

Study Guide



Business

Soft Skills

Career Enhancement

**A Business Soft Skills lesson
for your career enhancement**

Lesson #11

Business Written Communications”

LESSON SUMMARY

A study by the College Board National Commission on Writing stated that 33% of the nation's workers don't possess the basic writing skills required for their positions. This video provides a 5-step process for creating a well written PowerPoint presentation and an additional 3 steps for writing status reports. This lesson uses role playing to help the student identify with the process.

Video Lesson Timing															
VIDEO	Entire Lesson	Open	Intro	CHAPTERS									Exercize	Review & Quiz	Summary
				1	2	3	4	5	6	7	8	9			
Written Comm	20:43:00	:32	:52	2:57	2:02	2:56	5:36							3:09	2:37

SCRIPT

(“As Spoken” script – not edited for grammar)

OPENING

Hi, my name is Kathleen Stelts, and I'll be your virtual mentor in this special SoftSkills video on “Business Written Communications Level Number One.” Why don't I meet you in the conference hall and we'll get started. Ineffective business writing is a major problem in the workplace today. Most business writing is poorly written, muddled, plagued with jargon and incomplete. A study by *the College Board National Commission on Writing* stated that 33% of the nation's workers don't possess the basic writing skills required for their positions. The study summarized, and I quote, “Businesses are really crying out they need to have people who write better,” unquote.

Employees who do have good business writing skills are at the top of the promotion list. They're known as skillful communicators. In this video, we are going to go through a step by step procedure to create a PowerPoint presentation and then a status report.

CHAPTER 1

We're going to learn the five step process to create a well written PowerPoint presentation.

The first step is determine your writing objective and the audience. Ask yourself these questions: Is your writing objective to sell something? Is it to update a status, or is it a summary report? This will help you to determine WHAT to write and what to IGNORE. You also need to know WHO your audience is going to be.

Some people will need more background information or better explanations than others. If the customer is your audience, there are some things from a corporation's aspect that you may not want to reveal. So, know your audience and keep your writing objective in mind.

Gather and organize your information is our second step.

Collect the data that you want to write about. It may take some time to get it all together, but you want to make sure that you present all of the information needed. If there are facts that have not been verified either leave them out or inform your audience that they are unsubstantiated.

After you have listed all the information in a bulleted format, start organizing it in a logical sequence. Use your cut and paste function to organize your data. Put it in an easy to understand and logical format.

Step number three is begin writing. Now start to actually write. Use bullets when you can and write short paragraphs when needed. Some people have the mistaken belief that business writing needs to be long, formal sounding and use impressive words. This is incorrect, and when you do this, you're going to irritate your reader. The longer it is, the more confusing it usually is. Good writing is concise and to the point. The fewer words you use the more likely your message will be understood.

It's a little known fact that Lincoln's Gettysburg Address contained fewer than 300 words, yet the message was powerful and compelling. Don't use twenty words, when ten words will get your message across. Most poor business writing is because people become redundant in their message. They'll say the same thing poorly three times instead of saying it once correctly. Make sure you only use words that you understand or know how to use correctly. If you don't, you will confuse your reader. By the way, if you look in your written "Study Guide," you will find a list of commonly misused words and information on how to use them properly.

CHAPTER 2

Step number four is proofread and edit. Now that you have the first pass of your writing completed, it's time to review and edit. Watch for redundancies or unnecessary words. Make sure your writing has a logical flow. Always run your spell check and make sure you have proper grammar and punctuation. It's best to format your writing in a way that's easy to read by breaking it into small paragraphs and/or bullets.

The fifth and final step is to verify proper distribution. No matter how skillful your business writing may be, if you don't get it to the correct people, it is wasted. Make sure that the people with a need to know get your information. If you are not sure who should be on the distribution list, check with your supervisor. They may know people involved in the project that you are unaware of.

CASE STUDY #210

Here's a case study. Robert, a marketing vice president for a major pharmaceutical company, had been searching for a new product manager and had selected two candidates, Ed and Ashley. Both had great references and everyone who interviewed them felt they could both do the job. Robert decided to have both candidates write a report on how to handle an on-going distribution problem that he had talked about during the interviews. Robert gave them each one week to respond. Ed and Ashley completed the task and emailed their "reports" within the time frame. Robert was amazed at the difference between the two papers. Ed's report was over ten pages long, was filled with typos and grammatical errors, was difficult to read and repeated the answer four times. In contrast, Ashley's response was two pages long, very logical and methodical, with a concise solution. It was an easy choice after Robert saw Ashley's business writing soft skills.

