University of Global Village (UGV), Barishal
Department of English
BA (Hons) Program

Course Code: ENG- 0231-2108 AND ENG-407
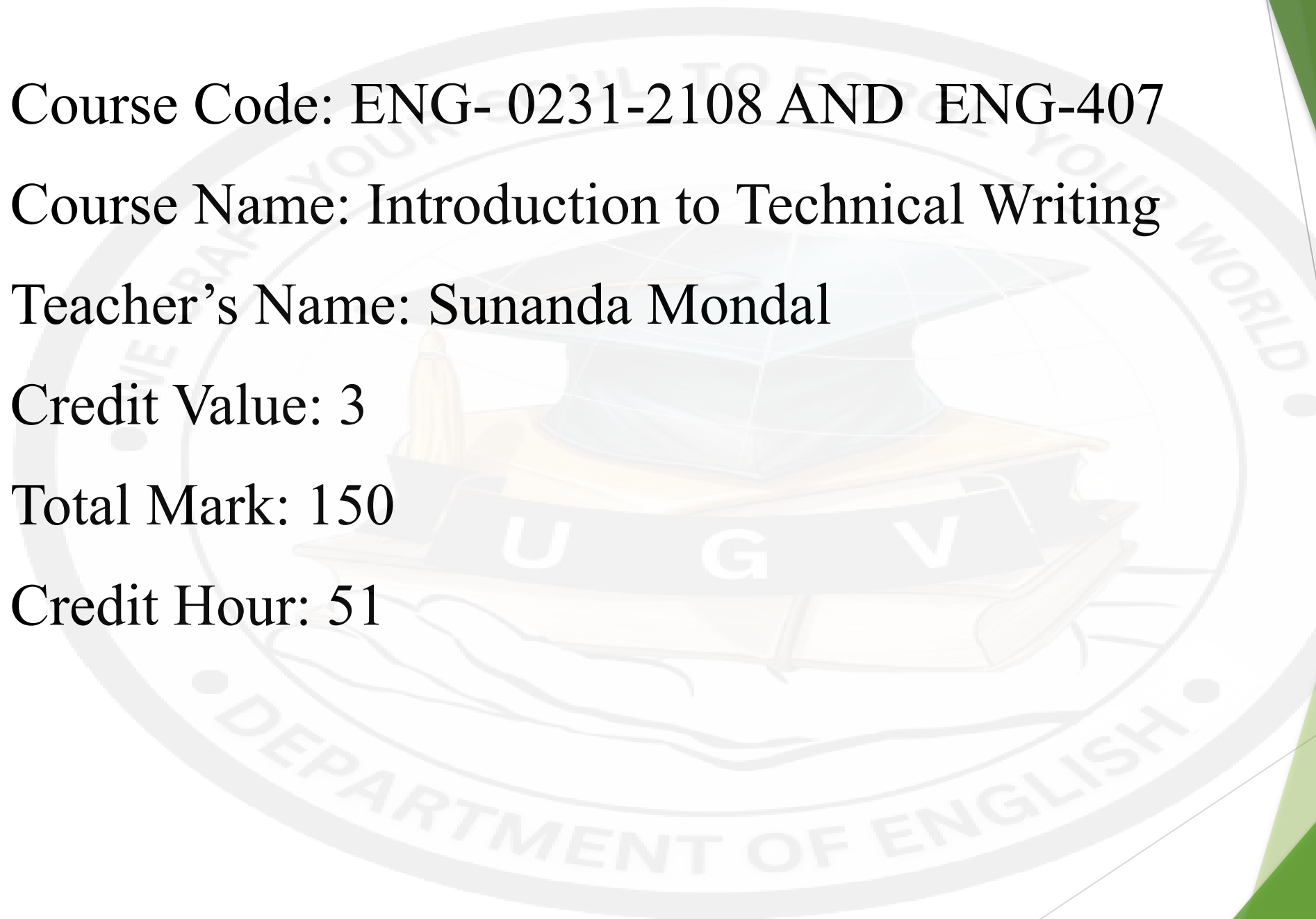
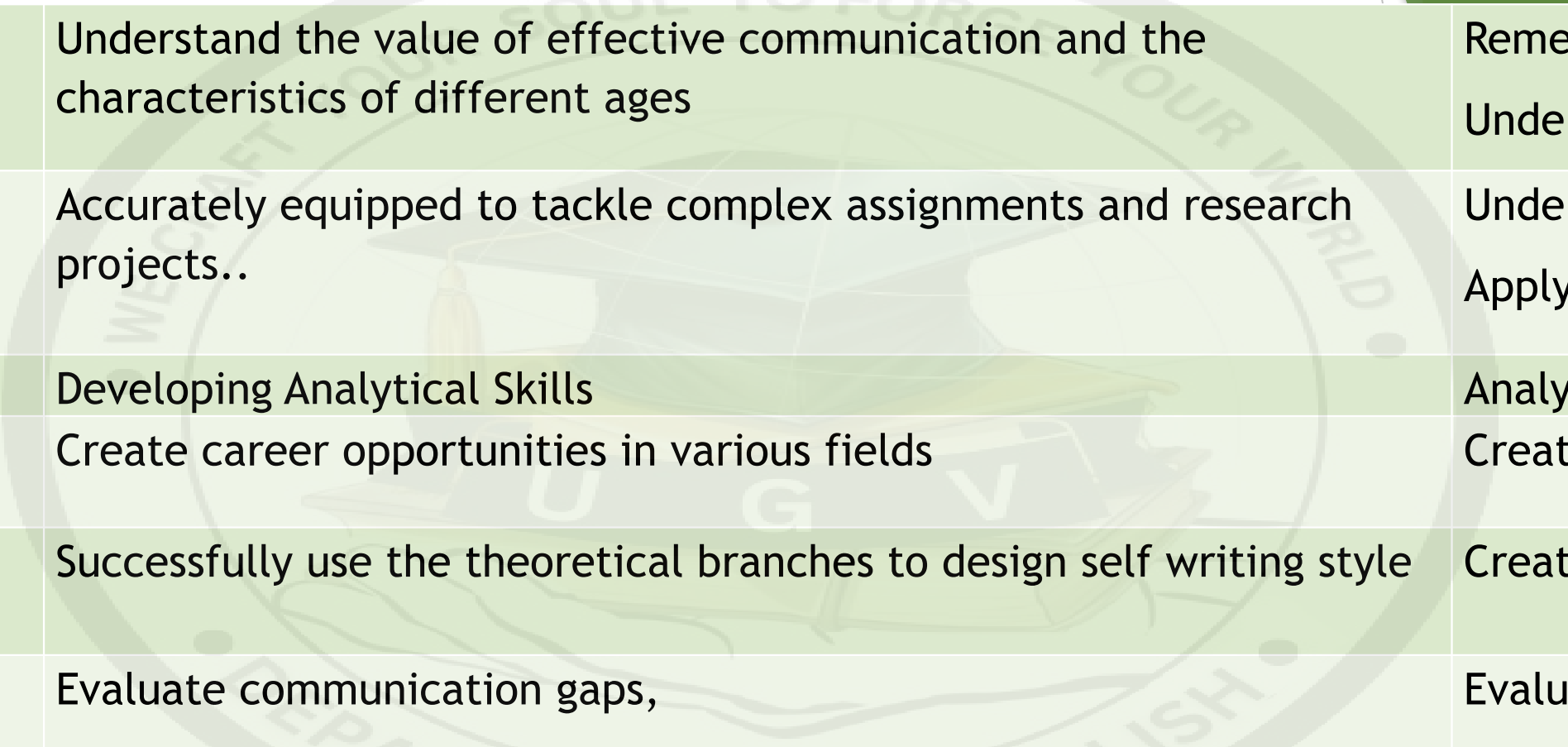Course Name: Introduction to Technical Writing

Teacher's Name: Sunanda Mondal

Credit Value: 3

Total Mark: 150

Credit Hour: 51

CLO 1	Understand the value of effective communication and the characteristics of different ages	Remember Understand
CLO 2	Accurately equipped to tackle complex assignments and research projects..	Understand Apply
CLO 3	Developing Analytical Skills	Analyze
CLO 4	Create career opportunities in various fields	Create
CLO 5	Successfully use the theoretical branches to design self writing style	Create
CLO	Evaluate communication gaps,	Evaluate

ASSESSMENT PATTERN
CIE- Continuous Internal Evaluation (90 Marks-60%)

Total Marks	
Per Credit 50 Marks	
3 Credits Course	150 Marks
CIE	(90 marks) 60%
SEE	(60 marks) 40%

Bloom's Category Marks (out of 45)	Tests (45)	Assignments (15)	Quizzes (25)	External Participation in Curricular/Co-Curricular Activities (5)
Remember			05	
Understand		05		
Apply	09			5
Analyze	08			
Evaluate	08			

SEE- Semester End Examination (60 Marks-40%)

Bloom's Category	Tests
Remember	15
Understand	15
Apply	5
Analyze	5
Evaluate	5
Create	15

Week	Heading	Task details	Application	Recommended books or reference	
1st	Letter writing	Types of letter.	Understanding the variation of letter	English for professional purpose	
2nd	Letter writing	Types of formal and informal writing.	How to write formal letter writing	English for professional purpose	1,3
3rd	Notice	Types and layout	How to write formal notice	English for professional purpose	1,3
4th	Film review	Types and format of writing	Understanding the style of film review	English for professional purpose	1,3
5th	Film review quiz 1	Practice Above topics	Understanding the text	English for professional purpose	4,5
6th	Poster review	Types and format of writing	Understanding the style of review	English for professional purpose	4,5
7th	Lesson plan	Define, describe and writing format	Understanding the topic	English for professional purpose	4,6
8th	Meeting minutes	Describe and writing	Understanding the topic	English for professional purpose	4,5

|				
9th	Meeting minutes Quiz:2	Describe the format	Understanding the topic	English for professional purpose	4,5
10th	Memo writing	Define, Describe and writing	Understanding the topic	English for professional purpose	4,5
11th	Memo writing Quiz:3	Describe the format	Understanding the topic	English for professional purpose	5,6
12th	Document Design and Formatting:	Principles of document design: layout, typography, and use of white space. formatting styles for different types of documents	Understanding the text	English for professional purpose	5,6
13th	Report Writing	Principles, layout, formatting styles for different types	Understanding the text	English for professional purpose	5,6
14th	Report Writing	Principles, layout of Report Writing	Understanding the topic	English for professional purpose	2
15th	CV and Cover letter	Formatting styles for different types Above topics	Understanding the text	English for professional purpose	2,6
16th	CV and Cover letter	Creating and organizing	Understanding the text	English for professional purpose	2,6
17th	Revise and Doubt Clearing				5

WEEK-1,2

PAGE-8-33

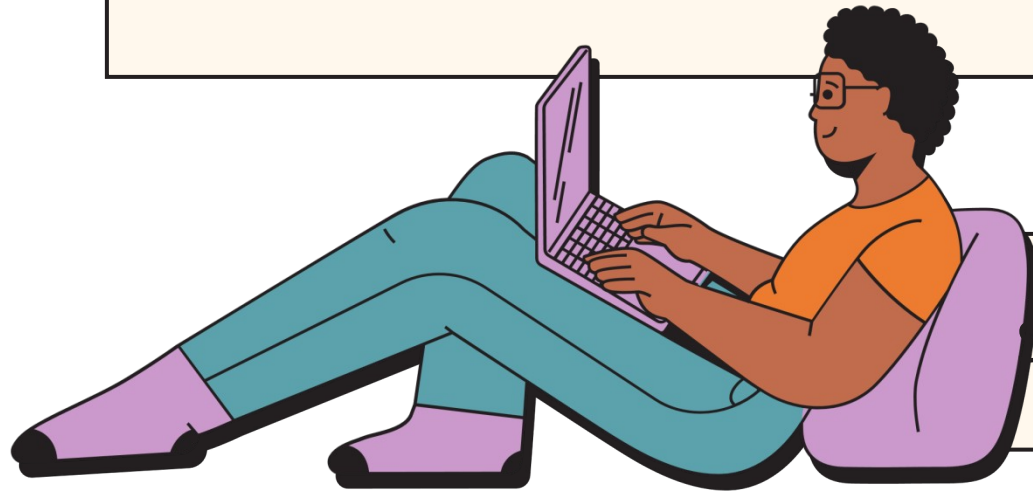Letter writing   Types of letter.

An introduction to the craft of

Letter Writing
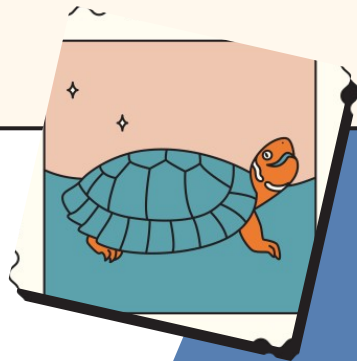
Before we start our lesson today, let's discuss

Have you ever written a letter?

Have you ever received a letter?

