

Eng 201

Lecture 23-45.
(Self-belief and hardwork
will always earn you
Success.)

Eng 201

Lecture 23:-

Planning Long Reports.

Steps of planning a report:-

- a) Define the outline and purpose.
- b) outline the issue for investigation.
- c) Prepare a work plan.
- d) Conduct research.
- e) Analyze and draw conclusions.

★ 1. A purpose statement is a declarative sentence which summarizes topic and goals of a document.

★ 2. To be effective, a statement of purpose should be specific and precise, concise, clear and goal-oriented.

★ 3. In order of importance:-

Study the reports in increasing order.

★ 4. Sequentially:-

Present your information step by step.

★ 5. Chronology:-

organize according to events that happens first.

★ 6. Spatially:-

Study left to right, top to bottom and inside to outside.

Analytical Reports:-

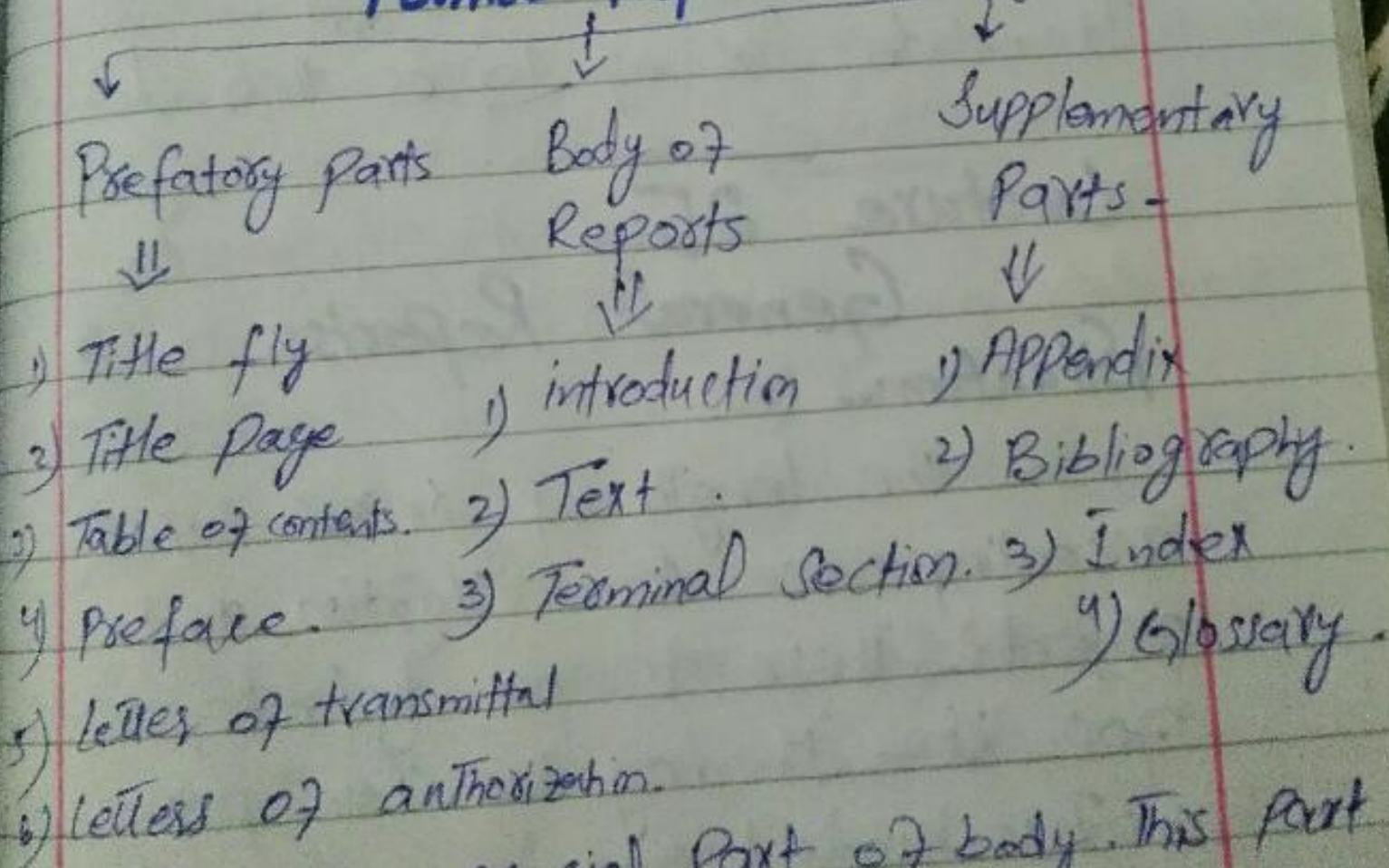
These reports offers both information and analysis - and they also purpose recommendations