CHAPTER 3**PowerPoint Creation**

Now we're going to visit a clothing manufacturer where the Sales Support Coordinator, Kevin, is putting together a PowerPoint presentation for their new hoodie sweatshirt product.

Kathleen: Hey, Kevin.

Kevin: Hi, Kathleen. Thanks for helping me. I have a hard time with business writing.

Kathleen: No problem. We're going to use our simple five step process to help you create an effective and professional presentation.

Kevin: Great!

Kathleen: The first step is to determine your writing objective and the audience.

Kevin: Well, the audience is the national sales force, and I guess the objective is to tell them about the new hoodie sweater coming out.

Kathleen: Good. The next step is to gather and organize the information you want to present in a short bullet format.

Kevin: OK. I have made a list and what I want to present. It will be the style, specification, colors, time frame, and ordering and sales information.

Kathleen: Very good. Is there anything else that you should have on that list?

Kevin: Oh... yeah. I almost forgot, we need to tell them when they will be ready to ship.

Kathleen: OK! We need to make an extra effort to collect all of the pertinent information. Now, let's get it organized by putting it in some sort of an order. What should come first?

Kevin: Well, the sales people always want to know how much it costs and when it can ship.

Kathleen: I understand that but shouldn't you tell them **WHAT** they are selling **FIRST**?

Kevin: Oh, yeah. That makes sense. First, I can tell them what it is and then discuss the specification and colors, followed by the pricing and schedule. That seems logical!

Kathleen: Exactly! You can get them interested with the details then present the pricing and scheduling of events. Why don't you go ahead and create a first draft of your PowerPoint presentation. Just use bullets and headers.

Kevin: Ok, I think I can do that.

Kathleen: Now, let's see how Kevin's PowerPoint presentation is going. How's it going, Kevin?

Kevin: Got it done, Kathleen. I also did spell-check. I will put it up now.

Kathleen: OK. The title page looks good. Now, let's look at the first page.

Hoodie Specifications:

- Two pockets. Double-lined hood with matching drawstring at neckline.
- Softest cotton jersey. Long sleeves with banded cuffs. Vintage fit
- Soft full hood. Pull string on hood. Metal zipper. Machine washable. Individually wrapped in plastic

Colors:

- Black
- White

Lesson #11

Business Written Communications”

- Dark Chocolate
- Sport Grey
- Forest Green
- Indigo Blue
- Red Tan

Virtual Mentor: This slide looks good too, it is informative, and easy to read, good job.

Kevin: Thanks, here is the next one

Pricing:

- \$39.99 MSRP \$US
- Wholesale pricing \$15 (in qty 100)
- Special 10% bonus commission for orders in the first 60 days

Schedule of Events

- Samples Will ship first week of next month
- Order forms and brochures included. Initial orders must be made in 60 days

Any Questions Contact:

- Bill Johnson Product Manager 888-555-0121

Kathleen: Great! This slide gives the pricing, commission, schedule of events, and you put in a name that can help answer any questions.

Kevin: Thanks! By following each step I didn't get too confused, and it was easier than I thought!

Kathleen: That's right! Are you ready to try the status report now?

Kevin: Yeah, I think so!

Kathleen: Super. What kind of a report does your supervisor want?

Kevin: She's been out for a week, so she needs to know what's been happening. I am writing it now.

Kathleen: I see. OK. So let's talk about applying our five writing steps to create a report and see if we can help you.

Kevin: OK.

CHAPTER 4

When you write any type of a report, use these same steps we have reviewed. Once again they are: Determine your writing objective and the audience. Gather and organize your information. Write, proofread and edit, and distribution.

In reports, however, we need to add these additional three rules.

Rule number one, add background information in order to explain any complex or unique situations. This will help your reader understand the situation better.

Report Rule number two, use summaries. Business people want to get to the point when reading business correspondence and the best way to do this is to summarize.

The third and final report rule is, when possible, suggest solutions to defined problems. This will show your boss that you are capable of problem solving and not just problem reporting. Management is always looking for people with a reputation of being problem solvers.

Kathleen: Let's see what Kevin is doing.

Kevin: I almost have all my notes together. There was so much going on, I wrote down a few things every day so I wouldn't forget.

Kathleen: Good idea, Kevin. It's better to take notes because it's easy to forget.