Share your response with a partner.
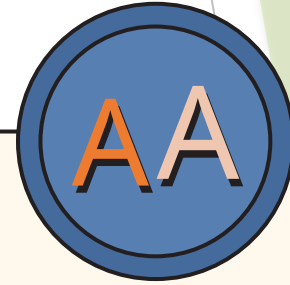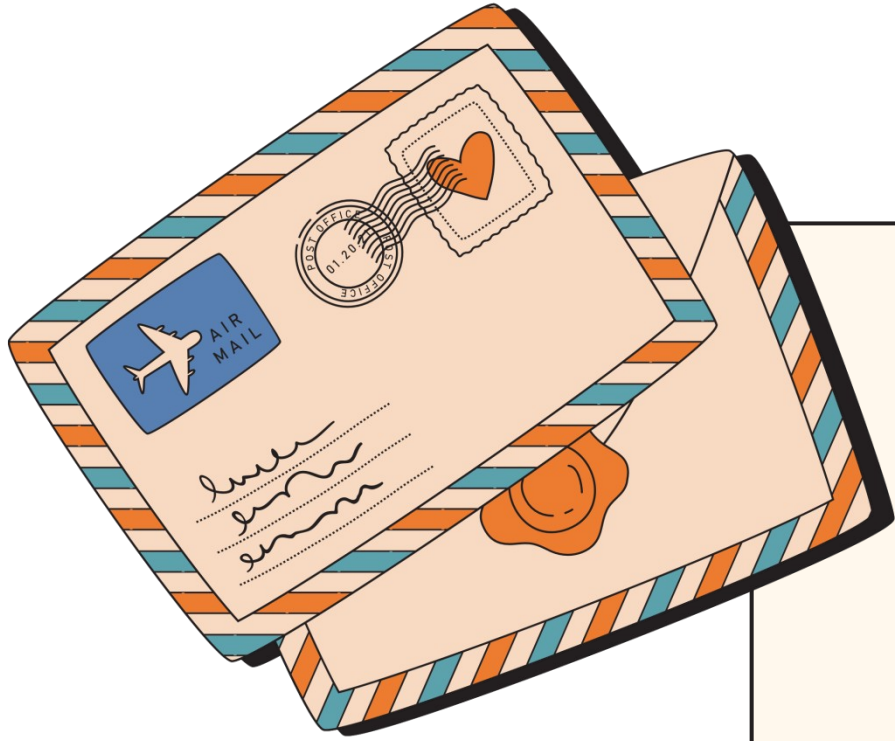
Today, we are learning to:

Identify the purpose of letter writing

Recognise the unique features of letters

Differentiate formal from informal letter writing style

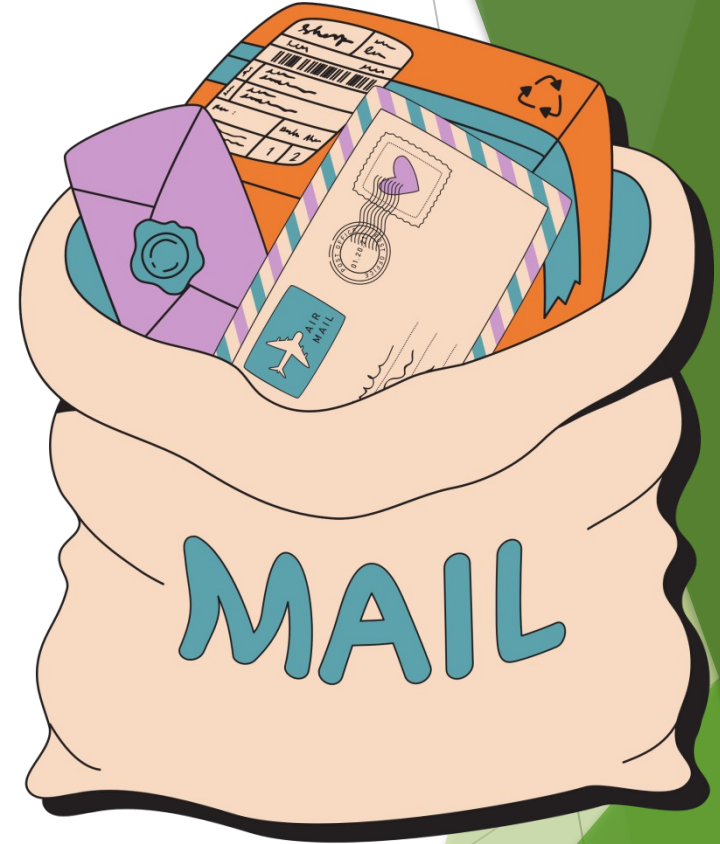# There are many purposes for writing a letter:

- To share information or news
- To express thanks
- To make an enquiry
- To keep in touch

Can you think of any more purposes?

Let's think!

How else do we write to others today?
Share your responses with the class.

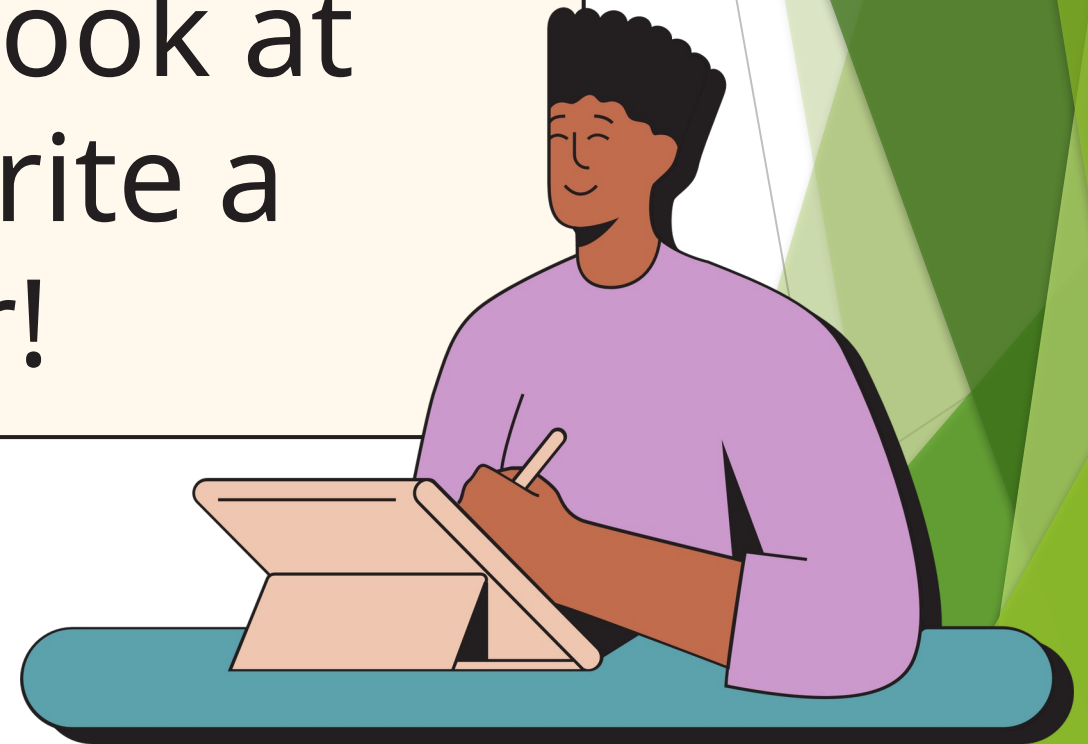Let's take look at how to write a letter!

After that, write a brief closing paragraph.

We are very busy organising the end-of-year dance. We all voted on the theme of Movie Stars! I'm so excited, though I can't decide who to dress as! We are making decorations in class at the moment. It's very messy!

I'm starting to feel excited about starting secondary school, which is much better than the nerves I was feeling a few months ago. I found out last week that the school has a swimming pool! Can you believe it?!

I can't wait to hear all about your new school. I hope your new teacher is lovely. Mum mentioned that we might see you in the break, I do hope that happens! Maybe you can come over to my house? Excited to see you soon!

This paragraph concludes the letter and often contains well wishes and final questions.

Finally, sign your letter off.

A sign-off is how you say goodbye in your letter.

If the letter is formal, you can use:
- Yours sincerely
- Yours faithfully
- Kind regards

I can't wait to hear all about your new school. I hope your new teacher is lovely. Mum mentioned that we might see you in the break, I do hope that happens! Maybe you can come over to my house? Excited to see

If the letter is informal, you can use:
- Love from
- See you soon
- Best wishes

Which sign-off could be used here?

Sentence Starters

A sentence starter is a phrase at the beginning of a sentence. They help us connect sentences and organise our ideas.

Sentence Starters

Sentences beginning with 'I feel…' or 'I'm starting to…' help transition between paragraphs or start off a new topic.

Sentence starters like 'I am writing to…' help explain and introduce the reason for the letter.
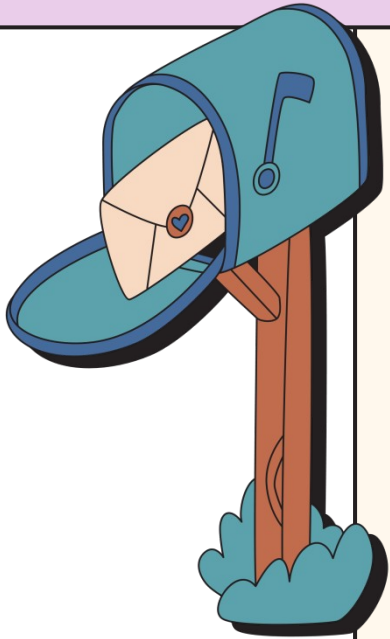
It has been so long since I've seen you! I am writing to give you a little update. How are you going? How is your new school? And how is your new house? We all miss you at Canva Elementary!
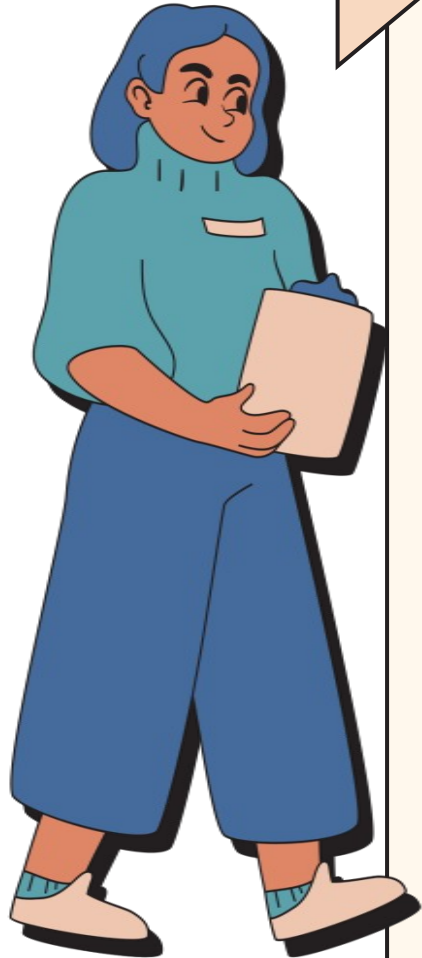
I'm starting to feel excited about starting secondary school, which is much better than the nerves I was feeling a few months ago. I found out last week that the school has a swimming pool! Can you believe it?!

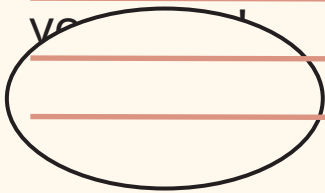'I hope…' is a good sentence starter to use in the concluding paragraph to wish the reader well.

I can't wait to hear all about your new school. I hope your new teacher is lovely. Mum mentioned that we might see you in the break, I do hope that happens! Maybe you can come over to my house? Excited to see you soon!
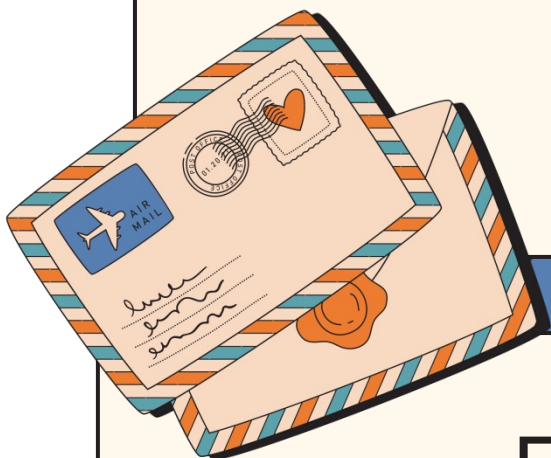
Formal or Informal?

Formal

A formal letter is written officially, using respectful greetings and structured formats, often for important or professional purposes. You could send a formal letter to your boss.

Informal

An informal letter is more relaxed and friendly, using casual greetings and friendly language for personal communication. You could send an informal letter to a friend.

Formal or Informal?

The purpose and audience of your letter will determine how formal or informal your writing style will be.

Read the following scenarios and phrases and place them in the correct category.

Formal or Informal?

With a partner, sort these situations into formal or informal writing style.

Writing a letter to invite your friend to your birthday party	Writing a letter to your principal	Writing a letter to apply for a job	Writing a letter to your aunt

Formal	Informal

Formal or Informal?

Check your answers below.

Formal

Writing a letter to apply for a job

Writing a letter to your principal

Informal

Writing a letter to invite your friend to your birthday party

Writing a letter to your aunt

Formal or Informal?

With a partner, sort these situations into formal or informal writing style.

| Dear | I thought I'd let you know… | Love, | To whom it may concern, |

| Hi | From, | Yours sincerely, | I'm writing to inform you… |

Formal

Informal

Formal or Informal?

Check your answers below.

Answer Key

Can you and a partner think of one more phrase for each category?

Formal

To whom it may concern,

I'm writing to inform you...

Dear

Yours sincerely,

Informal

I thought I'd let you know...

Hi

From,

Love,

Let's Recap !

Letters are a form of written communication.
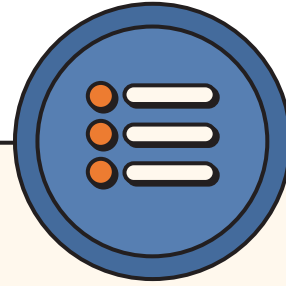
There are several features that make letter writing a unique form.
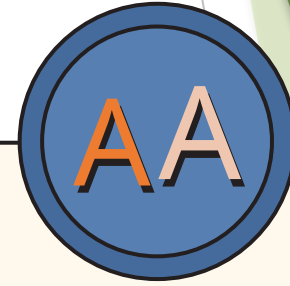
Letters can be formal or informal, depending on the purpose and audience.

