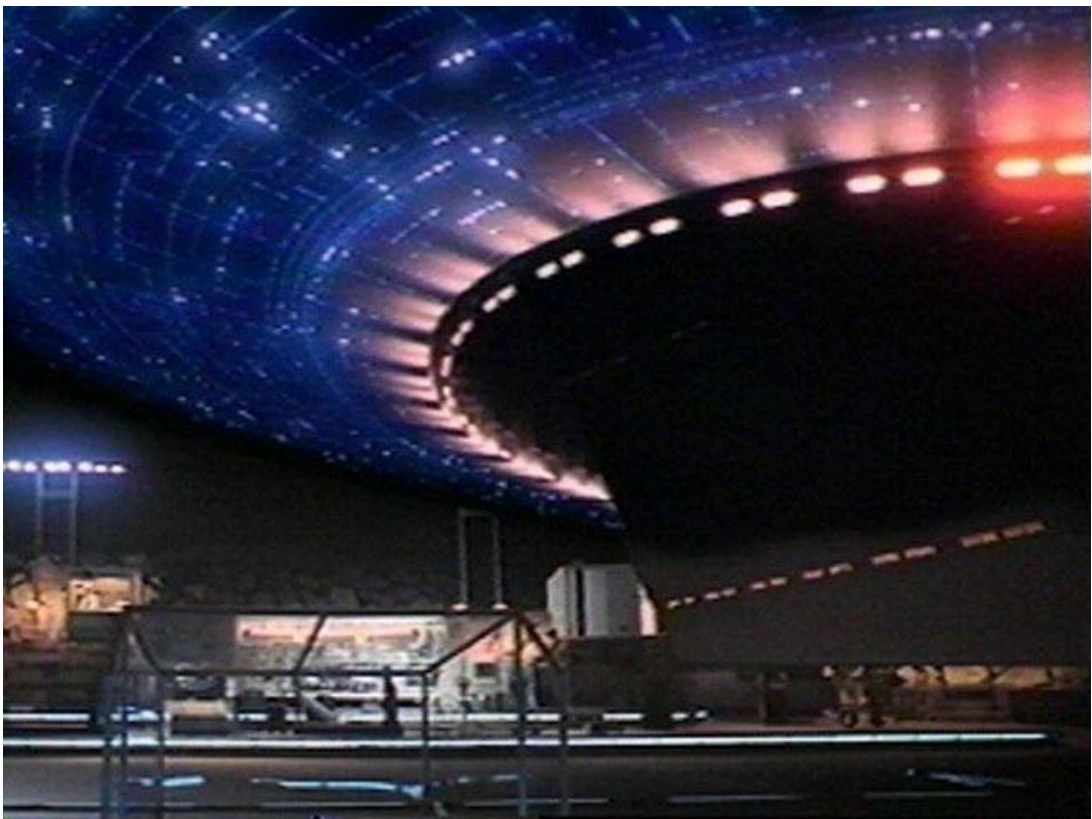


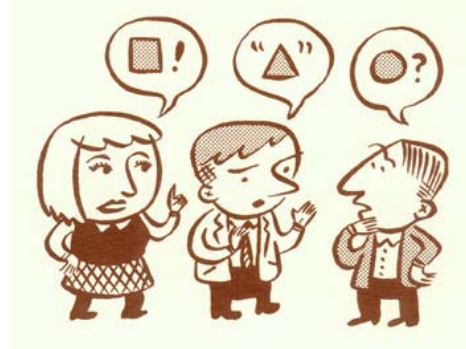
Professional/Technical Communications

Why do we communicate?

- **To convey information.**
- **To request actions.**
- **To record events.**



Types of Communication



ORAL

- Personal Conversations
- Telephone Conversations
- Presentations

WRITTEN

- Email
- Reports
- Letters & memos



Phone Conversations



When Calling:

- **“Hello, this is <First & Last names>. May I speak to ___? I was calling regarding _____. “**
 - Have a plan when you call, rehearse it first.
 - Re-familiarize the party with your situation.
 - Use formal titles (Mr., Mrs., Dr., Prof., etc.)
 - Talk clearly. Don’t chew gum while on phone.
 - Avoid slang & swearing.
 - Close your window if driving to reduce wind noise.

When Answering:

- **Have a set answer response. Let them know who they called. “Hello, this is Bill Smith.”**
 - Jot down the caller’s name if they are not familiar to you. Use it to remember it.
 - Be polite even if they are interrupting something.

Phone Messages

Your Phone Message:

- Have a professional message on your cell phone.
 - “Hi! This is <First & Last names>. Leave a message and we’ll get back to you as soon as I can.” vs. “Yo! You know what to do!”

Leaving a Message:

- Be clear, brief and concise.
 - Don’t tell your life story.
 - Don’t forget to tell what you wanted.
 - If it isn’t necessary for the party to call back, tell them what you need them to do.
- Leave your full name and number at the start AND the end of your message.
- **SPEAK CLEARLY & SLOWLY!**



In-Person Conversations

When Meeting New People

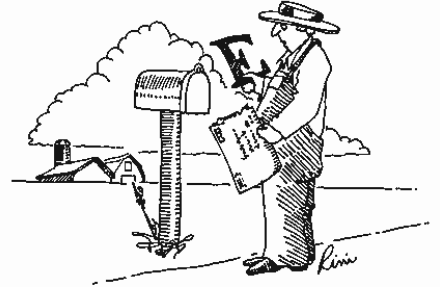
- Introduce yourself.
- Shake their hand.
- Remember their name and use it.
- In service situations take notes about the encounter for later reference.

When talking to acquaintances

- Address them respectfully (Mr., Dr., Prof., etc.)
- Listen to them!!
- Look at them while they are talking.
- Don't answer the cell.
- Be polite.
- No profanity.



E-Mail Correspondence



- **Formal electronic correspondence, so treat it that way.**
 - **Not and IM or Text Message. (I will c u L8r) Use proper English construction.**
 - **It's professional so keep it that way.**
 - **Keep them simple.**
 - **Include your name and contact information.**
 - **Have a logical subject**
 - **Request for course waiver for Spring 07**
vs. Hi! Or Bill Smith
 - **Respond to emails within a day. Even if it's "Received and we'll get back to you."**
 - **Keep threads when replying back and forth.**
 - **Review it before you send it!!**
 - **Keep a professional Email address.**
 - **Bill.smith@utoledo.edu vs.**
fancypantsxxx @ yahoo.com

Lab Reports & Technical Writing

- Clarity & Brevity should be the rule
- Avoid using slang terms.
- Use proper technical terminology for standard equipment/procedures.
- Maintain naming convention throughout the report. Don't switch terms in the mid-report.
- Don't narrate order.
 - Label steps or imply order.
 - Step 1 : vs. The first step was....then...

DILBERT



More Technical Writing

- **Use the third person perspective**
 - **No pronouns :**
 - (The group, the equipment, one member, etc.) vs. (We, I, He, Our)
 - **Make definitive statements:**
 - “The aggregate was weighed and placed in a standard sieve stack which was placed in the shaker apparatus. The stack was shaken for 5 minutes before it was removed and the weight of aggregate retained in each sieve was obtained. ” vs.
 - “We weighed the rocks and placed them in our set of sieves. Bill took to them to shaker thing and ran them for 5 minutes. Next, I weighed the stones to see how much was in each sifter pan.”