Kevin: Here is what I have so far.

STATUS REPORT From 3-15 to 3-19

The Cleveland shipment has been delayed. Inventory will be taken next weekend instead of next month; volunteers will be needed to assist. Mary Smith, HR Coordinator, is leaving in 2 weeks. The break room is closed due to plumbing repairs. Smoking is no longer permitted in front of the building, The Dallas sales office is closing at the end of the year. The new CFO started this week.

Kathleen: Ok. It was a good idea to put all the different things that happened at the organization that week. Every supervisor needs to know who's leaving and new people coming on, but don't you think it's a little hard to read?

Kevin: Yeah. I was just about to put it in bullet form, but I was interrupted by Bill and Jen who said they would volunteer with me to do the inventory next week.

Kathleen: Very good. Now you have a solution to one of the stated problems. Do you know why the Cleveland shipment was delayed?

Kevin: Oh, yeah. The factory in China was hit by a fire.

Kathleen: That's good background information to add.

Kevin: I understand. Let me finish up this report.

(Title slide says "A little while later...")

STATUS REPORT From 3-15 to 3-19

1. The Cleveland shipment has been delayed due to the fact that the factory in China had a fire. Inventory will be taken next weekend instead of next month; volunteers will be needed to assist. Note: Bill, Jen and I are available.
2. The Dallas sales office is closing at the end of the year because of poor sales.
3. The new CFO started this week.
4. Mary Smith, HR Coordinator, is leaving in 2 weeks.
5. The break room is closed due to plumbing repairs.
6. Smoking is no longer permitted in front of the building.
7. The weekly shipping reports are on your desk.
8. Welcome back!

Kevin

Kathleen: This looks great! **Kevin:** Thanks! I also tried to put what I thought was the most important things at the top of the report. Was that a good idea?

Kathleen: That's an excellent idea! It's easy to read, you gave good background information, and you have a solution to a problem. I think your boss will be very impressed. Good job!

Kevin: It took a little longer than I thought but I even impressed myself! I've never written any business stuff before. It's not that hard when you follow these rules!

Kathleen: That's right. It's just a simple step by step process.

FILLING OUT FORMS

Now let's talk about filling out forms. Business people tell us that their employees either fill out forms incorrectly or not at all. Let's take a look at a typical form and go through the steps to filling it out. Before you start, read through the entire form. Don't write anything, just read.

Always start in the upper left corner and work to the right or down depending on how the form is created. Concentrate on filling in one box or line at a time. Don't jump around the form. Always print. Never write because writing is hard to read.

At some point, you will need information that you don't know off the top of your head such as your driver's license number. Pull out your wallet and write it down before you move on. If you can't easily get the information, put a little dot or asterisk in the box and move to the next one. This will remind you to fill in the information later. If you can't take the form with you to fill out the missing information, write the questions on a separate piece of paper get the missing data and insert it as soon as possible. If you come to a box or area that does not apply to you, put in "NA" for "not applicable." This will help the form look complete to the reader.

Sometimes you may be using a pen and make a mistake. When this happens put a line through your mistake, write the correct information next to it with your initials. This will prove you modified it and no one else did. Work your way through the form until it is complete. Once you have completed the entire form, turn it over to see if it continues on the back. Once you have completed the entire form, go through it again and make sure that every box and required area has been filled out and you have no missing or incomplete information. Some forms may require a signature, and it may have some detailed information below it. Be sure to always read it and make sure you are not signing something you don't want to. If you have any reservations, hold off until you can get the advice of an attorney or some other professional.

REVIEW AND QUIZ

Questions are **BOLD** and answers underlined

Ok, it is time to get a pencil and piece of paper out, we are going to see a review and have a quiz on the key points of Business Written Communications. Once in a while you will see a slide come up with a missing word or multiple choice questions. You will have 8 seconds to write down the answer before it appears. Ready? OK, good luck, here we go into the Review and Quiz on Business Written Communications.