Lecture # 24:- Writing Long Reports:-

Formal Report:-

A professional report conveys the impressions that the subject is important.

Formal Reports:- 3 major divisions.



Text is crucial part of body. This part consists of major section which are gathered as a result of your investigation

Appendix:-

In appendix you may include Tables, Pictorials, graphs and charts.

Bibliography:-

It refers to a source from which you gathered your informations. It may be books or etc.

Glossary:-

A Glossary is an alphabeting listing of special terms.

Index:-

It includes list of topics ^{and} their division.

Lecture 25:-

General Reports:-

Situation:-

The length of report varies according to the situation and projects. There is no definite criteria for it. It may be two paragraphs or two hundred pages.

Super structure of Reports:-

- 1) Introduction
- 2) Methods of obtaining data
- 3) Facts
- 4) Discussion
- 5) Conclusion
- 6) Recommendations

Lecture 26:-

Empirical Research Report:-

An Empirical research is a research that reports the result of a study and use data derives from actual observation or experimentation. Such research is used to answer a question or test a hypothesis.

Super structure:-

- 1) Introduction
- 2) objective of research
- 3) Methods
- 4) Results
- 5) Discussion
- 6) Conclusion
- 7) Recommendations

Explaining importance of research:

These two methods are used-

- 1) State the relevances of your research to organizational goals
- 2) Review the previously published literature on this subject.

Objectives of Research:-

These objectives defines the focus of your project, Influence the choice of research method, and shape the way you interpret your results.

Results:-

Generally results are shown by Tables or Graph.

Lecture 27:-

Feasibility Reports.

They are written to help the decision-makers to choose between two or more courses of action.

Superstructure:-

- 1) Introduction-
- 2) Criteria -
- 3) Methods of obtaining Facts-
- 4) Overview of alternatives-
- 5) Evaluation-
- 6) Conclusion-
- 7) Recommendations-

In Introduction, you basically answer your readers in every report.

Criteria:-

Criteria are the standards that you apply in a feasibility study to evaluate the alternative courses of action which you are considering.

Two ways of presenting Criteria:-

- 1) Devote a separate section to identify and explaining them.
 - 2) Integrate your presentation of criteria into other elements of report.
- The Heart of feasibility report is the detailed evaluation of courses of action, you studied.

Lecture 28:-

Progress Reports-

These Reports states the progress made towards the goal during reporting period, and scheduling issues, and lists future objectives to be carried out - (Project monitoring and accountability)-

* Readers of Progress Report are primarily concerned with the future.

1. Superstructure:-

- 1) Introduction
- 2) Facts
- 3) Discussion
- 4) Conclusion
- 5) Recommendations.

Lecture 29:-

Proposals:-

A proposal is a special type of analytical report designed to get products, plans or projects accepted by outside business.

* Your readers may be employed in your organization, or they may be employed in other organization.

Two Important features of proposals:-

- In your proposal, you ask decision-makers to invest some resources.
- Your readers will make their investment decision continuously. They will be accurately aware that their resources will be limited.

Superstructure for proposals.

Introduction -

• Problem -

• Solution -

• Cost -

• Research question is related to researchers investigation in proposals.

There are four type of criteria used in proposals.

When you propose something, you are asking the investment resources usually money and time -

Product:-

To describe your product persuasively, you need to do three things

• Tell your readers how you reach your objectives -

• Provide enough details to **satisfy** your reader -

• Explain the desirability of the product of your project -

Schedule:-

The most common way to present a schedule is to provide a schedule chart -

Management:

When you propose a project that involves more than four people, you should increase the management structure of your group.