WEEK-3   Notice   Types and layout

PAGE-34-42
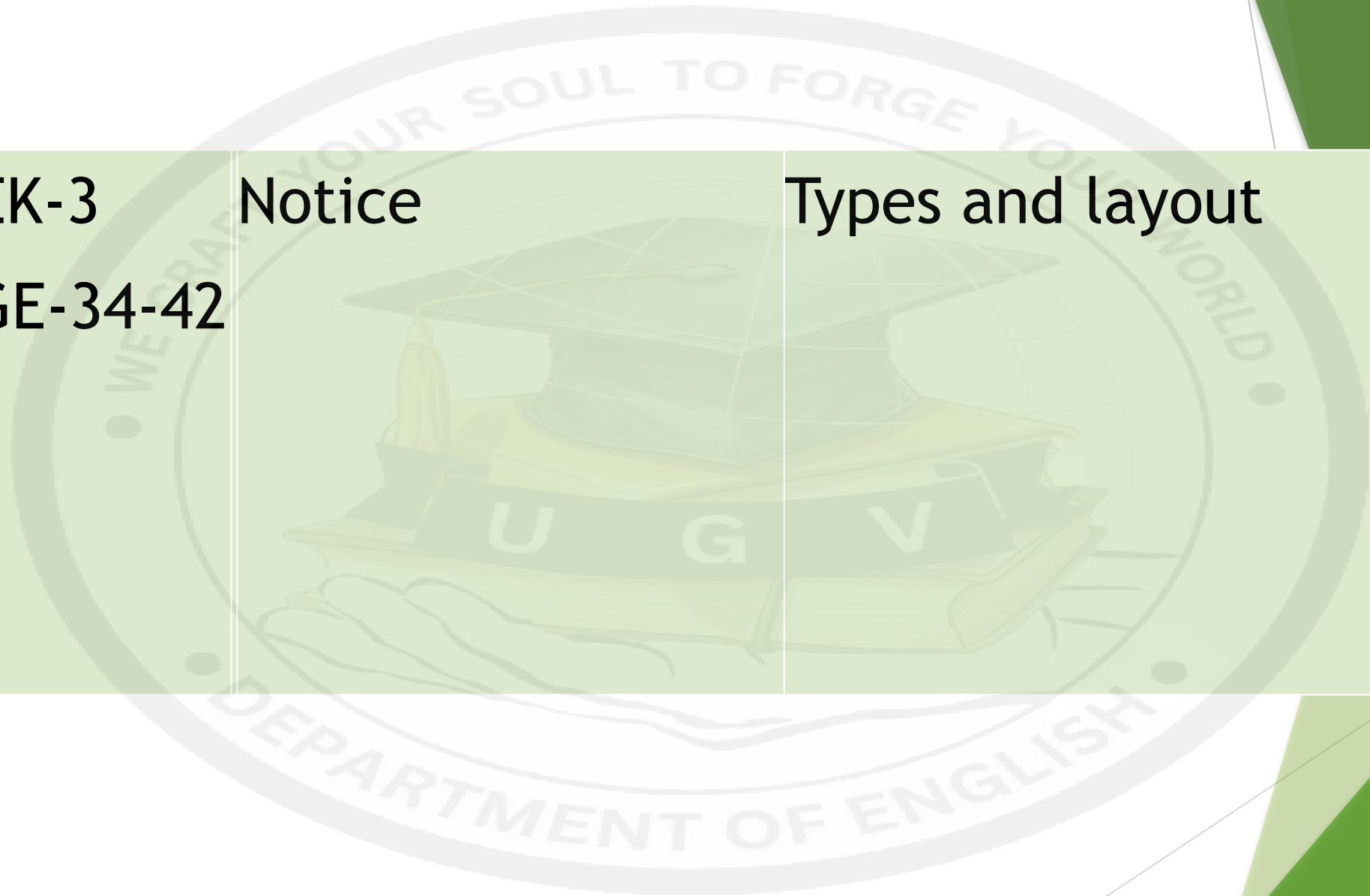
NOTICE WRITING

Notice Writing

What is a Notice ?

It's a formal means of communication.

What is its purpose?

To Announce / Display information to a specific group of people.

NOTICE WRITING FORMAT

NAME OF SCHOOL
NOTICE

DATE

HEADING

(---
--CONTENT------------
--)

SIGNATURE
NAME
(DESIGNATION)

Notice Writing

Points to Remember: 5 W's

— **What is going to happen, - the event**

— **Where it will take place , -   the venue**

— **When it will take place , -   date & time**

— **What are the highlights**

— **Whom to contact**

Notice Writing

Marking Scheme

Format (box,the name of school, the heading,footnote and the date)   …. 1 m

Expression   …. 1m

Content and language   …. 2 m

SAMPLE QUESTION OF NOTICE WRITING

Your school has planned an excursion to Lonavala near Mumbai during the autumn holidays. Write a notice in not more than 50 words for your school notice board, giving detailed information and inviting the names of those who are desirous to join. Sign as Rahul/Richa, Head Boy/Head Girl, D.A.V. English School, Thane, Mumbai.

D.A.V. ENGLISH SCHOOL, THANE, MUMBAI
NOTICE

22nd April, 2020

EXCURSION TO LONAVALA
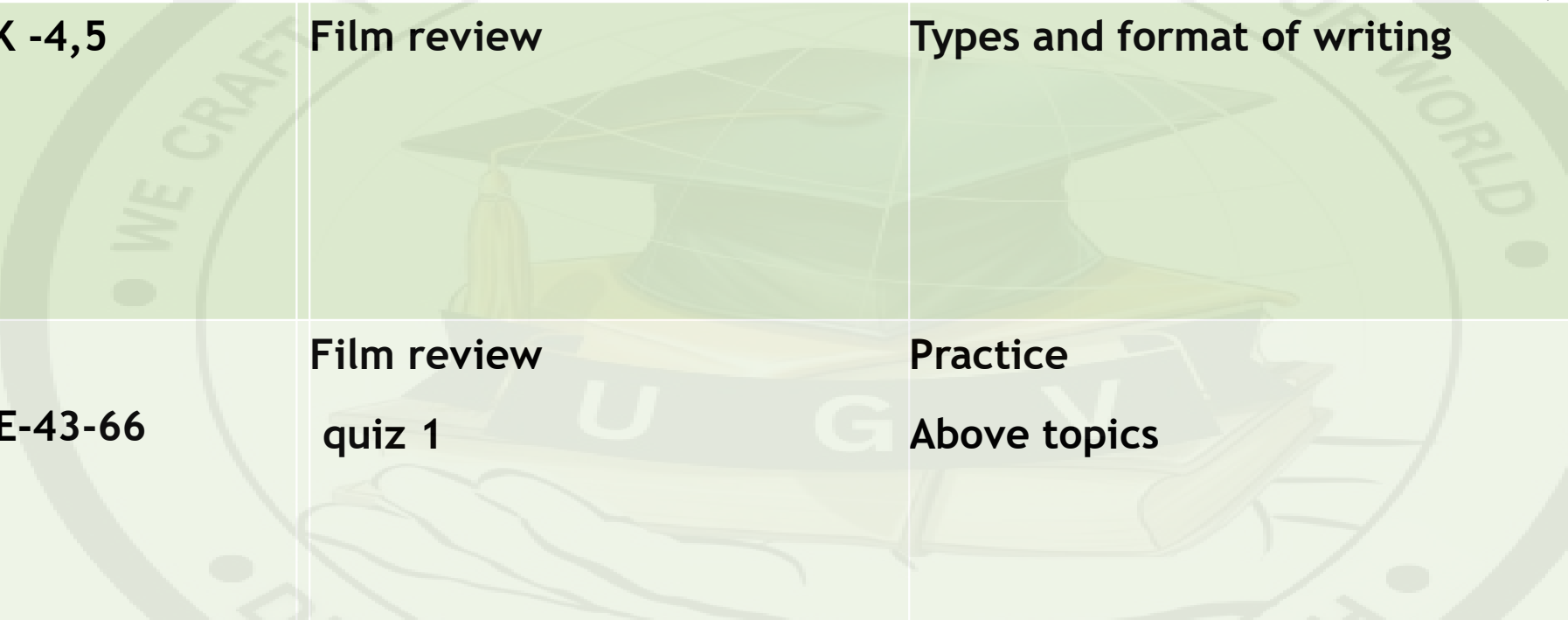
A four-day excursion to Lonavala Hill Station has been planned by the school during the autumn break from the 25th to 28th May, 2020. Activities such as trekking, mountain biking, nature walks are the highlights of the trip. The total cost of this trip is around ₹ 5,000. Students desirous to join this trip may give their names along with the money and a consent letter from their parents to the undersigned latest by the 1st of May.

Richa

Richa

Head Girl

Notice Writing

Home Assignment

1. The Hindustan Times Pace Programme is planning to hold fun-filled workshops on candle making and clay modelling for all Class VIII students on Children's Day in the school. As Keni Pinto, the Head Boy, write a notice informing students about it. Include necessary details and write the notice is not more than 50 words.

2. Water supply will be suspended for eight hours (10 am to 6 pm) on 6th of March for cleaning of the water tank. Write a notice in about 50 words advising the residents to store water for a day. You are Karan Kumar/Karuna Bajaj, Secretary, Janata Group Housing Society, Palam Vihar, Kurnool.

WEEK -4,5	Film review	Types and format of writing
PAGE-43-66	Film review quiz 1	Practice Above topics

How to write the movie review?

Watch The Movie

- *Before you can review any film, it is crucial to watch it, watch it at least twice with focus and take down notes if possible*

What to Note Down?

- *The story arc*
- *The character arc*
- *The intensity of plots*
- *How the story pitch is developed?*
- *How the plots are linked?*
- *The delivery of message*
- *The theme of the story*
- *The background effects etc.*
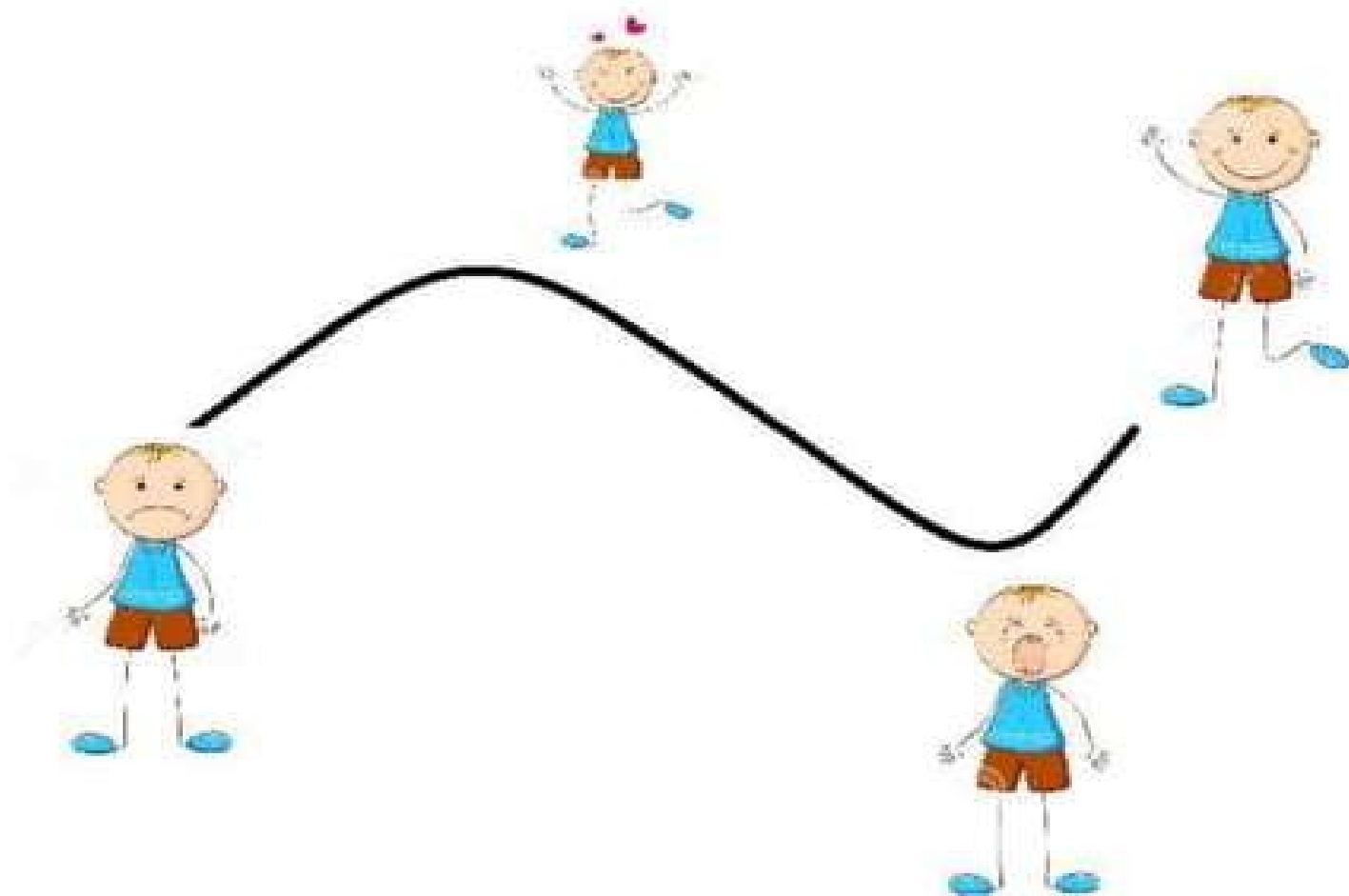
CHARACTER ARC
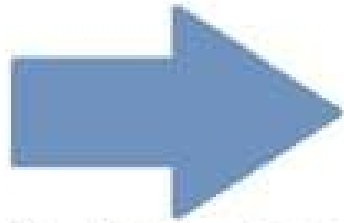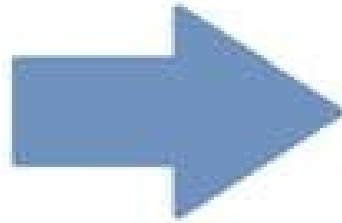
Plot 1 leads to   Plot 2 leads to   Plot 3

Gradual build-up of the story line

Continued…

There are many more that you can note down.