33% do not possess the basic writing skills required for their positions

STEP #1

Determine your writing objective and the audience

Good business writing will:

- A) Help you get promoted**
- B) Not really help you**
- C) Is only needed if you are an editor**

STEP #2**Gather and Organize Your Information**

- Present only necessary information
- Put in an easy to understand and logical format

Step # 3**Write it**

- Use bullets and short paragraphs
- Do not use formal sounding text
- Be concise and to the point

Step # 4**Proofread & edit**

- Have a logical flow
- Always run spell check
- Use proper grammar and punctuation
- Create an easy-to-read format

The first step to good business writing is:

- A) Determine your objective and audience**
- B) Buy a book on grammar**
- C) Just start writing**

Step #5**Proper Distribution**

- Make sure proper people get the information
- Check with supervisor on distribution

The Three**Report Rules****Report Rule #1**

Add background if needed

**Proofread and
edit****Report Rule #2**

Use summaries

Report Rule #3

Suggest solutions to defined problems

True or False

**Always use big words
in order to impress
you boss**

Step to filling out forms

- Before starting, read the entire form
- Begin at the upper left corner

- Always print
- Have information, i.e.
driver's license available

- If something does not apply, write N/A
- When you make a change or
correction, initial the area

- Turn over the form to see if it contains
- Read all disclaimers before signing

SUMMARY

For some of you that have never had a full time job in your industry, you may find that it's very different from school. Business is very competitive. Here's one way to think about it. Imagine your school only allows one "A," two "Bs," and the rest "Cs." That's how business operates. Not everyone gets promoted, not everyone gets good salary increases. It's reserved only for the top performers. To be a top performer, you must produce quality work, within the given time frames while working well with others AND you must be consistent.

Learning business soft skills will help you achieve these goals. Good written business communication takes effort and is an essential soft skill to have in the work place today. Poor business writing will give you a bad reputation and probably keep you from being promoted. This video has explained and shown you the simple step by step process for effective business writing. It's important that you follow these steps in order to write clear, concise business communications.

Thank you for watching!

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LESSON #11 BUSINESS WRITTEN COMMUNICATIONS TEST**True or False**

- 1) Almost 33% of workers don't possess basic writing skillsT or F
- 2) Employees get promoted faster if they talk about writing..... T or F
- 3) Some people need more explanations when writingT or F
- 4) The first step is to start writing.....T or F
- 5) The Gettysburg Address contained fewer than 300 wordsT or F
- 6) You do NOT need to be redundant to be a good writer.....T or F
- 7) Use complex words to impress your readersT or F
- 8) If you are a good writer, you never have to proofread.....T or F
- 9) Memos are better if they are in one continuous paragraph T or F
- 10) Make sure the only the people that need to know gets your written communications.....T or F
- 11) Logical, methodical and concise written communications are easier to read....T or F
- 12) It is not that important that you gather and organize data BEFORE you start writing.....T or F
- 13) Reports should have possible solutions to problems..... T or F
- 14) Always summarize in your writingsT or F
- 15) All readers have basically the same backgrounds.....T or F
- 16) Status reports that are bulleted are easier to read.....T or F
- 17) Good business writing may take longer than you expected.....T or F
- 18) Competition in college and business is basically the same.....T or F
- 19) You could NEVER get a bad reputation for poor business writingT or F
- 20) Only use pencil and paper when you write.....T or F

ANSWERS

1) Almost 33% of workers don't possess basic writing skills

TRUE

2) Employees get promoted faster if they talk about writing

FALSE

3) Some people need more explanations when writing

TRUE

4) The first step is to start writing

FALSE

5) The Gettysburg Address contained fewer than 300 words

TRUE

6) You do NOT need to be redundant to be a good writer

TRUE

7) Use complex words to impress your readers

FALSE

Reference Chapter #1

8) If you are a good writer, you never have to proofread

FALSE

9) Memos are better if they are in one continuous paragraph

FALSE

10) Make sure the only the people that need to know gets your written communications

TRUE

11) Logical, methodical and concise written communications are easier to read

TRUE

12) It is not that important that you gather and organize data BEFORE you start writing

FALSE

13) Reports should have possible solutions to problems

TRUE

14) Always summarize in your writings

TRUE

15) All readers have basically the same backgrounds

FALSE

16) Status reports that are bulleted are easier to read

TRUE

17) Good business writing may take longer than you expected

TRUE

18) Competition in college and business is basically the same

FALSE

19) You could NEVER get a bad reputation for poor business writing

FALSE

20) Only use pencil and paper when you write

FALSE

SUPPORT MATERIALS

Figures

**ACME Clothing Inc.
Presentation On New Hoodie Product**

FIGURE #1

Hoodie Specifications:

- Two pockets
- Softest cotton jersey
- Long sleeves banded cuffs.
- Individually wrapped

Figure #2

Colors:

- Black
- White
- Forest Green
- Indigo Blue
-

Figure #2-1

Pricing: \$39.99 MSRP \$US

- Special 10% bonus commission for orders
- Samples will ship 1st week next month
- Contact Bill Johns, Product Manager
888-555-0121

Figure #3

STATUS REPORT From 3-15 to 3-19

The Cleveland shipment has been delayed. Inventory will be taken next weekend instead of next month; volunteers will be needed to assist. Mary Smith, HR Coordinator, is leaving in 2 weeks. The break room is closed due to plumbing repairs. Smoking is no longer permitted in front of the building, The Dallas sales office is closing at the end of the year. The new CFO started this week.