Lecture 30.

Instructions.

#. The simplest and shortest instructions are only a few sentences long.

#. Instructions shape attitudes of readers.

#. Good visual design is essential.

#. Testing of instructions is often indispensable.

#. Design your page effectively. The advantage is that you can help your readers easily find the instructions.

Instructions are easiest of all communication to write.

Instructions are present a considerable challenge to the ~~readers~~.

Writer.

Superstructure of instructions:-

It contains five elements-

- Introduction.
- Description of equipment.
- Theory of operations.
- List of material and equipment.
- Guide to trouble shooting.

#. The simplest instruction contains only one direction-

#. Many instructions also contains elements of reports and proposals.

Lecture 31.

Visual Aids.

Visual Aids can be defined as instruction aids, such as posters, scale models, Graph and Tables.

Visual aids can add a new dimension to presentations.

Guidelines:-

- Clarify the relationship among Numerical Data.
- Support your arguments.

- Make detailed information Easy to find.
- Consider your reader's Task.
- Consider your reader's attitude.
- Make your visual aids Simple.
- Label the imp contents clearly.
- Provide Informative title.
- Different visual aids are suitable for different reading task - often the same information can be presented in a different way.
- You should also look to pick the type of visual aids.

Purpose of visual Aids:-

- 1) To make the document interesting.
- 2) To provide information.
- 3) To simplify the Data.

Film and video visual aids is the most ~~effectively~~ difficult.

we motivate through visual aids.

Object is type of visual aids and It is three-dimensional.

Lecture 32:- Creating 12 types of Visual aids

- 1) Tables -
- 2) Bar Graphs -
- 3) Picto Graphs -
- 4) Line Graphs -
- 5) Pie charts -
- 6) Photograph -
- 7) Drawings -
- 8) Diagrams -
- 9) Flow chart -
- 10) Organization chart -
- 11) Scheduling chart -
- 12) Budget statement -

Lecture 32 Imp Quiz.

Framework of Table:-

- How to order Rows and Columns -
- How to align entries in Columns -
- Where to place special cases -

Visual Aids

Pictographs are special kind of Bar graph in which bars are replaced by drawings.

Pie chart is unsurpassed in its ability to depict the composition of a whole.

Diagrams accurately convey the actual appearance of things.

Line graphs shows how one quality changes as function changes in another quantity.

Flow charts are an excellent mean of representing the succession of events in a process.

Organization chart use rectangle and lines.

Schedule chart shows major step in a project.

Budget statement is a table that shows how money spent or gained.

Uses of Bar Graph.

- To compare quantities at a glance.
- To show Trends -
- To indicate the composition of whole.

Lecture 33:

Write Specifications:-

There are four types of specifications.

- 1) Requirement specifications.
- 2) Functional specifications.
- 3) Design specifications.
- 4) Test specifications.

Requirement:-

It is a document that shows what the product will do and how it will be expected to perform.

Functional:-

It is a formal document used to describe a product's intended capability, appearance and interactions with users.

Design:-

It explains your product and specifies what you want it to perform as well as how the user interacts with it.

Test:-

It is a document that provides essential background information about the planned program.



Lecture 34:-

How to Avoid Common writing Problems. Writer's Block:-

Factors of writer's Block.

- 1) Lack of informations.
- 2) Lack of well-defined purpose.
- 3) Poorly analyzed audience.
- 4) Organization problems.
- 5) Punctuation problems.
- 6) Readability problems.

Writing style Problems:-

Subject-verb Sentences (SV)

The programmer quits.

Subject-verb-object Sentences (SVO)

The programmer kicked the terminal.

Subject Linking verb-Complement (SLVC)

The programmer felt (LV) sick (C)

Subject-verb-indirect object-object (SVIO)

The programmer gave the engineer (IO)
a headache (O).

Lecture 35

Language Review

Paragraph Unity:-

It develops a single idea thoroughly and links it to the rest of paragraph. Unity supports the main idea of the paragraph with details.

