

Quick Question-Employer

How important is it to have good writing skills in this field?
How would you help someone who needed to improve in this area?

Name: _____

Worksite Reflection

What was something that happened at work this week?
(an event, a problem, an interaction, a success, etc.)

Administrative Questions

Is your phone number the same? YES NO
Do you have active phone service? YES NO
Is everything at work satisfactory? YES NO
Are you getting enough hours? YES NO
If you selected NO, explain:

	POINTS	EARNED	On time	Late
Journal	5		Date turned in:	
Scenario	5		Weeks late (points off):	
Question	5		Final Score:	
Reflection	3			
Admin	2			

Common Grammatical Mistakes

Effective writing does not contain errors. Period.
Spellcheck will not catch all errors so have a friend or coworker proofread your writing. Even if you don't struggle with writing, you know what you WANT to say and you may not read what you ACTUALLY say. Common mistakes happen to everyone. Here are a few of the more common ones.

Affect and Effect

Affect means to *influence* and it is a verb, like It affected his work. *Effect* is a noun and means *result* like in side effects.

Then and Than

Then is an adverb which refers to a time, like "We ate and then saw a movie". *Than* is used in a comparison and is a conjunction, like "My car is bigger than yours."

Your and You're

Your is possessive, like "Is that your boat?" *You're* is a contraction for you are like "You're so funny."

Its and It's

Its is possessive, like "Its shape is oval." *It's* is a contraction for *it is* like "It's time to go."

Company's and Companies

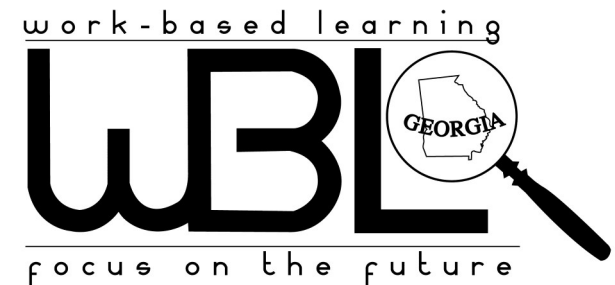
Company's is possessive, like "The company's logo is colorful." *Companies* is plural, like "He owns three companies."

There, Their, and They're

There is an adverb meaning in or at that place, like "There it is!" *Their* is the possessive form of the pronoun they, like "Their hair was soaked." *They're* is a contraction for *they are* like "They're going to get in trouble."



Written Communication Skills



Elements of Communication

Well-written communication helps define goals, identify problems, and arrive at solutions. At work, written communication can include anything from emails to contracts. It is a central part of the workplace and is the pathway to keep in touch, seal business deals, and collaborate with coworkers.

Structure (How it's laid out)

Clarify the reason for your communication before you write and identify your key points. Decide on a logical order for your writing. Compose a strong introduction and ending. The first line or paragraph makes an immediate impression.

Use short paragraphs and sentences. Write one idea per paragraph and put your point in the first line, then add the supporting information.

Help key points to stand out by the use of headings, sub-headings and bullet points.

Style (How it's written)

Ask yourself the following questions:

- What details should I include in my message?
- Should I use specialized or simple language?
- How formal or informal should my writing be?

Content (What it is about)

Know your goal and purpose. Explain in clear terms what you want the reader to do. Include the benefits to them and the company.

Avoid information that is not relevant. Less is more when it comes to length. Language should be simple. Do not use clichés, jargon, or overly big words. Good grammar and punctuation are always important. It is a good idea to have someone else proofread it before you send it. If you cannot do that, then read it out loud.

Improving Your Writing Skills

Read

Reading helps you to expand your vocabulary. The more you read, the more you are introduced to terms that you can use to write professional communications.

Proofread

Proofreading after you have completed the first draft of a writing ensures that your message is clear and correct. Also, remember to use spellcheck (although it won't pick up all errors). Your communication is a reflection of your work, so make sure it is perfect.

Know Your Audience

You can improve your writing by adjusting your communications to the person who will be reading it. For example, if you are sending an email to a manager, it would be smart to not use text talk, like 'LOL', 'BRB', or 'SMH'. Similarly, sending a formal email to a longtime work friend may not sound right. The same is true for sending a message filled with technical terms to someone who doesn't know them. Express yourself clearly and always know who your audience is.

Get a Second Opinion

Having a coworker, friend, or family member review your words can assist you with improving your writing skills. This will not only help you to catch any errors or typos that went unnoticed during the initial proofread, but will allow you use feedback about your writing style or structure.



DID YOU KNOW?

Americans spend 26 minutes a day texting and send 5.3 times more texts than the number of calls they make.

Name: _____

Journal

If employers want employees to have good communication skills, how can you demonstrate you have them through the application/interview process?

Worksite Scenario

Marley is setting up a senior picnic and needs to send an email to parents with the details. What information should be included and in what order? What writing style is best? Who should proofread?