Figure #4**STATUS REPORT From 3-15 to 3-19**

1. The Cleveland shipment has been delayed due to the fact that the factory in China had a fire.
2. Inventory will be taken next weekend instead of next month; volunteers will be needed to assist. Note: Bill, Jen and I are available.
3. The Dallas sales office is closing at the end of the year because of poor sales.
4. The new CFO started this week.
5. Mary Smith, HR Coordinator, is leaving in 2 weeks.
6. The break room is closed due to plumbing repairs.
7. Smoking is no longer permitted in front of the building.
8. The weekly shipping reports are on your desk.
9. Welcome back!

Kevin

Figure #5

COMMON MISUSED WORDS - BAD WORDS

There are some words that we think we understand, but really don't. Here is a list of commonly misused words.

Insure, ensure, and assure

Typically, "insure" is used within the insurance field. If you are talking about insuring your car or house or different types of health insurance, this is the word you would use. Note that it usually carries a direct object, but no indirect object. (Example – I need to insure the new car better than the old one was because of the requirements of the loan on it.) "Ensure" is used similarly, but usually in regard to ideas and actions. Note that it often has the word "that" directly behind it. (Example – Please ensure that your supervisor understands why you will be leaving early.) "Assure" is different because it almost always takes an indirect object; that is, you need to say whom you are assuring of the information. (Example – I can assure you that this is an unusual situation.) The indirect object in the example is "you."

Lay and lie

The key difference between these two words is intent or will. It involves a choice – a person or animal, etc. can choose to lie upon something, but a book or pencil cannot choose to lay upon something. Someone must put it there. Also, another clue is that "lay" always has a direct object. (Example – Before I lie down to sleep each night, I lay my book on the nightstand.) Also note that there can be confusion in one of the verb tenses: (lay, laid, laid, laying) vs. (lie, lay, lain, lying) (Example – I lay down yesterday [simple past tense of "lie"] for a nap, but whenever I nap, I always lay my book [present tense of "lay] on the nightstand first.

Its and it's

The secret here is that pronouns don't take "apostrophe plus S" to make them possessive. Decide whether you can change the "apostrophe plus S" to "is." (Example – It's going to be a long time before the tech comes, so the copy machine is going to keep spitting out its paper regularly.) Since you could say "It is going to be a long time..." you know the apostrophe form is correct. But you wouldn't want to say "...spitting out it is paper regularly." Pronouns don't take "apostrophe plus S" to form the possessive: That is [my, your, her, his, its, their, our] book. Even when shifting a sentence to a little different form, NONE of them use the apostrophe: The book is [mine, yours, hers, his, its, theirs, ours].

Irregardless

This is NOT even a word in standard written English, although it is used quite commonly in casual writing or nonstandard speech. The correct usage is "regardless." (Example – Regardless of the outcome, I am still putting in my two-weeks notice.) Remember we said that language is always changing? Perhaps this is one of those words that, through constant and regular use, will actually become standard as time goes on.

Infer and imply

The difference between these two involves whether there is some assuming going on by the reader or listener. “Imply” means that something is inherent in the text or conversation without being explicitly stated. (Example – When the teacher stated that the test results were not good, she implied that few, if any, students got good grades.) On the other hand, “infer” is when the reader or listener draws some kind of conclusion. (Example – When the teacher told us that we would all have to retake the test, we inferred this was because few, if any, of us got a good grade on it.)

Got and gotten

Since the advent of “You’ve got mail!” these two words have become more and more confused in standard English – both verbal and written. Their basis is the word “get” which means to receive in some way, instead of meaning to possess in some way. Just remember that the basic verb forms of “get” are (get, got, gotten, getting). (Example – I got a message yesterday that said “You have gotten mail.”) Note, that the contraction “you’ve” actually stands for “you have” and so the correct form would be “you have gotten,” not “you have got.” If the point is to say that there is some mail waiting for you (you possess mail) – as opposed to you have received some mail – then it would simply be “You have mail.” Also in relation to the question of “got” being redundant, and “have” being sufficient, the phrase “You have got to....” again uses the extra word where it isn’t needed in standard written English. The meaning, here, is “must,” and to say “You have to...” is sufficient.