Paragraph Coherence:-

It is achieved when sentences are ordered in a logical manner and when clear transitions link sentences. We use pronouns to link sentences.

Transitional words and phrases:-

Transitional words and phrases show the relationship between the parts of a sentence. They help the reader to progress from one idea to next idea.

Process in a Paragraph:-

A process paragraph describes how an action is carried out or how something works.

Use descriptive prose to provide a physical picture of the subject.

Cause and Effect:-

We cause and effect in paragraphs when you are tracking the development of one situation as a result of another.

Comparison and Contrast:-

To develop a topic by examining its similarities or dissimilarities to another thing.

Classification and division:-

To develop material by relating parts to whole -

Enumeration:-

We use enumeration in a paragraph when you want to itemize or list a set of topics or a series of some kind. Enumeration is a powerful way to establish a series of objects and to emphasize each element.

Lecture 36:-

Stacked modifiers:-

Stack modifiers are strings of modifiers preceding nouns that make writing unclear and difficult to read.

Passive and active voice:-

Use the active voice whenever the passive voice is not appropriate.

Nominalization:-

Use verb forms instead of noun forms.

Unnecessary Repetition:-

Avoid unnecessary repetition - one of most common type involves modifiers that repeat information given in the word modified.

Sentence Fragment:-

A sentence fragment is missing a subject, a verb, or both but it is punctuated as if it were a complete sentence.

Comma splice:-

Never link two independent clauses with just a comma - This known as

or comma splice error.

It can be corrected by Four ways.

Fused Sentences:-

When two independent clauses are joined without conjunction or a punctuation, a fused sentence or run-on sentence occurs.

Stringy sentence:-

is a sentence that is usually difficult to read and understand because it has too many clauses.

Lecture 37:-

Language Review-

Lack of parallelism:-

Parallelism refers to the principle that parts of a sentence that are same in function should be the same in structure. All phrases must be of the same type.

Choppy Sentences:-

Choppy sentences are sentences that are too short and often repeat the same words.

Misplaced modifier:-

It is a word, phrase, or clause that is improperly separated from the word it modifies.

Adverb modifiers:-

If the modified word is a verb, adjective, or adverb the modifier is adverb modifier.

Dangling modifiers:-

is a phrase or a clause that is not clearly and logically related to the word or word it modifies.

Use only one negative word to show negative idea.

Pronoun Reference:-

It is the practice of making pronouns refer clearly to the words they replace. Make sure all of your pronouns can be easily identified.

Pronoun Case:- 3 Cases-

1) Subjective.

2) Objective.

3) Possessive.

Lecture 38:-

Language Review:-

Abstract and general language:-
~~The~~ clear writing consists of specific
chosen words should use not use

Abstract language-

ornate language:-

use the simplest, most directed
words possible - ornate words simply
distract the reader from your main
point-

Vague language:-

They are words or phrases
that are not very exact or precise

Biase language:-

It refers to word and
phrases that are considered offensive
and hurtful such as age, sex, race,
social class etc-

#. place a comma after a transitional
words or phrase.

#. place a comma after an introductory
dependent clause.

- Use Comma to separate items in series
- Use Comma between coordinate modifiers -
- place comma inside quotation marks but outside parentheses -

Lecture 39:- Language Review.

Colons:- Symbol (:)

Uses of Colon:-

- to introduce and emphasize lists.
- to express ratios.
- to separate numbers signifying different nouns.
- time in bibliographic citation.
- to separate title from subtitles.

Question marks:- (Symbol ?)

Use a question mark to end an interrogative sentence.

Exclamation mark:- symbol (!)

Use exclamation points only to end warning or caution statements or as specialized scientific notation -



Quotation marks: - Symbol (" ")

- To enclose the name of articles -
- To indicate direct quotation of speech.

Hyphen: - Symbol (Dash -)

- To clarify the meaning of words.
- To divide words.
- To express to or through between two numbers.
- For specialized scientific notation.

Parentheses: - Symbol ().

Used to enclose information.

Brackets: - Symbol []

Use Brackets to set off an explanatory reference, your own comments or correction within material you are quoting.

