

OFFICIAL WRITTEN COMMUNICATION

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Objectives

At the end of this session, you will be able to:

- Understand the importance of Official Writing skills
- Imbibe the Five C's of effective written Communication
- Identify the rules for writing an effective e-mail
- Apply some rules while drafting any official letters

Differences Between Oral & Written Communication

Spoken

- ▶ **Spontaneous**
- ▶ **Immediate feedback**
- ▶ **Live audience**
- ▶ **Not a very permanent one (earlier)**
- ▶ **N-V imp**

Written

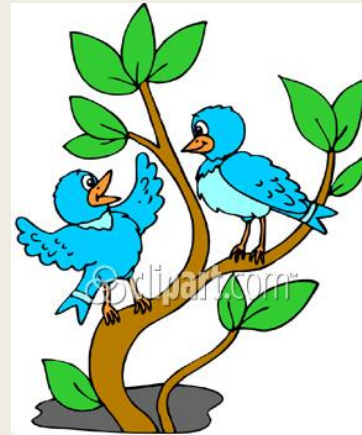
- ▶ **Draft and redraft**
- ▶ **Late or no feedback**
- ▶ **Assumed audience**
- ▶ **Record for reference**
- ▶ **N-V Imp**

What does the following mean ?:

Singular specimen of the scientific class of avis contained within the boundaries of the upper prehensile, is equivalently valuable as a doubled inventory of that item located in a low spreading thicket.'

Answer

**A bird in hand is equal
to two in the bush**



Make it simple, precise yet clear

Five C's of Effective Communication

- Clarity
- Courtesy
- Completeness
- Conciseness
- Consideration



How to Create Effective Technical or Workplace Writings:

1. Focus on the purpose of your writing
2. Focus on your readers (Audience)
3. Satisfy document requirements (Documentation style; visuals; data)
4. Get to the point. (Concise, uncluttered sentences)
5. Provide accurate information (Research)
6. Present your material logically
7. Express yourself clearly (Grammar; Proofreading)
8. Use efficient wording (Word Choice)
9. Make your ideas accessible (Clarity)
10. Use lists for some information (organized bullets)
11. Format your pages carefully (be neat and leave white space)
12. Manage your time efficiently (Meet deadlines)



Practice

Find the errors in the following statements and rephrase them, following the five C's of Effective Communication.

1. Our earnest and humble apologies
2. Tell us what you want
3. We are very sorry for the inconvenience
4. As such situation cannot be avoided
5. You failed to enclose the cheque in the envelope

Types of Official Communication

Reports

Brochures

Memos

Newsletters

Letters

E-Mails

Meeting Minutes



Deciding when to use E-mail

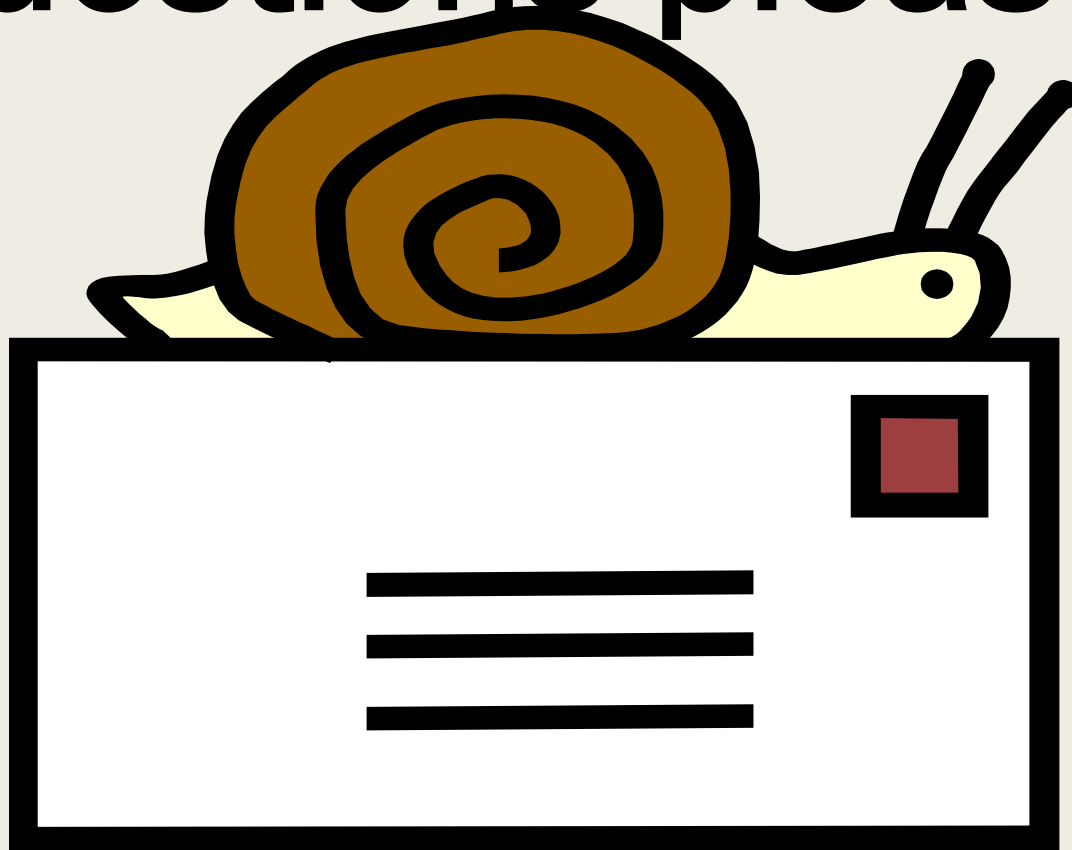
To save time and money

To assure interaction, since e-mail can be easily responded to

To convey important information quickly



Questions please.....



THE END

THANK YOU