Farther and further

While there is a definite usage convention on these two, it’s hardly ever followed completely and the two have become virtually interchangeable in both written and verbal communication. The “rule” says that “farther” should only be used with physical distances, and “further” for everything else. (Example – The farther we drove down the road, the further our discussion moved from its original intent.)

Discreet and discrete

These two can create some awfully funny incorrectly worded sentences. “Discreet” means having discretion; that is, being careful in what you say or do. But “discrete” means separate or distinct. (Example – I would prefer we kept our relationship discreet since we do not have a discrete office setting.)

Different than and different from

Although these seem to have become interchangeable, many people still require that formal written English fit the following: use “different from” when comparing two things, and use “different than” when you use a whole clause to create the comparison. (Example – Your format looks different from mine. Perhaps this is because the format I used is different than the most common business letter formats.)

Continual and continuous

Both of these mean something that keeps going, but “continual” is used in reference to something that is interrupted periodically, whereas “continuous” refers to a physical sense of continuation. (Example – The continual barking of the dog was interfering with my concentration. Instead of working, I started making a continuous line around the top of my desk using paper clips.)

Complement and compliment

This is another combination that can create some quite funny sentences. When two things “complement” one another, they fit together well. On the other hand, to “compliment” something is to praise it. (INCORRECT Example – The company’s overarching goal compliments my report. CORRECT Example – My report complements the company’s overarching goal.)

Affect and effect

The usage of these two can be rather confusing. The simplest explanation is that “affect” is usually used as a verb with an indirect object, with the meaning of influencing the indirect object in some way. (Example – The higher gas prices affected our vacation.) And most often, “effect” is used as a noun to refer to HOW something affects something else. (Example – Higher gas prices had a definite effect on our vacation.) The primary exception to this rule is a relatively unusual verb construction of “effect” that means to start, or to create. (Example – His report suggested effecting a change in the procedure manual.)

Apprise and appraise

These have clear-cut meanings; you just have to know which one you want to use. “Apprise” always takes an indirect object (usually a person or group of people) and it means to give them information about something. (Example – I apprised the committee of the fact that the schedule printed in the paper was wrong.) “Appraise,” though, does not require an indirect object and means to judge the merit of something. It’s most often used in real estate to mean setting a value for a certain property. However, it can be used to “judge” other items as well. (Example – During your evaluation, we appraise whether your absences affect your dependability.)

Your and you’re

Remember back in the discussion of “it” and “it’s,” we said that the “apostrophe plus S” meant you could substitute “is?” This is similar in that here, the “apostrophe plus RE” means you can substitute “are.” After all, in most cases except possessive, an apostrophe signals that letters are missing – in this case the “A” from “are.”

To, too, and two

Most of us don’t use the word “two” incorrectly – it’s merely the written form of the number, “2.” However, the other two often cause confusion. “Too” have two very different uses. First, it can mean excessive, and it’s usually used – in this case – as an adverbial that modifies adjectives or other adverbs.

To, too, and two (con’t)

(Example – Today when I jogged, I ran too far and too hard for my injured leg to continue to heal properly.) In the example, “too” modifies “far” and “hard,” implying that the distance and speed/exertion were excessive. “Too” can also mean “also.” (Example – While I prefer meeting deadlines, I like to go home on time, too.) The third one, “to,” is either a preposition with several meanings, the most common of which is a direction (Example – I went to the boss about it.), or it forms part of a verb. (Example – I went [to see] the boss about it.)

QUICK REFERENCE CARD

Five step process to create a well written PowerPoint or report presentation

Written Communications
Lesson 11 Level One

1. Determine your writing objective and the audience
2. Gather and organize your information

Five step process to create a well written PowerPoint or report presentation

Written Communications
Lesson 11 Level One

3. Begin writing
4. Proofread and edit
5. Verify proper distribution

Three additional rules for report writing

Written Communications
Lesson 11 Level One

1. Add background information in order to explain any complex or unique situations

Three additional rules for report writing

Written Communications
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2. Use summaries
3. When possible, suggest solutions to defined problems