Lecture 40:-

Mechanics

Capitalization:-

- Capitalize the first word of sentence -
- Capitalize proper nouns, particular person, place or object -

Capitalize any word regardless of the part of speech.

Capitalize astronomical terms such as galaxies, stars, planets and satellites.

• Italics:-

Titles of journals, Books, Newsletters and Manuals.

• Abbreviation:-

Shortened forms of word is called Abbreviation.

• Acronyms:-

Acronyms are abbreviations of things they represent and are formed by combining the first, and sometimes other, letters of principal words.

, Such as:-

DOS:- Disk Operating System.

RAM:- Random Access Memory.

Use Arabic numerals instead of words.

Use 1, 2, 3 or 1st, 2nd, 3rd.

Lecture 4:- Listening & interviewing

- Rockport's John Thornback knows that speaking and listening are communication skills we use the most -
- organize your thoughts in a logical way. decides on a style that suits occasion -
- Listening supports effective relationships among the organization -
- The goal of **Content listening** is to understand and retain information.

What happen when You Listen:-

- Sensing -
- Interpreting -
- Evaluating -
- Remembering -
- Responding -

How to be a better listener:-

- Maintain eye Contact -
- React Responsively with head nods or spoken signals -
- Pay attention to the speaker's body language -

Conducting interview for job:-

- To obtain or provide information-
- To solve a problem-
- To create Goodwill-
- Persuade the other person to take action-

Categorize of interviews:-

- 1) Job interviews
- 2) Informative interviews
- 3) Persuasive interviews
- 4) Exit interviews
- 5) Evaluation interviews
- 6) Counseling interviews
- 7) Disciplinary interviews
- 8) Conflict-Resolution interviews
- 9) Termination interviews-

Lecture 42:-

Meetings:-

Open-ended Questions:-

open-ended questions invite the interviewees to offer an opinion, not just a yes or no, or one word answer-

Close-ended question:-

Close-ended question requires yes or no answers-

Direct open-ended Question:-

To suggest a response use direct open-ended questions.

Restatement Question:-

Questions that respondant previous answers are called restatement questions.

- Good interviews have an opening, a body and a close -
- A meeting is called for some purpose and this purpose gives form to the meeting -

Role play in meetings:-

fall into 3 categories -

- 1) Self-oriented roles -
- 2) Group-maintenance roles -
- 3) Task-Facilitating roles -

Minutes of a meeting:-

Minutes of a meeting are record of what happened, what was decided and what action will be taken as a result of meeting. They should be written for every meeting, and presented at the next meeting.

or beforehand. The minutes should start with the names of Committee and when and where the meeting was. Minutes can be formal or informal.

Lecture 43:-

Giving Speech and oral Presentation:-

Preparing to speak you need to:-

- 1) Define your purpose.
- 2) Analyze your audience.
- 3) Develop a plan for presenting your points.

Planning your speech:-

- You develop the main idea.
- Construct an outline.
- Estimate the appropriate length.
- Decide on the most effective style.

The speaker can deliver 125 to 150 words a minute.

A speaker with high credibility is more persuasive than a speaker with a low credibility.

Lecture 44:- Speeches

- The bulk of your speech will be devoted to a discussion of three or four main points in your outline.

Your Two goals:-

- 1) Making sure the structure of your speech.
- 2) making sure your organization will keep your audience's attention.

- The close of speech is as important as beginning - plan to devote about 10 percent of total time to ending.
- make your final remarks memorable and enthusiastic.

You will leave the audience with a satisfied feeling.

- You can use visual aids to provide informations effectively.
- Handling on questions of audience at the End.
- Leave the podium, keep shoulders straight and Head up.



Note:-

Lecture # 45 is Review
of Complete Book. So read
it carefully.

Best of Luck

Lecture 45**Review Written Communication**

- Reading
- Modes of delivery
- Delivery guidelines

Reader Centered Writing:

Writing your resumes

- Defining your objectives
- Planning
- Drafting
- Evaluating
- Revising

Writing your letter of application

- Defining your objectives
- Planning
- Drafting
- Evaluating
- Revising

Audience Analysis:

Target your audience by identifying audience type, characteristics and level of expertise. Determine your audience's needs by assessing their expertise and their purpose in reading the document. Determine document density.

