Official or formal writing skills - Drafting Skills

Deer Sir, I wud reely lyke a job wid yur organys-orginyz- firm .....
What is true for speaking, is true for writing too!

Be kind and gentle. ALWAYS think before you speak because the words you choose can only be forgiven, not forgotten.

In many ways, effective communication begins with mutual respect, communication that inspires, encourages others to do their best.

— Zig Ziglar —
Written communication is,
“ A clear expression of ideas in writing; includes grammar, organization, and structure.”

How is it different from verbal-communication?
<table>
<thead>
<tr>
<th>Use Written Communication When:</th>
<th>Use Verbal Communication When:</th>
</tr>
</thead>
<tbody>
<tr>
<td>conveying facts</td>
<td>conveying emotion and feelings</td>
</tr>
<tr>
<td>the message needs to become part of a permanent file</td>
<td>the message does not need to be permanent</td>
</tr>
<tr>
<td>there is little time urgency</td>
<td>there is time urgency</td>
</tr>
<tr>
<td>you do not need immediate feedback</td>
<td>you need immediate feedback</td>
</tr>
<tr>
<td>the ideas are complicated</td>
<td>the ideas are simple or can be made simple with explanations</td>
</tr>
</tbody>
</table>
Written Communication

It means communication by means of written symbols. (either printed or handwritten).
ADVANTAGES OF WRITTEN COMMUNICATION

- Easy to preserve
- Easy presentation of complex matters
- Permanent record
- Prevention of wastage of time and money
- Accurate presentation
- Delegation of authority
- Longevity and used as a reference
- Effective communication
- Maintaining image
- Proper information
- Less distortion property
- Controlling tool
- Easy to verify
Purpose
The purpose of **effective written communication** is to send a message with the intention of the recipient understanding the message and responding to it.

Requirements
Appropriate/correct spelling, Vocabulary;  
Punctuation and grammar;  
Logical organization and format;  
Appropriate style; tone;
Grammar Rules (in brief):
Concord or subject verb agreement
Proper prepositions
Tenses
Punctuation
Spellings
Word order/structure
Use correct grammar at all times
- Both written & spoken word
- Ability judged based on communication
- Poor grammar can indicate lack of education
- Listen to how others speak
- Use dictionary to check spelling
- Spell check on computer
10 MOST COMMONLY MISSPELLED ENGLISH WORDS

Is your pet peeve on our list?

Some people think it’s:

1. Separate
2. Definitely
3. Maneuver
4. Embarrass
5. Occurrence
6. Unnecessary
7. They’re
8. Necessary
9. A lot
10. Surprise

But actually, it’s:

1. accommodation
2. beautiful
3. because
4. beginning
5. believe
6. business
7. ceiling
8. decided
9. definitely
10. disappear
11. disappointed
12. embarrass
13. extremely
14. friend
15. immediately
16. minute
17. necessary
18. neighbour
19. nervous
20. opportunity
21. persuade
22. queue
23. queueing
24. quiet
25. quite
26. receive
27. separate
28. sincerely
29. surprised
30. until
Arrive in
- a city
- country
- big areas

Arrive at
- buildings
- fixed locations

Arrive to (somewhere)

Wrong ✗
- I arrived to Algeria last week.
- I will arrive to the city centre soon.
- We arrived to the bus station on time.
- They arrived to my house very late.
- When did you arrive to London?

Right ✓
- I arrived in Algeria last week.
- I will arrive in the city centre soon.
- We arrived at the bus station on time.
- They arrived at my house very late.
- When did you arrive in London?
## Syntax

<table>
<thead>
<tr>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arbitrary use of articles ‘a’ and ‘the’. The and a are often dropped when they should be said and used when they should be left out.</td>
<td>“And one black lady came up to...”</td>
</tr>
<tr>
<td>The use of only and itself to emphasize time and place.</td>
<td>&quot;I was in Toledo only“</td>
</tr>
<tr>
<td></td>
<td>&quot;Can we meet tomorrow itself?“</td>
</tr>
<tr>
<td>Use reduplication as a way of emphasizing an action.</td>
<td>“Come come! Sit sit!”</td>
</tr>
<tr>
<td>Leave to out when giving a range of numbers. This often expresses</td>
<td>&quot;...two three languages...&quot;</td>
</tr>
<tr>
<td>exaggeration when larger numbers are used.</td>
<td>&quot;one hundred two hundred&quot;</td>
</tr>
<tr>
<td>The use of the progressive aspect with habitual actions, completed actions, and stative verbs.</td>
<td>&quot;I do it often“ =&gt; &quot;I am doing it often“</td>
</tr>
<tr>
<td></td>
<td>&quot;She had many sarees“ =&gt; &quot;She was having many sarees&quot;</td>
</tr>
</tbody>
</table>