- *While taking down notes, be as exhaustive as possible.*

Be a Voracious Movie Watcher

Watch all types of movies be it romantic, comedy, action , adventure, crime, drama and others. Select the one genre that you like the most watching and analyzing.

For every movie you watch, take down critical analysis notes. If you have done it for 20-25 movies, well you are prepared to write down a proper movie review.

Read and Read....

- *Read as many movie reviews as possible for a particular movie.*

- *That way you will be able to understand the aspects of movie , movie reviewers are harping on.*

How to write the movie review?

- Watch The Movie

Before you can review any film, it is crucial to watch it. For success, watch the movie at least twice.

Remember; do not watch the movie like you are a movie buff or movie enthusiast. Be focused and conscious throughout the film. Take notes if necessary.

Conduct a thorough research

- *A look at how to write a movie review template will reveal that watching the movie isn't just enough, conducting extensive research is equally significant.*

- *Find details such as the name of the filmmaker, his/her motivation to make that film, locations, plot, and characterisation that served as the inspiration for the movie.*

Write down initial thoughts

- Initial thoughts can cover anything and everything from performances to the story, and the visual effects.

- Say, while writing a review, your initial statements could be something like this

"Despicable Me is an amazing movie with a relevant message that was never too heavy-handed in its delivery. The story was a nice mix of family comedy and action that would win the heart of all."

TAKE A CUE FROM CRITICS CONSENSUS

Draft An Outline

- *Outlining the review will help you determine what order the information will be presented in.*

- *Take a look at the following points to learn how to write a movie review on your own*

OUTLINE

- *Introduction and Synopsis of the Film*
- *Write about the actors' performances and who they have portrayed.*
- *Strengths and weaknesses.*
- *Discuss whether or not it was family-friendly.*
- *Give a rating.*

Provide A Captivating Title

- *The title should be eye-catchy. It can be a playoff a quote from the movie or the title of the movie.*
- *Ensure that the title makes it clear what movie is being reviewed for the benefit of the audience.*

Write A Compelling Introduction

- *Make sure the introduction not only captivates the attention of readers but is also appealing enough to be read further.*

- *Provide a summary of the movie you are going to discuss. Remember to provide a strong thesis statement. It should be authentic and based on the analysis.*

Example-

- *"Most animated film comedies use variations of the same scenario: the primary characters have to overcome obstacles to accomplish their goal.*

- *Often there is the main antagonist to defeat. But, what if the antagonist was the central character?*

- *If you ask me, if it's possible to combine a family comedy genre with a story of a fatherly-acting ultimate criminal mastermind in a film, my answer would be: Definitely. Just watch "Despicable Me".*

Write Informative Main Body Paragraphs

- The main body paragraph should present all your analysis.

- This part of your review should be dedicated to the movie's accomplishments and fails along with your own opinions.

- Discuss all aspects like soundtracks, actors, cinematography, acting, and the likes

Example,

- *"Stories about an evil genius cannot be funnier than this one. "Despicable Me" is hilarious from the beginning and until credits start rolling. The director managed to create credible and convex characters. Nasty-looking, but kind Gru; open-hearted and smart Margo, Edith and Agnes; sinister Mister Perkins; and of course the minions.*

- *The outstanding characters in the movie are neither Gru, nor the girls, but the minions. They are hardworking, utterly devoted to their master, and incredibly fun to watch. Though most jokes will be funny only for kids, nevertheless it is compensated by the perceptible atmosphere of the spy movies of the 1960s with their stylish gadgets and secret weaponry.*

- *Technically, the movie is excellent. The graphics and animation are of supreme quality. All characters and objects are superbly detailed. It can be observed that designers and animators have worked hard. Sound and voice overs are perfect."*

Provide A Recommendation

- *The recommendation should be necessarily added to any movie review.*

- *It provides an opportunity to express his/her opinion about whether a specific film is worth the time and money.*

End With A Strong Concluding Note

- The conclusion is the last thing you should incorporate in your movie review structure.

- In this part, analyse all the points and draft an end.

- Keep in mind to draft it compellingly and entertainingly to achieve ultimate success.

WEEK-6   Poster review   Types and format of writing

PAGE -67-78
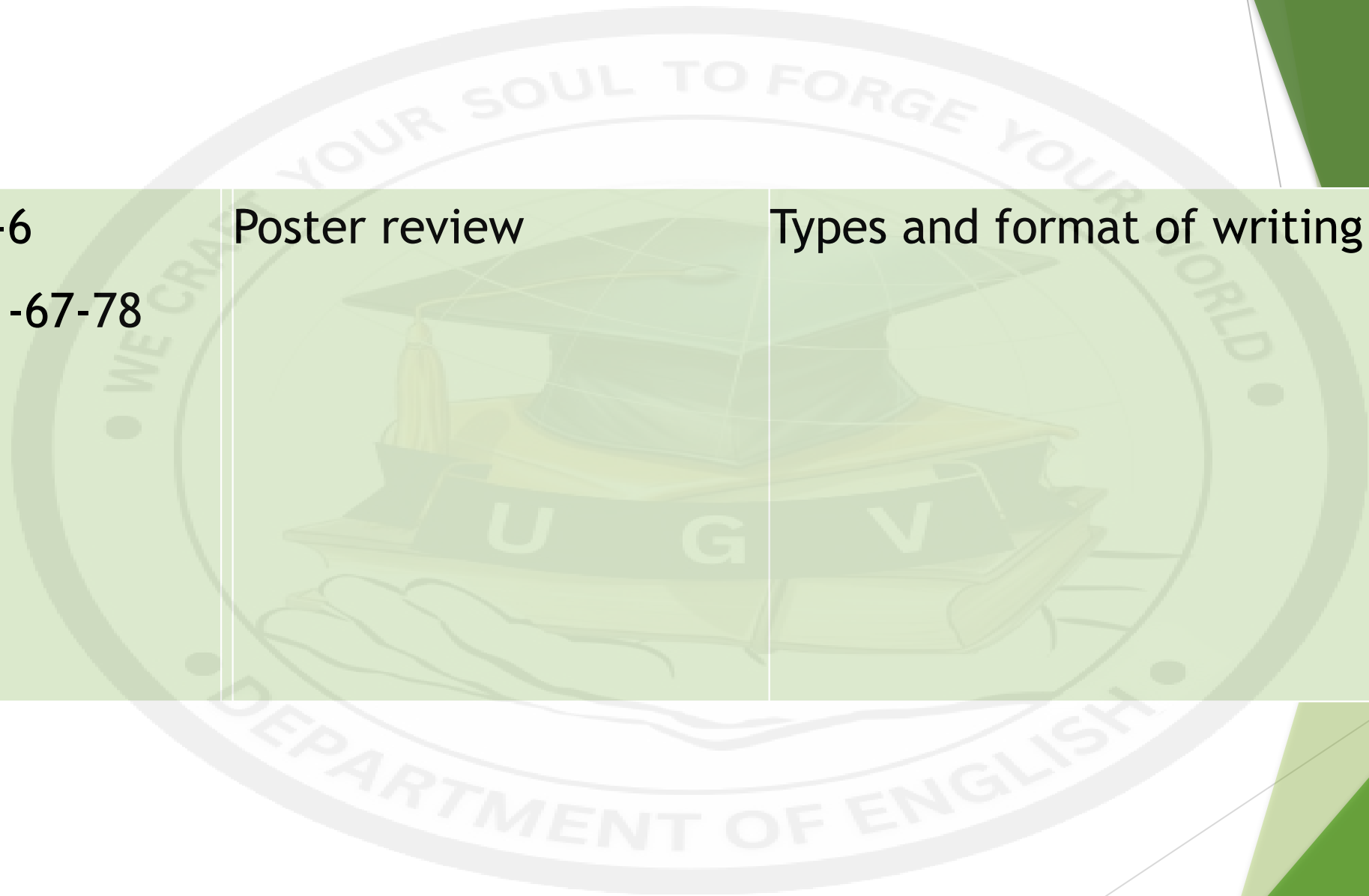
Principles of Reviewing Posters

A guide for creating eye-catching posters

Lesson Outline

- **Principles of Design**
- **Color**
- **Contrast**
- **Symmetry**
- **Scale**
- **Knowledge Check**
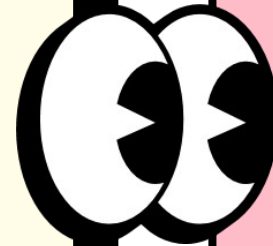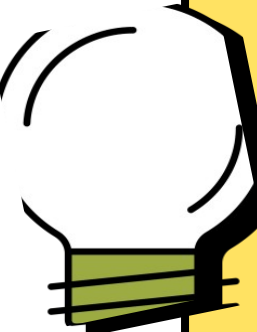
Today, we are going to:

- Learn about the principles of design
- Think about these in the context of designing and reviewing posters

Principles of Design

Principles of design are tools that help us create designs that look balanced, interesting, and organized.

Let's brainstorm! Add words, phrases, or images associated with each of the principles.

color

contrast

scale

symmetry

Color

You can use your knowledge of color theory to select colors that are

Analogous
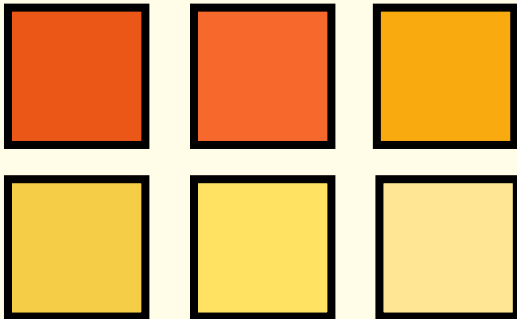
to create visual harmony in your design or to create a mood

or Contrasting
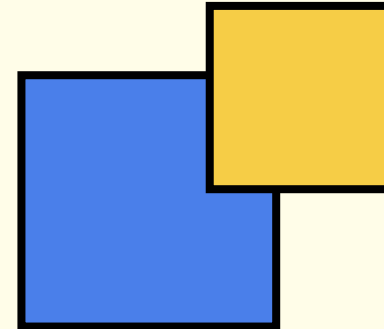
to draw the viewers' attention to particular elements of your design

Contrast

You can contrast colors, shapes and sizes in your poster. This draws the viewers' attention to particular elements.

Colors
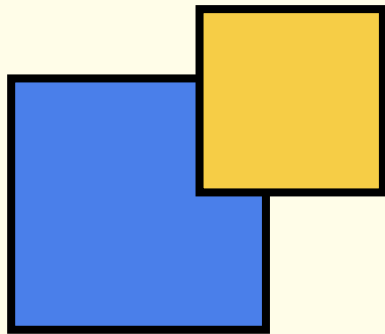
Shapes
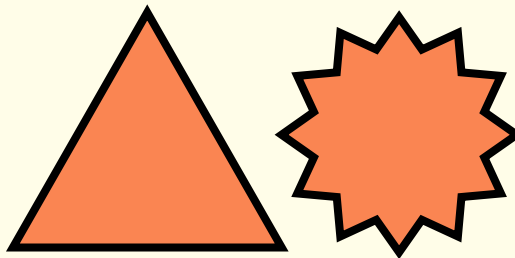
Sizes
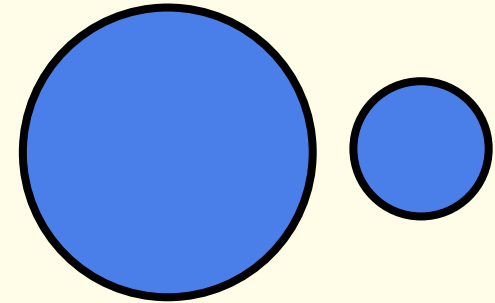
Symmetry