Defining Objectives:

- Defining Objectives
- Document Purpose
- Implicit Purpose
- Explicit Purpose
- Why do we need documents?

Identify the tasks you will help your readers perform while they read. Tell how you want to change the readers' attitudes. Learn your readers' important characteristics.

Learn who all your readers will be. Fill in a sample worksheet that should be kept in mind when defining objectives. Learn the importance of 'Appropriateness' in business and technical communication.

Fundamentals of Communication:

The importance of Appropriateness

- Accuracy
- Clarity
- Conciseness
- Coherence
-

The 7 C's Clarity:

Answer all questions. Stated questions from the questionnaire Implied questions from the questionnaire Give extra information when desirable. Use one word in place of phrases; one sentence in place of two. Read out loud to listen for wordiness. Omit outdated trite expressions.

Ask yourself: what material is really relevant? Look for unnecessary repetition: Does the same word or idea appear too often? See your material from reader's point of view. 'You' is more desirable than 'I' or 'we' in most instances. Readers like to see these benefits.

Be sure benefits are a prominent part of the message. Consciously use positive words. Were you precise in using facts and figures whenever possible? Did you use active voice more than passive? Is there action in verbs rather than in nouns? Did you try occasionally to use vivid, image building words? But in business writing use them sparingly. Choose as precise or as concrete a word as possible. Select words that have high sense of appropriateness for the reader. Opt for familiar words, the ones that are not pretences. Limit the average sentence to 17 to 20 words. Insert no more than one main idea into a sentence. Arrange words so that the main idea occurs early in a sentence.

Planning Business Messages;

Describe the basic tasks in the composition process. Define both general and specific purposes of your business message. Test the purpose of your message. Develop an audience profile. Analyze the needs of your audience. Establish the main idea of your message. Select an appropriate channel or medium for transmitting a particular message to a particular audience.

Composing Business Messages:

Identify the characteristics of a well organized message. Explain why organization is important to both the audience and the communicator. Break a main idea into subdivisions grouped under logical categories.

Arrange ideas in direct or indirect order, depending on the audience possible reaction. Compose a message using a style and tone that are appropriate to your subject, purpose, audience and format. Use the 'you' article to interest the audience in your message.

Revising Business Messages:

Edit your messages for content and organizational style and readability. Choose the most correct and most effective words to make your point. Rewrite the sentences to clarify the relationships among the ideas and to make your writing interesting. Identify the elements of paragraph. Choose the best design for written documents. Rewrite paragraphs using the appropriate development techniques. Proof your message for mechanics and format.

Memorandum:

Memorandums are brief, informal reports used to establish a record. They generalize the communication process by transmitting the message from one or more authors to one or more recipients. E-mail messages typically take the form of memoranda.

Letters:

Use letters to communicate outside your organization. Whereas the memorandum is the primary vehicle for communication within an organization, letters are often used to communicate to individuals outside it, especially in formal and semiformal contexts. Letters are an essential part of all business and technical communication because they are more formal and reliable than electronic mail and more precise and permanent than telephone or face-to-face conversations.

Letters of Inquiry:

Format of a Letter of Inquiry

Components of a letter of inquiry

- Head
- Body
- Footer
- Headings

Letters of Recommendation:

Format of a Letter of Recommendation

Components of a letter of Recommendation

- Head
- Body
- Footer
- Headings

Methods of obtaining letter of recommendation

General guidelines for writing letter of recommendation

Writing Direct Requests:

Why you follow the customs of your audience when making requests across cultural boundaries. Clearly state the main idea of each direct request you write. Indicate your confidence that the request will be filled. Provide a sufficient detail for the reader to be able to comply with your request. Clarify complicated request with lists and tables.

Close with a courteous request for specific action.

Writing Routine, Good-News and Goodwill Messages:

Decide when to write a routine, good-news, or goodwill message. Adjust the basic organizational pattern to fit the type of message you are writing. Add resale and sales promotion material when appropriate. Encourage your reader to take any desired action. Write credit approvals and recommendation letters. Use the correct form for such specialized messages as instructions, news releases, and goodwill letters

Writing Bad News Messages:

Choose correctly between indirect and direct approaches to a bad-news. Establish the proper tone from the beginning of your message. Use neutral lead-ins to put your audience in an accepting mood. Present bad news in a reasonable and understandable way. Write message that motivate your audience to take constructive action. Close messages so that your audience is willing to continue a business relationship with your firm.