*) LINGUISTIC AND SOCIAL CHARACTERISTICS OF INDIAN ENGLISH
Indian English has many words which are semantically different from British English. Here are some examples of them:

<table>
<thead>
<tr>
<th>Words</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Today morning</td>
<td>This morning</td>
</tr>
<tr>
<td>Yesterday night</td>
<td>Last night</td>
</tr>
<tr>
<td>Where are you put up?</td>
<td>Where do you live?</td>
</tr>
<tr>
<td>Where do you stay?</td>
<td>Where do you live?</td>
</tr>
<tr>
<td>I don't take meat/milk/etc</td>
<td>I don't eat meat/drink milk/etc</td>
</tr>
<tr>
<td>What is [your] good name?</td>
<td>What is your full name?</td>
</tr>
<tr>
<td>pass out</td>
<td>To graduate</td>
</tr>
<tr>
<td>cent per cent</td>
<td>100 percent</td>
</tr>
</tbody>
</table>

It is all because Hindi influenced terms and expressions in Indian English

*) Indian English
http://en.wikipedia.org/wiki/Indian_English
(Who, Whom) is going to the party?
I need to make (fewer, less) mistakes.
I want to go, (two, to, too).
Put the box over (their, there, they're).
She (lead, led) the children in a song.
(Can, May) I have another cookie?
Give the present to (I, me).
I need (your, you're) telephone number.
The toy has lost (its, it's) batteries.
The park is (by, buy, bye) the lake.
What is wrong in these expressions?

Reply back, discussing about; called as; give an exam; comprise of; why because; although---so---; order for a ---; me and my friends; 60 years old gentleman; can able to, was died, be rest assured.... enter into...
Misplaced commas. ... Depending upon where you place your comma, your sentence could convey an entirely different meaning. Like in this sentence, “A woman, without her man, is nothing.” “A woman: without her, man is nothing.” One more example: Let’s eat grandpa! Or Let’s eat, grandpa!
In today's information overload world, it's vital to communicate clearly, concisely and effectively.

People don't have time to read book-length emails/circulars, and they don't have the patience to scour badly-constructed emails/notifications for "buried" points.
One of the most successful ways of writing is by GIFBP (Goal, Issue, Features, Benefits, and Proof) method.

**DO’S**

- Short and concise paragraphs
- Only include materials which are covered in the report
- Use appropriate language
- Do not extend your summary without facts and conclusions

**DON’TS**

- Use slang words
- Show “ego-trip” of your company
- Mention prices
- Submit a copy without proof reading

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Here are seven basic tips to try!
*Read. Reading may be the number one way you can improve your grammar skills. ...
*Get a grammar manual. It is useful to have a thorough reference book nearby that you can consult when writing. ...
*Review the basics. ...
*Practice. ...
*Listen to others. ...
*Proofread...out loud. ...
*Write and re-write
So, here are the 9 Websites to learn and practice English Grammar.

- EnglishGrammar.org.
- English Grammar Secrets.
- Learn English by British Council.
- English Club.
- Perfect English Grammar.
- English Grammar Exercise.
- English Teacher Melanie.
ESL/ELL
Interactive Websites for Learning
• Starfall. Great early-literacy practice for English Language Learners.
• Learn English Using Online Resources. ...
• English Media Lab Homepage. ...
• American English Resources. ...
• International Children's Digital Library. ...
• ESL Videos. ...
• ManyThings.org ESL Videos. ...
• LearnEnglish Kids.
6 Websites and Apps to Improve your English Vocabulary

• #1 Quizlet.com and App.
• #2 Memrise.com.
• #3 and #4 FreeRice.com and BeanBeanBean.com.
• #5 Crossword Quiz App.
• #6. 4 Pics 1 Word App.
• MetaGlossary.com
• Wordsmith
• BBC Learning English
• About.com’s English Quizzes
What did we see in this session?

GIFBP method means ...........................................
Information Overload is ......................................
Written communication needs grammar,...................... And ....................... 
Reading helps in -------------------------------
Top 3 Advantages of written communication are ......................;2........;3........

Thank You.