You can use symmetry lines to ensure your poster design is balanced. This can create visual harmony.
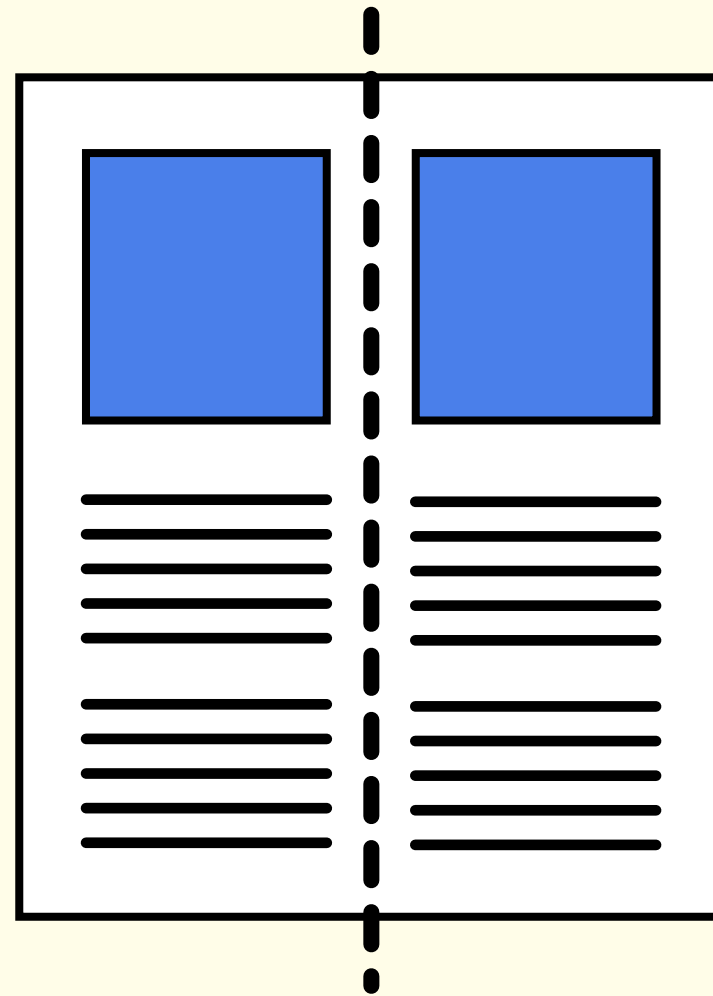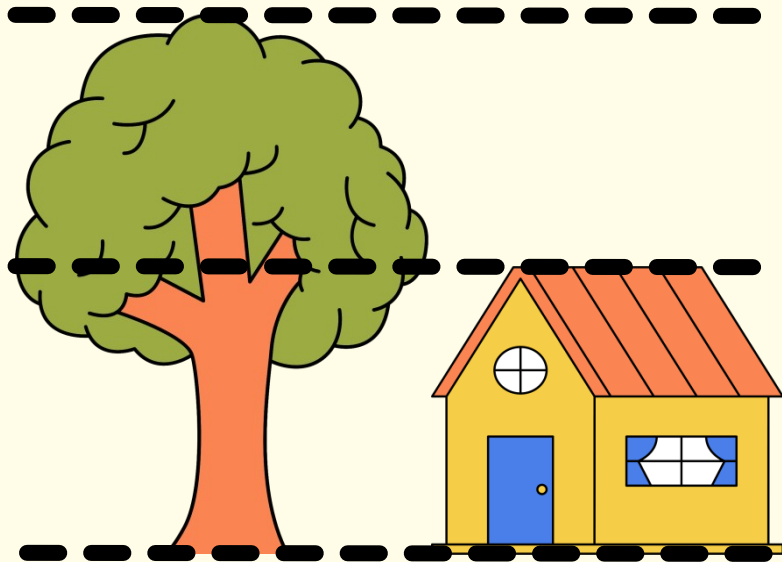
Let's check our understanding!

World Friendshi Day

Anything is possible when you have someone to support you

www.friendship-day.com

WARNER & SPENCER PRESENTS

a festival of
Local Food

14-19 AUGUST

meet the growers & makers

Tickets on sale now
WWW.REALLYGREATSITE.COM

Bockford Football

LEAGUE FINALS

October 23, 2020
Kick off at 4PM
bockford Stadium

FOR INFORMATION
REALLYGREATSITE.COM
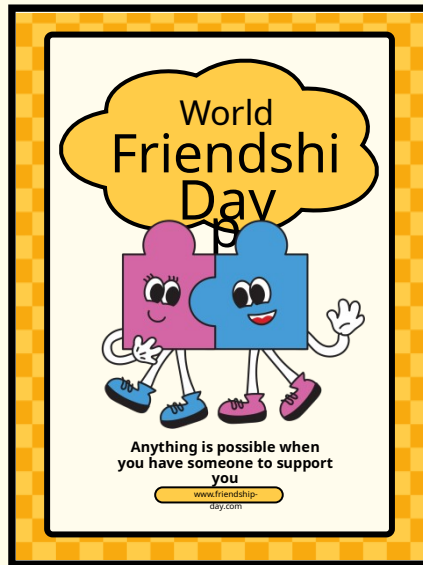
When reviewing a poster, pause and think about the poster's....

- ✓ Color
- ✓ Contrast
- ✓ Symmetry
- ✓ Scale

WEEK -7 PAGE-79-89	Lesson plan	Define, describe and writing format

Preparing a lesson plan involves a few key steps to ensure it's effective and engaging for students. Start by clearly defining the learning objectives you want your students to achieve by the end of the lesson. These objectives should be specific, measurable, achievable, relevant, and time-bound (SMART). Next, consider the materials and resources you will need, such as textbooks, digital resources, or hands-on materials, and gather them in advance. Structure the lesson by outlining the introduction, main activities, and conclusion, ensuring to allocate time for each segment. Incorporate a variety of teaching methods to cater to different learning styles, such as discussions, group work, and multimedia presentations. Additionally, plan for assessment methods to evaluate student understanding, such as quizzes, class participation, or homework assignments. Finally, be flexible and ready to adapt the plan based on the class's needs and feedback, as real-time adjustments can often enhance the learning experience.

Creating an effective lesson plan involves several key steps:

1. **Define Objectives: Clearly articulate what students should know or be able to do by the end of the lesson.**
2. **Gather Materials: Identify and prepare the necessary resources, such as textbooks, visual aids, or digital tools.**
3. **Engaging Introduction: Develop an introduction that captures students' interest and provides context for the lesson.**
4. **Structure Content: Organize the main content into manageable segments, using various teaching methods to address different learning styles.**
5. **Interactive Activities: Plan activities or discussions that reinforce learning and promote student participation.**
6. **Conclusion: Summarize the key points of the lesson to reinforce understanding.**
7. **Assessment: Evaluate student comprehension through questions, quizzes, or other assessment methods.**
8. **Reflection and Feedback: Allow time for reflection on the lesson, gathering**

Here are the main points regarding the importance of lesson planning in effective teaching:

1. **Roadmap for Instruction: Lesson planning serves as a structured guide for educators to deliver coherent lessons.**
2. **Clear Learning Objectives: It helps teachers define specific learning goals, ensuring classes are purposeful and aligned with curriculum standards.**
3. **Organized Content: A well-crafted lesson plan organizes content and activities in a logical sequence, which aids in student understanding and retention.**
4. **Anticipation of Challenges: Planning allows teachers to foresee potential difficulties and adapt to diverse learning needs.**
5. **Engagement Strategies: It encourages the incorporation of various teaching methods to actively engage students.**
6. **Facilitates Assessment: Lesson planning sets benchmarks for student progress, enabling timely feedback and necessary adjustments.**
7. **Enhances Learning Experience: Thorough lesson planning contributes to a dynamic and successful educational environment, improving overall student learning outcomes.**

Weekly Reflection

Reflecting on the process of planning a lesson plan each week is an invaluable practice for educators aiming to enhance their teaching effectiveness and student engagement. During these reflections, consider the objectives set for the lesson and whether they align with the overall curriculum goals. Evaluate the resources and materials chosen for the lesson, ensuring they are diverse and inclusive, catering to different learning styles and needs. Reflect on the strategies employed to deliver the content, such as interactive activities or discussions, and their effectiveness in fostering student understanding and participation. Additionally, assess the assessment methods used to gauge student learning and identify areas for improvement. Reflecting on student feedback, both verbal and non-verbal, can provide insights into what worked well and what could be improved. This iterative reflection process not only aids in refining teaching strategies but also supports the continuous growth and development of both educators and students.

Week-Based Lesson Plan: Understanding Verb Tenses

Day 1: Introduction to Tenses

- **Objective: Understand the concept of verb tenses and their importance in communication.**
- **Activities:**
  - **Warm-Up Discussion: Engage students in a conversation about their weekend plans, highlighting verbs.**
  - **Lecture: Briefly explain past, present, and future tenses.**
  - **Interactive Activity: Use a timeline to visually demonstrate different tenses.**
  - **Homework: Write a short paragraph about yesterday's activities, focusing on past tense verbs.**

Day 2: Present Tense

- **Objective: Master the use of simple present, present continuous, and present perfect tenses.**
- **Activities:**
  - **Review: Recap the previous day's learning.**
  - **Lecture: Explain rules and usage of each present tense form.**
  - **Practice: Worksheets with fill-in-the-blank and sentence transformation exercises.**
  - **Group Activity: Role-play using present tenses.**
  - **Homework: Journal entry describing a typical day using present tenses.**

Day 3: Past Tense

Objective: Differentiate between simple past, past continuous, and past perfect tenses.

Activities:

Review: Discuss the homework and highlight key learnings.

Lecture: Detailed explanation of past tense types with examples.

Practice: Create a timeline of a historical event using past tenses.

Homework: Write a story that happened last week using varied past tenses.

Day 4: Future Tense

Objective: Understand the use of simple future, future continuous, and future perfect tenses.

Activities:

Review: Share stories from the past tense assignment.

Lecture: Introduction to future tense structures.

Interactive Activity: Predict future events using future tenses.

Homework: Compose a letter to your future self.

Day 5: Consolidation and Assessment

Objective: Consolidate understanding of all tenses and assess student progress.

Activities:

Review: Quick recap of all tenses.

Group Activity: Create skits that involve using all tenses.

Quiz: A short quiz covering all tense forms.

Feedback Session: Discuss common errors and clarifications.

Homework: Prepare a summary chart of tense rules and examples.

This lesson plan aims to provide a structured yet flexible approach to teaching tenses, ensuring students gain a comprehensive understanding by engaging in diverse activity.