Writing Persuasive Messages:

Strengthen your persuasive messages with appropriate appeal Gain credibility by supporting your persuasive message with relevant facts. Use attention, interest, desire, and action (the AIDA plan) to organize persuasive messages. Write a message persuading your audience to take action or grant you an adjustment Design a sales letter around selling points and benefits.

Writing Short Reports:

Identify the qualities of good reports and proposals. Choose the proper length and format of your report. Decide when to use direct versus indirect order. Organize informational and analytical reports. Establish an appropriate degree of formality in the in a report.

Use headings, lists, transitions, openings and summaries to guide readers through the report.

Planning Long Reports:

Define the problem to be solved by studying and outlining the issues to be analyzed. Identify and analyze the issues that have to be analyzed during your study. Prepare a work plan for conducting your investigation, planning the necessary steps, estimating their timing, and deciding on the sources of information required. Organize the research phase of the investigation, including the identification of secondary and primary sources of data. Draw sound conclusions and develop practical recommendations. Develop a final outline and visual aid plan for the report.

Writing Long Reports:

Describe how organizations produce formal reports and proposals. Prepare all necessary parts of a formal report. Select and prepare the visual aids to support the text of your report. Assemble all the parts of a formal report in the proper order and use an appropriate format. Prepare and assemble all the parts of a formal proposal. Critique formal reports prepared by someone else.

General Reports:

- Varieties of report-writing situations
- How your readers want to use the information you provide
- The questions readers ask most often
- Sample outlines
- Planning guide
- Sample reports

General superstructure for reports:

- Introduction
- Method of obtaining facts
- Facts
- Discussion
- Conclusions
- Recommendations

Empirical Research Report:

- Typical writing situations
- The questions readers ask most often
- Superstructure for Empirical Research Reports
- Introduction
- Objectives of Research
- Method
- Discussion
- Superstructure for Empirical Research Reports
- Conclusions
- Recommendations
- An important note about Headings
- Planning Guide
- Sample Research Report

Feasibility Reports:

- Typical writing situation
- The questions readers ask most often
- Superstructure for feasibility reports
- Introduction
- Criteria
- Two ways of presenting criteria
- Importance of presenting criteria early
- Sources of your criteria
- Four common types of criteria
 - Method of obtaining facts
 - Overview of alternatives
 - Evaluation
 - Choose carefully between the alternating and divided patterns
 - Dismiss obviously unsuitable alternatives
 - Put your most important point first

Progress Reports:

- Typical Writing Situations
- The Readers' Concern with the Future
- The Questions Readers Most Often Ask
- Superstructure for Progress Reports
- Introduction
- Facts and Discussion
- Answering Your Readers' Questions
- Providing the Appropriate Amount of Information
- Organizing the Discussion
- Emphasizing Important Findings and Problems
- Conclusions
- Recommendations
- A Note on the Location of Conclusions and Recommendations
- Tone in Progress Reports
- Sample Outlines
- Planning Guide
- Sample Progress Report

Proposals:

- The variety of proposals -Writing situations
- Proposal readers are investors
- The questions readers ask most often
- Strategy of the conventional superstructure for proposals
- Superstructure of proposals
- Introduction
- Problem
- When readers define the problem for you
- When readers provide a general statement of purpose

- When you must define the problem yourself
- Objectives

- Product
- Method
- Resources
- Schedule
- Management
- Costs

Instructions:

- The Variety of Instructions
- Three Important Points to Remember
- Instructions Shape Attitudes
- Good Visual Design Is Essential
- Page Design
- Visual Aids
- Testing Is Often Indispensable
- Conventional Superstructure for Instructions
- Introduction
- Subject
- Aim
- Intended Readers
- Scope
- Organization
- Usage
- Motivation
- Background

Using Visual Aids:

Look for places where visual aids will help you achieve your communication objectives;

