regulatory report
- 4) Lab report

#### 4 common Analytical reports

- 1) Problem analyses
- 2) Recommendation report
- 3) Feasibility studies
- 4) Equipment evaluation

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## Activity report:

→ Informal report, in Memo style,

→ summarizes an event or records

on specific project during specific time

## ABC for Activity report

A: Time, project or event covered

B: list of activities/explanation/problems

C: Future actions/  
Plans for addressing problem

## Progress report:

→ Informal report, provide details about

(work) on a specific project.

Report at the end is  
called project completion  
report.

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### ABC for progress report:

A: Project and general progress  
(main progress to date since last report)

B: Description of work completed since  
last report (problems faced)  
(description of work remaining)

C: 1) Restatement of work  
2) Expression of confidence  
3) Indication of willingness to  
make adjustments

### Regulatory report:

→ Written for external audience (letter)

→ Use a required format.

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## ABC for regulatory report.

A : Reference to standards that are subject of report.

B : Detailed info about findings  
(Observation, problem, SD)

C: Summary of degree of compliance with regulations

Recommendation for improvement

Summary of consequences if problems are not addressed

## Lab Report:

→ Informal report, work done in lab

A : purpose of laboratory investigation

• Equipment used

• Summary of results

B : Methodology, Problems, Results

C : Roster statement, recommendations

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## Analytical Reports

### Problem analysis:

- ↳ Presents reader with detailed description of problems in areas such as equipment products, services

ABC

A: Purpose of report

Summary of problems covered

B: Description, Background, S.D., Consequences

C: Brief restatement of problems

Degree of urgency required

Next step

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### Recommendation report:

- A report that presents readers with specific suggestions.
- To persuade

### ABC for recommendation report

#### A: Purpose of report

Brief recommen to problem

Summary of recommendations

#### B: Details about the problem

Description of options

SD

#### Benefits (Drawbacks)

#### C: Brief restatement of main cu main benefit

Next step.

## Feasibility study.

- ↳ Document to show practicality of proposed policy, product, service
- ↳ determines cost, alternatives, effect

### ABC

A: Summary of info  
mention of criteria used during analysis

### B: SD

Adv/Disc

evaluation criteria

Comparison

### C: Conc

Recom

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## Chapter 12:

# Proposals & White Papers

Proposals: Document written to convince your readers to adopt or support an idea, product or service

Types:

1) Unsolicited proposal

2) Solicited proposal

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## Unsolicited proposal

- ↳ Suggest changes within an org (without convince).
- ↳ Informal Memo
- ↳ Formal proposal suggest major changes for external audience.
- ↳ Recommends PoS to client
- ↳ informal letter,
- ↳ Usually followed by a formal solicited proposal.

## Solicited Proposal:

- ↳ Suggest ways to solve problems or improve practices
- ↳ written at request of another member of organization
- ↳ followed by a feasibility study

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- for external audience
- meets a specific need described by a client
- ↳ formal proposal (in response for proposal)
- ↳ informal letter if its requested by a client

## Grant Proposal:

- ↳ Request support for special internal projects
- ↳ informal, memo format

for external audience

- ↳ Request support to meet a community need.
- ↳ formal doc.

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## ABC for unsolicited proposal

A: Big picture of the situation  
summary of solutions

B: Detail of your proposal

C: Main benefit  
Next step

## ABC for solicited proposal

A: Overview of scope and desired outcomes

- Scope

- situation/problem
- Qualification of organization
- Benefits
- Pattern of organization



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B: .) Details of proposed plan

- .) Summary of current situation
- .) Technical info
- .) Management info
- .) Cost
- .) Appendix

C: .) Benefits of accepting proposal

- .) Uniqueness of proposing organization

## ABC for grant proposals

A: .) Overview of project

- .) Statement of need

- .) Mission of your organization

B: .) Details / Background info

- .) Explanation of situation

- .) Importance

- .) Budget

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Do it the RIIT way

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### Chapter 16

#### The Job Search

→ not longer than two pages

Address & Salutation:

↳ Address the letter to

• named person.

#### First Paragraph:

↳ Intro explaining which post you are applying for, how you heard about it.

↳ Brief background abt you

#### Middle section:

↳ Evidence of academic career

↳ Future research plans

#### Final section:

↳ Explain what attracts you to this role