LESSON PLAN

WEEK

MONDAY

TUESDAY

WEDNESDAY

FRIDAY

THURSDAY

FRIDAY

STUNDAY

WEEKLY LESSON PLAN

WEEKLY LESSON PLAN LAYOUT + + LEAD 2ISAULY PRINTABLE

Weekly Lesson plan _____

WEEKLY	MONDAY	TUESDAY	THURSDAY	FRIDAY
MONDAY				
TUESDAY				
WEDNSDAY				
THURSDAY				

LESON actually set

ASSESSMENTS

ACTIVITIES

| WEEK-8,9 PAGE-90-101 | Meeting minutes | Describe and writing |
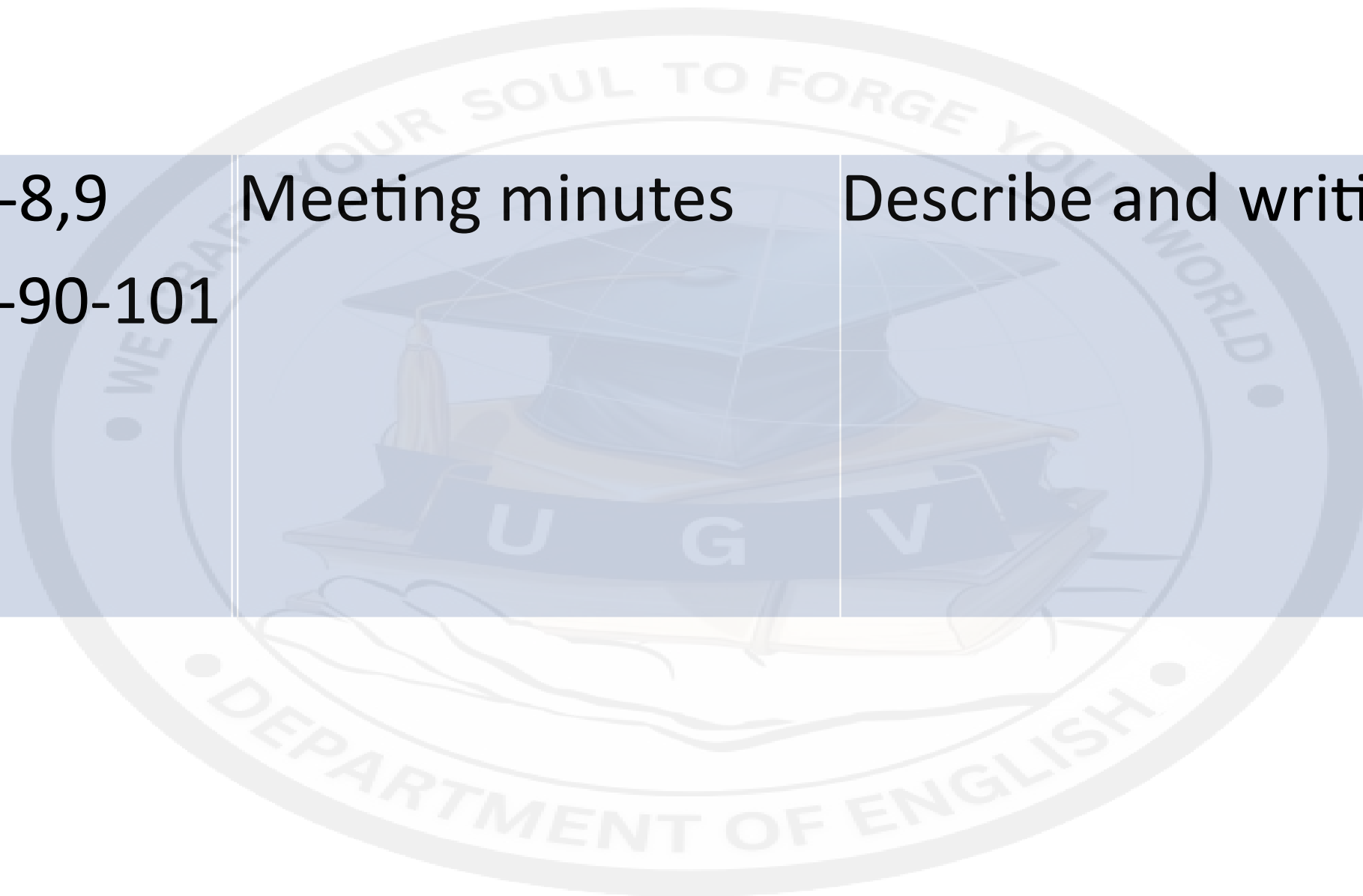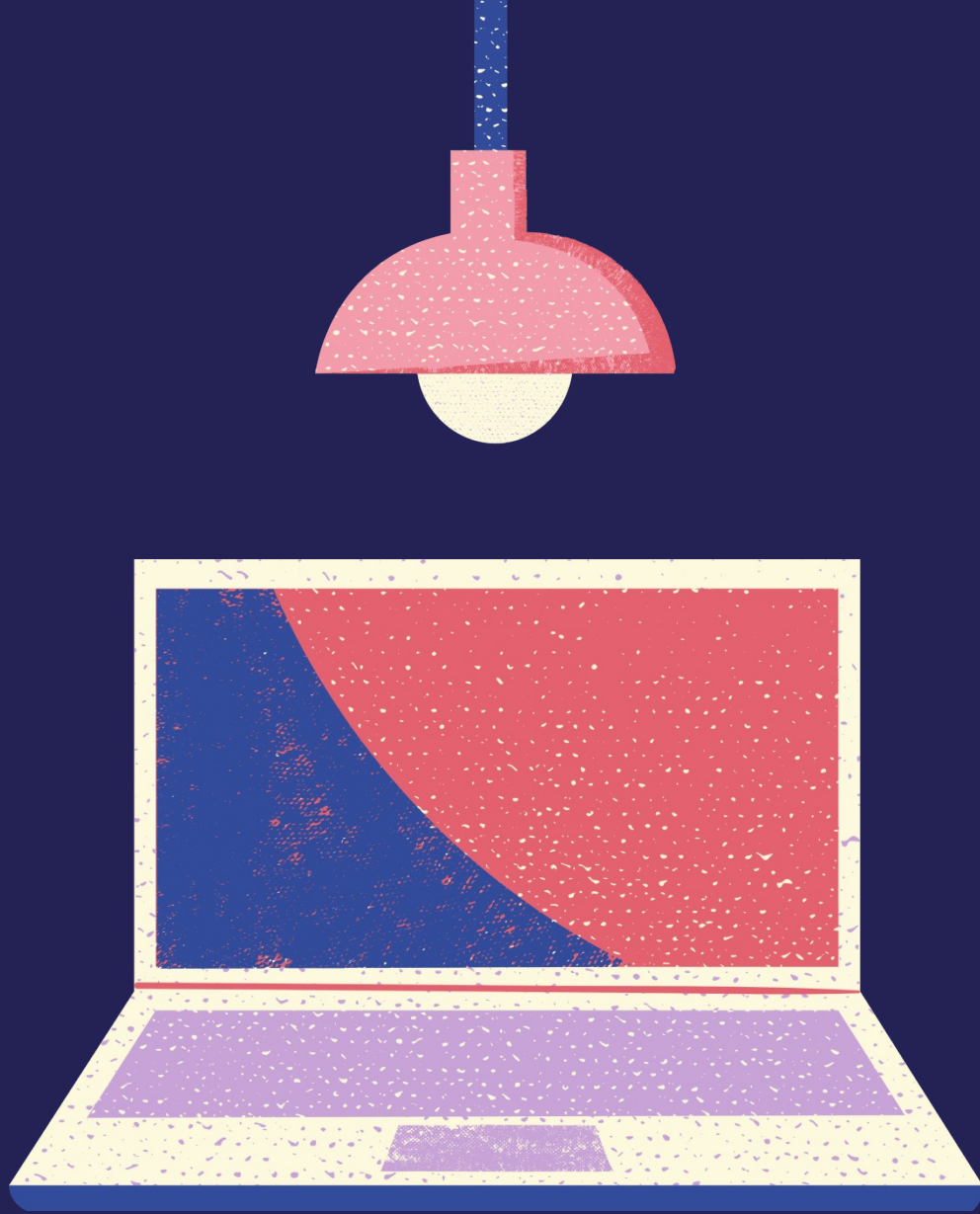
MEETING MINUTES

Meeting minutes are the official written record of the discussions and decisions made during a meeting. They serve as a detailed account of what transpired, capturing key points, action items, and any agreements or conclusions reached. Typically, meeting minutes include information such as the date and time of the meeting, a list of attendees, agenda items, and summaries of discussions. They are essential for maintaining accountability, ensuring that all participants are on the same page, and providing a reference for future meetings. Minutes also help in tracking progress on ongoing projects or issues, making them a valuable tool for effective communication and decision-making within an organization.
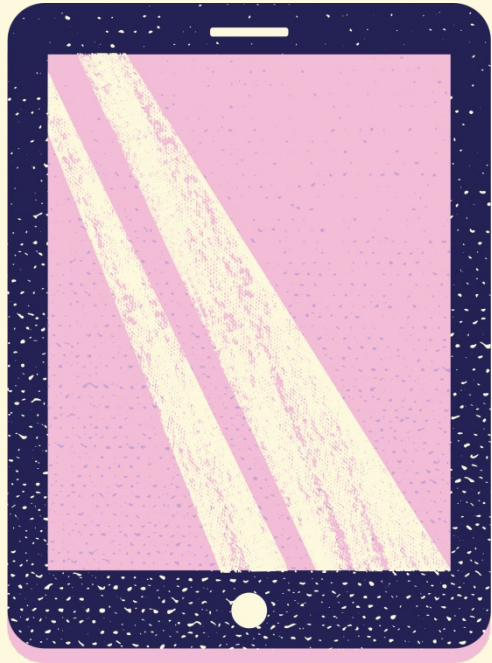
- Meeting minutes are essential for effective communication and decision-making in organizations.
- They serve as an official record of discussions, decisions, and actions from meetings.
- Minutes provide a reference for both attendees and absentees, ensuring everyone has the same information.
- Transparency from documented minutes helps prevent misunderstandings and disputes.
- Clearly outlines agreements and assigns responsibility for specific tasks.
- Can be used to track progress over time and maintain a historical account of decisions and actions.
- Fosters accountability and a sense of responsibility among team members.
- Enhances productivity by ensuring commitments are followed through.
- Well-crafted meeting minutes are crucial for maintaining organizational clarity and efficiency.

- **Identify the meeting's purpose and objectives**
- **Create a structured outline for the agenda**
- **Include basic details:**
  - **Meeting date**
  - **Time**
  - **Location**
  - **Participants**
- **List key topics or discussion points in logical order**
- **Assign a time frame for each agenda item**
- **Include necessary background information or documents**
- **Designate leaders for each section of discussion**
- **Allocate time for additional business or open discussions**
- **Ensure the agenda aids in conducting a productive meeting**
- **Use the agenda to create clear and concise meeting minutes afterward**

PROCESS OF WRITING

Writing meeting minutes is an important task that ensures the discussions and decisions made during a meeting are accurately documented. Here are the first three steps to get you started:

1. **Preparation Before the Meeting: Before the meeting begins, familiarize yourself with the agenda and the list of attendees. This will help you anticipate the topics of discussion and identify key participants, making it easier to capture relevant information. Ensure you have all necessary materials, such as a laptop or notebook, and any previous meeting minutes for reference.**
2. **Record Attendance and Basic Details: As the meeting starts, note the date, time, location, and names of attendees and absentees. It's also helpful to document the purpose of the meeting and any significant contextual information that might be relevant later on. This establishes the framework of the minutes and provides a clear record of who was present.**
3. **Capture Key Points and Decisions: During the meeting, focus on recording the main points of discussion, decisions made, and any action items assigned. It's important to capture the essence of each topic rather than trying to transcribe every word. Highlight any votes or consensus reached, and note deadlines or individuals responsible for follow-up tasks. This ensures that the minutes are concise yet informative.**

- **Writing meeting minutes is essential for clear record-keeping of discussions and decisions.**
- **The last three steps typically include:**
  - **Reviewing the draft: Ensure accuracy by verifying all important points, decisions, and action items; make necessary corrections.**
  - **Distributing the finalized minutes: Share with all participants and relevant stakeholders via email or a shared platform to keep everyone informed.**
  - **Storing the minutes: Organize in a designated folder within the company's file management system for easy retrieval in the future.**
- **These steps promote transparency and continuity in organizational processes.**

- Meeting minutes are essential for effective communication and accountability within organizations.
- They serve as an official record of discussions and decisions made during meetings.
- Key points, action items, and responsibilities are captured in the minutes.
- Documentation keeps all participants informed, especially those unable to attend.
- Well-documented minutes provide a reference for future meetings, tracking progress on agreed actions.
- They contribute to transparency within the organization.
- Minutes can help resolve disputes by providing a clear account of discussions and decisions.
- Overall, meeting minutes enhance organizational efficiency, foster clarity, and maintain a shared understanding among team members.

- **Meeting minutes are crucial for documenting proceedings and decisions.**
- **Types of meeting minutes include:**
  - **Formal meeting minutes:**
    - **Detailed records of agenda items, decisions, and assigned actions.**
    - **Used in corporate or board meetings.**
    - **Serve legal and official purposes.**
  - **Informal meeting minutes:**
    - **Concise and focused on key points and action items.**
    - **Suitable for team or project meetings with less formality.**
  - **Action minutes:**
    - **Emphasize tasks, responsibilities, and deadlines.**
    - **Ensure accountability and follow-up.**
  - **Decision-only minutes:**
    - **Record only decisions made, omitting discussions.**
    - **Ideal for stakeholders needing quick updates.**
- **Each type helps keep participants informed, organized, and aligned with meeting objectives.**
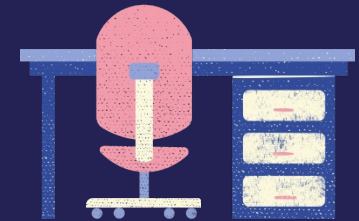
Meeting Minutes

Date: October 12, 2023

Time: 10:00 AM - 11:00 AM

Location: Conference Room A

Attendees:

- **Jane Doe (Project Manager)**
- **John Smith (Marketing Lead)**
- **Emily Johnson (Finance Officer)**
- **Mark Brown (IT Specialist)**

Agenda:

1. Review Previous Minutes
2. Marketing Update
3. Q4 Budget Planning
4. IT Upgrades
5. Any Other Business

. Review Previous Minutes
Approved without amendments.
2. Marketing Update
John reported a 15% engagement increase, discussed improvements, and agreed to explore social media collaborations.
3. Q4 Budget Planning
Emily presented the budget overview. Discussed cost-saving measures and approved a preliminary budget for revisions.
4. IT Upgrades
Mark outlined necessary upgrades for enhanced cybersecurity. A proposal for additional resources was unanimously supported.
5. Any Other Business
No additional items.
Action Items:
John: Research social media partners by October 20.
Emily: Revise Q4 budget for next meeting.
Mark: Draft IT upgrade plan by October 18.
Next Meeting: October 26, 2023, at 10:00 AM
Adjourned at: 11:00 AM
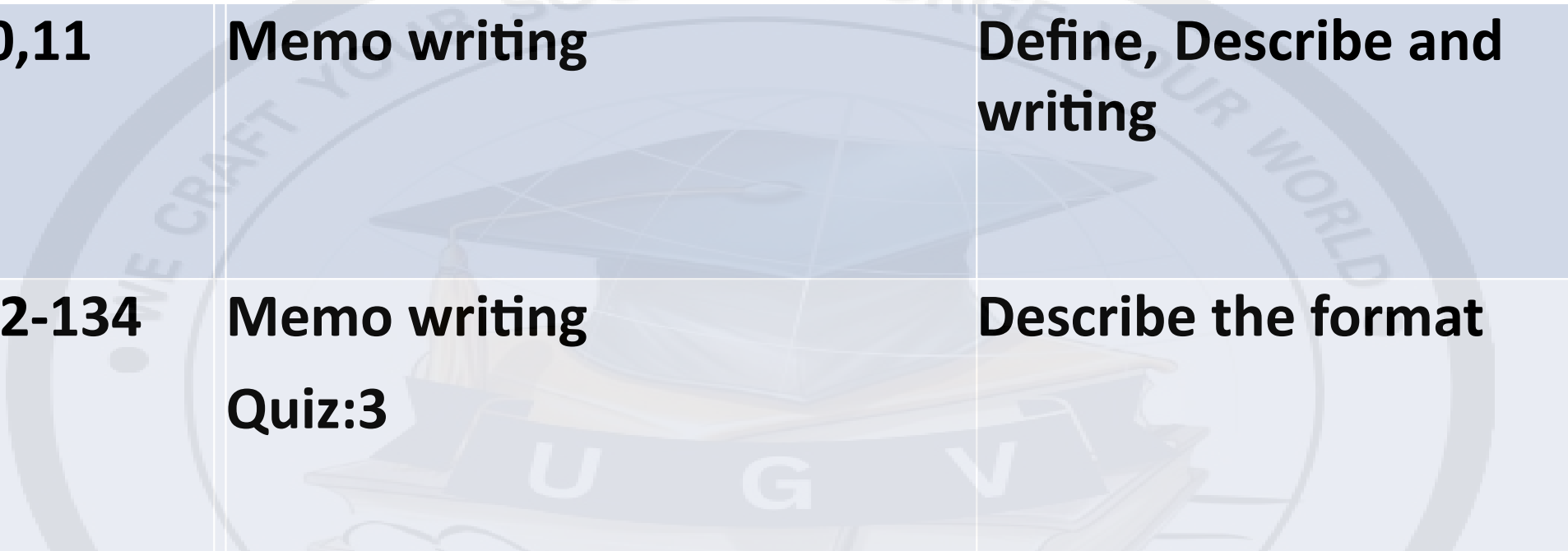
Here are three concise class assignment topics that inspire critical thinking and creativity:

1. Social Media's Impact on Communication: Analyze how social media has changed interpersonal communication, information sharing, and public opinion.
2. Renewable Energy Sources: Research types of renewable energy, discussing their benefits and challenges in moving away from fossil fuels.
3. Ancient Civilizations' Influence: Explore how ancient cultures like the Greeks or Romans have shaped modern society in areas like government, art, and philosophy.