Choose visual aids appropriate to your objectives

Make your visual aids easy to understand and use

Fully integrate your visual aids with your prose

Creating Twelve Types of Visual Aids:

How to construct

- Tables
- Bar graphs
- Pictographs
- Line graphs
- Pie charts
- Photographs

- Drawings
- Diagrams
- Flow charts

- Organizational charts
- Schedule charts
- Budget statements

Writing Specifications and Analysis Reports:

In this lecture we will examine types of specifications common to the computer industry. Then we will examine the importance and main features of analysis reports. We will also see that terms and conventions often differ from company to company, but the general framework is similar.

How to Avoid Common Problems:

1. Writer's Block
2. Lack of a Well-Defined Purpose
3. Poorly Analyzed Structure
4. Lack of Coincidence
5. Organizational problems
6. Punctuation problems
7. Readability problems
8. Writing Style Problems
9. Organizational logic
10. Mechanical development of the topic
11. Writer's style
12. Quality of the manuscript

Language Review, Paragraph:

- Paragraph Unity
- Topic Sentences
- Paragraph Coherence
- Transitional Devices
- Transitional Words and Phrases
- Common Transitional Words and Phrases
- Linking Pronouns
- Repetition of Key Words

Paragraph Development

- Exemplification
- Narration
- Process
- Description
- Comparison and Contrast
- Analogy
- Cause and Effect
- Classification and Division
- Definition
- Analysis
- Enumeration

Language Review, Sentences:

- Stacked Modifiers and Nouns

- Wordiness
- Passive Voice and Active Voice
- Nominalizations
- Unnecessary Repetition
- Unnecessary Words and Phrases
- Overloaded Sentences
- Sentence Fragments
- Comma Splice
- Fused Sentences
- Stringy Sentences
- Agreement
- Subject-Verb Agreement
- Two or More Nouns
- Sentences Beginning with There
- Indefinite Pronouns
- Collective Nouns
- Quantifiers
- Pronoun-Antecedent Agreement

Language Review, Sentence II:

- Lack of Parallelism
- Choppy Sentences
- Misplaced Modifiers
- Interrupted Sentence Structure
- Modifiers of Nouns
- Adverb Modifiers
- Dangling Modifiers Double Negatives

Inappropriate Shifts

- Tense
- Mood
- Person
- Voice
- Sequence of tenses
- Pronoun Reference
- Unclear Pronoun Reference
- Broad Pronoun Reference
- Pronoun Case

Language Review, Words and Punctuation I:

- Abstract and General Language
- Vague Language Ornate Language
- Technical Terms
- Biased Language
- Sexist Language
- Ageist Language
- Language Biased against People with Disabilities
- Ethnically and Racially Biased Language

Punctuation:

- Periods
- Commas
- Introductory Elements
- Coordinating Conjunctions Joining Independent Clauses
- Elements in a Series
- Coordinate Modifiers
- Nonrestrictive Modifiers
- Parenthetical Elements
- Elliptical Constructions
- Specialized Uses of Commas
- Superfluous Commas
- Placement of Commas with Other Punctuation
- Colons
- Semicolons
- Question Marks
- Exclamation Marks
- Apostrophes
 - Quotation marks
 - Hyphens
 - Dashes
 - Parentheses
 - Brackets

Language Review, Mechanics:

- Capitalization
- Italics
- Abbreviations
- Acronyms
- Numbers
- Enumeration
- Symbols
- Equations
- Spelling

Listening and Interviewing:

Apply the communication process to oral communication. Summarize the skills involved in being an effective listener. Identify nine common types of business interviews.

Planning Interviews and Conducting Meetings:

Define four types of interview questions and clarify when to use each type.

Describe how groups make decisions. Discuss the preparations and duties necessary for productive meetings.

Giving Speeches and Oral Presentations:

Categorize speeches and presentations according to their purpose, analyze the audience for speeches and presentations, and discuss the steps required in planning a speech or presentation.

Develop an introduction, a body, and a close for a long formal presentation. Select, design, and use visual aids that are appropriate for various types of speeches and presentations. Deliver your speech or presentation and handle audience questions effectively.