WEEK-10,11	**Memo writing**	**Define, Describe and writing**
PAGE-102-134	**Memo writing** **Quiz:3**	**Describe the format**

What is Memo?

- The word "memo" is short for memorandum .
- A memo is a note to a group of people telling them to do something, or informing them of a new policy(plan of action).

A memo is:

- A hard-copy (sent on paper) document.
- Used for communicating inside an organization.
- Usually short.
- Contains **To**, **From**, **Date**, **Subject Headings** and **Message** sections.

- Does not need to be signed, but **sometimes** has the **sender's name** at the bottom to be more friendly, or the sender's full name to be more formal.

Reasons to send out a memo could be:

- An IT guy sending a reminder that all passwords need to be updated every 60 days.

- An Office Manager reminding people to put all dishes in the sink by the end of the day.

- A CEO explaining a new bonus policy.

Memos can be…

- Memos can be **instructional, informational, directive, persuasive, & technical**

Parts of a Memo

- Regardless of your purpose, memos are generally divided into segments in order to organize the information and to achieve your intention.

Heading

- The heading segment follows this general format:
    - **TO**: (readers' names and job titles)
    - **CC**: (in case any people you are copying the memo to)
    - **FROM**: (your name and job title)
    - **DATE**: (complete and current date)
    - **SUBJECT**: (what the memo is about, highlighted in some way)

Heading Format 1

Date: -------

To: ------------

From: ------------

Subject: ------------

Heading Format 2

Date: -------------

Subject: -------------

To: -------------

From: -------------

Heading Format 3

To: -----   Date: ------

From: --------   Subject: -----

Heading Format 4

To: -----

From: -------

Date: ------

Subject: -----

Opening Segment

□ The gist of a memo should occur in the opening sentences/paragraphs.

Summary Segment

- If your memo is longer than a page, you may want to include a separate summary segment. This segment provides a brief statement of the key recommendations you have reached. These will help your reader understand the key points of the memo immediately. This segment may also include references to methods and sources you have used in your research, but remember to keep it brief.

Discussion Segments

- The discussion segments are the parts in which you get to include all the juicy details that support your ideas. Keep two things in mind:

  - Begin with the information that is most important. This may mean that you will start with key findings or recommendations.

  - Start with your most general information and move to your specific or supporting facts. (Be sure to use the same format when including details: strongest--->weakest.)

  - For easy reading, put important points or details into lists rather than paragraphs when possible.

  - Be careful to make lists parallel in grammatical form.

Closing Segment

- You're almost done. After the reader has read your information, you want to close with a courteous ending stating what action you want your reader to take.

Necessary Attachments

- Make sure you document your findings or provide detailed information whenever necessary. You can do this by attaching lists, graphs, tables, etc. at the end of your memo. Be sure to refer to your attachments in your memo and add a notation about what is attached below your closing

Tips for Writing Memo…

- Before writing your memo, just remember these tips:

Memo Tip #1:

- **Make sure you have a crazily-easy-to-understand request BEFORE writing your memo.**
- For this purpose, ask these questions to yourself...
  - "Does this even NEED to be a memo? "
  - "If I got this memo in my inbox, would I just roll my eyes? "
  - "If I could get people to take ONE action after reading this memo, what would it be? "

Memo Tip #1:

- If you cannot answer any of those questions, perhaps you need to re-think if you should send out this memo.

- Needless memos take up time, cause needless frustration, and pile more work onto already-busy people. So let's make sure the memo is 100% necessary before sending it out!

Memo Tip #2:

- **Get the "essential info" out of the way, in the shortest space possible.**
- Try to give shorter and reasonable details.

Memo Tip #3:

Avoid Clunky Constructions

Weak

1-Significant are the number of poor people.

2-The reason why the planning process failed is because it did not have a strong outreach program.

Better

1-The number of poor people is significant.

2-The planning process failed because it did not have a strong outreach program.

Memo Tip #4: **Simplify**

Weak	**Better**
Assistance	Help
Endeavor	Try
Terminate	End
For the reason that	Because
In the event that	If
Perform the editing function	edit

Memo Tip #5:

- **Repeat and bold the action people should take at the end (in one sentence).**

WHAT I NEED FROM EVERYONE:

Email me your favorite type of cake by 5pm today!

- Simply stating what you need from people at the end will dramatically increase how many people take the action.

Memo Tip #6:

- **If action doesn't need to be taken, then tell them.**

- Let's save a massive amount of time for everyone, if something needs to no action, just say it!

- At the end of your memo, just write at the end:

No action required.

- Those three words let everyone know there's nothing further they have to do.

Memo Tip #7:

Avoid the "naked this"

Weak

Engineers often view community involvement as an afterthought. **This** can cause long-term problems in the planning process

Better

Engineers often view community involvement as an after thought. **This shortsightedness** can cause long-term problems in the planning process

Memo Tip #8:

Stress Active, not Passive Voice

The weaknesses were not documented. **(Passive)**
Mistakes were made. **(Passive)**
I think that this design is problematic. I think they could have improved the system by…. **(Active – overuse of personal pronouns)**

The planners did not document the weaknesses. **(Active)**
I made a mistake. **(Active)**
The planners could have improved the design. by…**(Active)**

Characteristics of a great memo:

- Very first section reminds them what action to take.
- Main message is super short and to-the-point.
- Very last section re-reminds them what action to take.

Characteristics of a bad memo:

- Super long header.

- Speaks in very "corporate-y tone" which bores people.

- Super long body of text that's hard to read.

- Lots of unnecessary details.

- Main point of memo is not immediately obvious.

- Last section does not re-state the action people need to take.

Quick Guidelines:

So before sending a memo, just remember to follow these quick guidelines:

- Make sure the action you're requesting is worthy of an entire memo.

- Give a one-sentence explanation of the memo in the header.

  - **Shorter = Better.**

- Get to the point right away. Re-read your memo and eliminate needless chatter.

- The last part of the memo should say exactly what action you want people to take.

Example Memo 1

To:
Health and Safety Committee

From:
Rana Ali
Chairperson, H&S Ctte

Date:
6 Jan, 2017

Subject:
Room Change for Next Meeting

The meeting on Saturday, 7 February has been changed to Room 101

Example Memo 2

To: Department Chairs

From: Dr. Kerns, CEO

Date: March 13, 2016

Subject: **Budgeted Fund for Office Supplies**

Please note that we have used more than 80% of the budgeted funds for office supplies for this fiscal year. We have over 3 months left in the fiscal year. Plan accordingly so that you do not overspend in this area.

Please see me to discuss circumstances.

Example Memo 3

To: All Staff

From: Dr. Jeff Joyner, President

Date: March 13, 2016

Subject: **Annual Company Picnic**

The annual company picnic will be held at Memorial Park on May 27, 2016. The event will be catered by Fresh Air Barbeque, with desserts by Nancy's Sweet Things. Immediate family members are invited. Please plan to join us! RSVP with Mrs. Taylor by May 1, 2016.

Example Memo 4

To: All Staff

From: The Boss

Date: June 1, 2006

Subject: **New Memo Format**

In order to make interoffice communications easier, please adhere to the following guidelines for writing effective memos:

- Clearly state the purpose of the memo in the subject line and in the first paragraph.
- Keep language professional, simple and polite.
- Use short sentences.
- Use bullets if a lot of information is conveyed.
- Proofread before sending.
- Address the memo to the person(s) who will take action on the subject, and CC those who need to know about the action.
- Attach additional information: don't place it in the body of the memo if possible.
- Please put this format into practice immediately. We appreciate your assistance in developing clear communications.

If you have any questions, please don't hesitate to call me. Thank you.

| WEEK-12 PAGE-135-146 | Document Design and Formatting: | Principles of document design: layout, typography, and use of white space. formatting styles for different types of documents |

Technical writing Document Design

- **What is design?**
  The design stage is when decisions of how a project will look are taken. In documentation, the design phase is about deciding the following:

- What will the document cover?
- What format will the document take?
- How will the document look?
- In what order will information be presented?
- The design stage must take into account the needs of the audience, in order to create something appropriate to their task

Design Goals

- When writing Technical documents we should remember 5 aims,

1. Make a good impression (Creating a positive image on the company)
2. Clearly define the structure
3. Give the reader information, that needed.
4. Clear and accurate (Make them understand)
5. Help the readers remember (Visual, Prompts and elements)

Types of Documents

1. Marketing Documents

2. Reporting Documents

3. Instructing Documents

4. General documents

Marketing Documents

- Tech. Writers makes marketing documents such as brochures, Case study, Press release, Product handbook, Advertising copy etc

- Unlike other types of documents, it can be read by all types of audiences.

- These documents are used for promotion purposes.

EX: Marketing documents

Reporting documents

- Tech writers have skills to write different types of documents. It includes magazines, NP articles annual reports and website designing.

- Technical reports are written to provide information, analysis, instructions and/or recommendations. These reports provide the reader with enough background on a topic to be informed and potentially make decisions.

- **Example: a technical report on one phase of a company's manufacturing process. The report includes information on how this phase impacts the product, the process itself, and recommendations for optimization.**

Reporting document- Annual report

Instructing Documents

- Intention of this types of documents is to instruct and to inform or teach people those who don't know particular applications.

- Tech writers match the level of tech language with the audience level of proficiency while writing such types of documents.

- These documents include user manuals, installation manuals, glossary, training materials, online tutorials and quick start guides etc.

Instructing Documents

- **WRITING A TECHNICAL MANUAL**

- The process of producing a technical manual usually is a team effort. In most situations, a Technical Communicator is only given **one portion of the whole project**. Other parts go to the **Graphical Designer, Editor** and such. The "whole picture" is usually only seen by the Project Manager.

Tasks for a technical manual

- A standard technical manual is one that is text-based with illustrations. It is usually delivered on paper, although it may also be an online manual. Technical manuals are usually considered user, service and training manuals or guides. The tasks required in producing a standard technical manual are typically:

- Research and interview to get information
- Outline and organize technical material
- Draw or obtain pictures and graphics
- Transform technical material into common language
- Edit written material
- Print and bind manual
- Deliver final product

Effective Information Design

- The success of a user manual in meeting objectives, depends on effective information design. The way information is visually presented to users is just as important as the information itself. User manuals should be divided up into sections according to **functional categories.** user manuals typically contain all of the following elements:

WEEK-13 ,14 Report Writing
PAGE-147-166

Principles, layout, formatting styles for different types

REPORT WRITING

WHAT IS A REPORT?

A report is a **formal** document used to convey **information**, often in a structured and organised manner.

It is mainly **factual** and **impersonal**, although it may contain **persuasive** elements, such as language for recommendations.

REPORT WRITING IRL

Report writing holds practical significance in real-life situations:
- in academia
- in business
- in politics
- in everyday life

LANGUAGE & STYLE

- Reports use **formal** and **neutral** language.
- They are written in an **impersonal** tone, so personal opinions should be avoided.
- If required, **persuasive** language may be used to make a recommendation.

KEY ELEMENTS OF A REPORT

- **Title:** it should be clear and concise.

- **Introduction:** it introduces the topic and purpose of the report.

- **Main Body:** it develops the main ideas; presenting facts, findings, or analysis.

- **Conclusion:** it summarises the main ideas and may provide a recommendation.

STRUCTURE & ORGANISATION

- Use **sub-headings** to organise the report into sections.

- Use **bulleted lists** for presenting key points or supporting evidence.

- Ensure a **logical flow** from one section to the next.
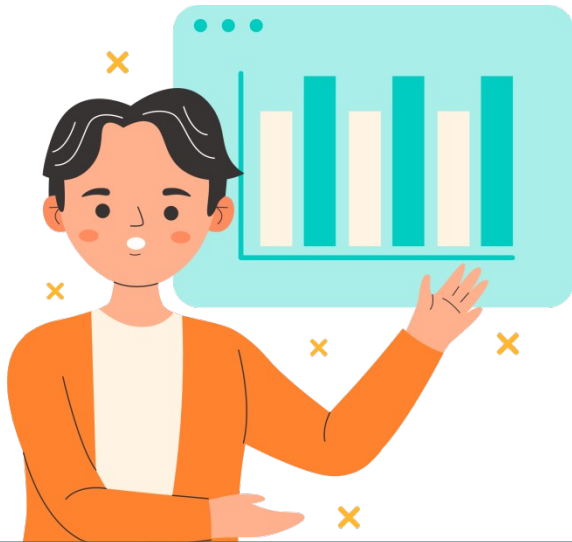
Here's a model answer.
Let's analyse the structure and identify the key elements.

Impact of Online Learning on Student Performance.

Introduction:

This report aims to analyse the impact of online learning on student performance in the context of EFL (English as a Foreign Language) education. As educational institutions worldwide have transitioned to virtual classrooms, it is essential to evaluate how this shift influences students.

Findings:

Based on our research, online learning has both positive and negative effects. Students appreciate the flexibility and convenience of remote classes. However, challenges such as technical issues and distractions at home can hinder their learning experience.

Evidence:

Our survey of 300 EFL students found that 70% believe online learning improves their ability to manage time efficiently. On the contrary, 45% reported difficulties in maintaining focus during online classes.

Recommendations:

To enhance the online learning experience, we recommend:
- Providing technical support to students.
- Incorporating interactive and engaging teaching methods.
- Encouraging peer collaboration through virtual study groups.

Conclusion

In conclusion, online learning has a significant impact on EFL student performance. To maximise the benefits and mitigate challenges, educators and institutions must adapt to the evolving educational landscape.

TITLE

INTRODUCTION

MAIN BODY

CONCLUSION

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SUB-HEADINGS

BULLETED LISTS

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PURPOSE →

CONTEXT →

Findings:

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FINDINGS →

Evidence:

Our survey of 300 EFL students found that 70% believe online learning improves their ability to manage time efficiently. On the contrary, 45% reported difficulties in maintaining focus during online classes.

EVIDENCE →

FACTS/DATA →

Recommendations:

To enhance the online learning experience, we recommend:
- Providing technical support to students.
- Incorporating interactive and engaging teaching methods.
- Encouraging peer collaboration through virtual study groups.

RECOMMENDATION →

Conclusion

In conclusion, online learning has a significant impact on EFL student performance. To maximise the benefits and mitigate challenges, educators and institutions must adapt to the evolving educational landscape.

SUMMARY →

FINAL REMARKS →

A report is a structured document that presents information in a clear, concise, and formal manner, often used to analyze a situation, solve a problem, or make a recommendation. Reports are commonly used in academic, business, and scientific contexts to communicate findings and insights to a specific audience. They typically include an introduction, methodology, results, and conclusion, and may incorporate visual elements like charts or graphs to enhance understanding. Reports aim to provide an objective analysis, supported by evidence and research, to inform decision-making or further discussion on the topic at hand.

- **Informational Reports: Present data and facts without analysis. Examples: progress reports, meeting minutes.**
- **Analytical Reports: Offer analysis and recommendations. Examples: feasibility studies, market analyses.**
- **Research Reports: Detail research findings, including methodology and conclusions, common in academia.**
- **Explanatory Reports: Explain concepts or processes, such as user manuals and white papers.**
- **Progress Reports: Update on project status, including achievements and next steps.**
- **Technical Reports: Document technical processes or findings, often used in engineering.**
- **Business Reports: Cover topics relevant to business operations like financial statements and annual reports.**
- **Incident Reports: Record details of unexpected events for review and prevention.**
- **Evaluation Reports: Assess the effectiveness of a program or project, often in education and non-profits.**
- **Feasibility Reports: Analyze the practicality of proposed projects, offering insights into potential success.**

TIPS FOR WRITING REPORT

- Understand the purpose of your report and identify your audience.
- Develop a clear outline to organize your thoughts.
- Structure your report with an introduction, body, and conclusion.
- In the introduction, provide background information and state objectives.
- The body should contain detailed sections with headings for main points.
- Support your points with data or evidence where applicable.
- Ensure smooth transitions between sections.
- In the conclusion, summarize key findings and suggest recommendations if appropriate.
- Use clear and concise language; avoid jargon unless necessary.
- Review and proofread to eliminate errors and ensure clarity.
- Consider including visuals like charts or graphs to enhance understanding and engagement.

- **Importance of Writing Reports:**
  - Structured communication tool for clear information conveyance.
  - Essential in both academic and professional settings.
- **Purpose of Reports:**
  - Provide detailed accounts of specific topics, projects, or research.
  - Facilitate informed decision-making and strategic planning.
- **Benefits of Reports:**
  - Document progress and analyze data.
  - Present findings in a coherent manner for better understanding.
  - Serve as official records for future reference, promoting transparency and accountability.
- **Skills Developed Through Report Writing:**
  - Enhances critical thinking abilities.
  - Improves organization and communication skills.
- **Overall Significance:**
  - Vital for conveying insights, recommendations, and conclusions.
  - Supports both organizational objectives and academic pursuits.

Formal and informal reports serve distinct purposes in organizational communication, each characterized by its unique structure and style.

1. **Formal Reports: These are comprehensive and structured documents designed to address complex issues through detailed analysis and research. They typically include elements such as a title page, table of contents, executive summary, introduction, body, conclusion, and recommendations. Formal reports are often utilized in professional environments for business reports, research studies, or annual reports, where precision and thoroughness are essential.**

2. **Informal Reports: In contrast, informal reports are more straightforward and flexible, usually presented in memo or email formats. They prioritize the quick and efficient conveyance of information, often lacking extensive detail or strict formatting. Informal reports are frequently used for internal communications, such as progress updates, meeting summaries, or brief evaluations, aiming to communicate essential information clearly and concisely. The choice between formal and informal reports ultimately**

NEWS REPORT FORMAT

- Start with a compelling headline that captures the essence of the story.
- Include a byline to credit the journalist or news agency.
- Write a lead paragraph that summarizes the critical aspects of the news engagingly.
- Organize the body of the report in an inverted pyramid style, presenting the most vital information first.
- Use subheadings, bullet points, and quotes for better readability.
- Incorporate visual elements like photographs, charts, or infographics to enhance the text.
- Provide informative and concise captions for images.
- Conclude with a summary or a relevant call to action.
- Ensure consistent formatting, clear fonts, and appropriate spacing for a professional appearance.

Title: Fatal Road Accident Claims Lives in Dhaka, Bangladesh

Dhaka, Bangladesh (October 30, 2023) – In a tragic incident early this morning, a devastating road accident occurred on the bustling Dhaka-Chittagong Highway, claiming the lives of at least five individuals and leaving several others injured. The accident took place near the port city of Chittagong, when a passenger bus collided head-on with a cargo truck. According to eyewitnesses, the crash was so severe that it led to significant traffic disruptions and required emergency services to work tirelessly to rescue trapped passengers from the wreckage.

Local authorities have initiated an investigation into the cause of the collision, with initial reports suggesting that dense fog and reckless driving may have contributed to the tragedy. The injured have been rushed to nearby hospitals, where medical teams are working around the clock to provide critical care. This incident has once again highlighted concerns over road safety in Bangladesh, a country that witnesses a high number of traffic-related fatalities each year. Government officials have expressed their condolences to the families of the victims and have vowed to take stringent measures to prevent such accidents in the future.

Title: Fire Erupts in Gazipur Garment Factory, Renewing Safety Concerns

A fire broke out in a garment factory in Gazipur, Bangladesh, on Wednesday evening. The blaze started on the second floor of a six-story building and spread rapidly due to flammable materials. Firefighters arrived quickly and contained the fire after a two-hour effort.No casualties were reported, but several workers sustained minor injuries during evacuation. Authorities are investigating the fire's cause, with an electrical short circuit being a likely trigger.This incident underscores the urgent need for improved safety standards in Bangladesh's textile industry, vital to the economy.

WEEK-15 , 16	CV and Cover letter	Formatting styles for different types
		Above topics
PAGE-167-182	CV and Cover letter	Creating and organizing
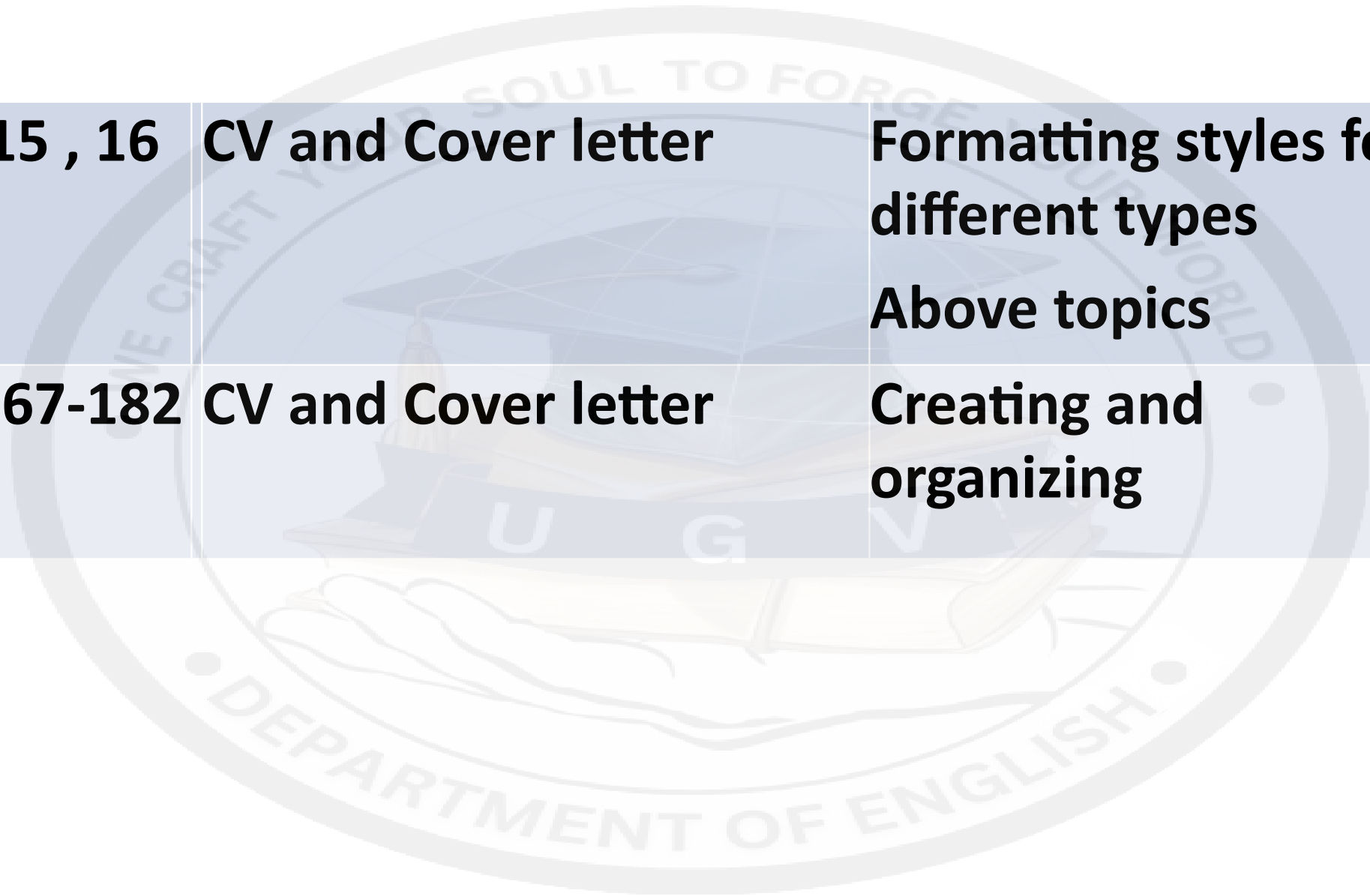
CV & COVER LETTER

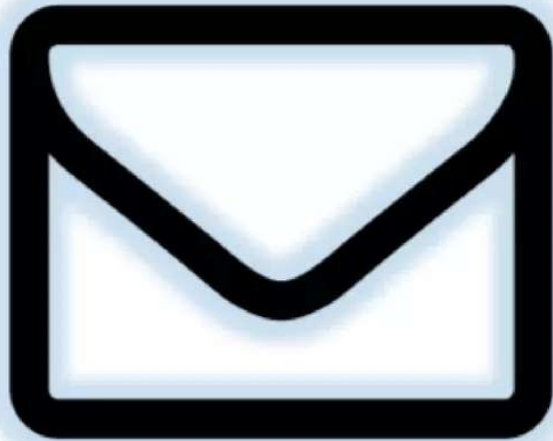# GOALS OF COVER LETTER

- MAKE IT PROFESSIONAL

- MENTION MUTUAL CONTACT

- MARKET YOURSELF

- MAKE IT SIMPLE

- RESEARCH ON THE COMPANY AND THE PERSON

- SEND A LETTER SAYING "ATTACHED IS MY RESUME"

- USE ABBREVIATIONS LIKE "U" LIKE IN TEXT MESSAGES OR PERSONAL EMAIL

- DO NOT PUT FALSE INFORMATION

TIPS OF COVER LETTER

CURRICULUM VITAE

HEADINGS

➢ Don't write CV, curriculum vitae or resume at the top

➢ Put our name down with bold type

➢ Use the (+) sign before the country code to put phone number

➢ Use a serious mail number

➢ Include formal photo unless informal photo have been asked

CAREER OBJECTIVES

➢ Objective should be this particular job

➢ It isn't necessary to write a full sentence

➢ Make it short and specific

KEY SKILLS

➢ **A very brief summary of your most relevant skills**

➢ **Use phrases instead of full sentences**

➢ **Can put star marks to persuade the skills perfectly**

EDUCATION

- ➢ Starting with our most recent education

- ➢ university degree or expected degree

- ➢ full name of the university in English, location

- ➢ The period of time

- ➢ Main subject

EDUCATION

➢ **Expected graduation date if we are close to graduate**

➢ **Do not include grades unless they are above average**

➢ **Use standard English translations of degree titles**

➢ **If we have received any academic honors, include them in this section**

EXPERIENCE

➢ Use experience instead of work experience

➢ Include paid work, Non paid work, Volunteer work or else

➢ Identify the employer or organization

➢ Our position and our key responsibilities and accomplishments

➢ Use reverse chronological order

➢ Use the present tense for current positions and the past tense for work we are no longer doing

ADDITIONAL SKILLS

➢ List language skills

➢ Computer skills

➢ Any other relevant skills

Interests and Activities

➢ **Writing a list of your activities doesn't reveal much**

➢ **Any of our interests or activities particularly relevant to the job**

➢ **Any activities highlight our leadership**

➢ **Sports imply demonstrate teamwork and leadership skills**

➢ **Memberships and our roles in organizations**

➢ **Do not include religious or political activities**

References

- References Available upon request

- Try to put two references at least if available

WEEK-17

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Revise and Doubt Clearing