

# Written Communication

## OLC Course Recommendations

### Competency Definition

Writes in a clear, concise, organized, and convincing manner for the intended audience.

### OLC Component Titles

#### Avoiding Errors in Usage and Punctuation

##### **COURSE TSA-COMM-AVOIDERRPUNC-0001**

Description: Have you ever received an e-mail so poorly worded that you hit the delete button before you even finished reading the message? Have you ever opened a letter so confusing that you couldn't understand what the author was trying to say? If so, you understand the frustration of receiving a badly written message. Are you afraid that you might have sent messages that have been discarded or misunderstood for similar reasons? If so, this course will help you to improve your basic usage and punctuation skills so that your messages are read and understood. **Duration=4.5**

#### Avoiding Grammatical Errors in Business Writing

##### **COURSE TSA-COMM-AVOIDERRWRIT-0001**

Description: Grammar: the very word strikes terror into the hearts of learners everywhere. For many people, it recalls the most difficult or most boring classes they can remember from childhood. Yet using correct grammar is one of the key skills for any business writer. Poor grammar skills interfere with communicating a clear message; moreover, they may suggest that the writer is careless and perhaps unprofessional. In this course, you will learn to recognize and repair the most common grammatical errors in sentence construction. Using correct grammar will help you to convey your information accurately and to represent yourself and your company as articulate and professional. **Duration=4.5**

#### Communicating as a Leader

##### **COURSE TSA-LEAD-COMMLEADER-0001**

Description: You've asked an employee TWICE to complete a project as soon as possible and still the work isn't completed. You've delegated a task to another employee only to have it done incorrectly. You've sent an e-mail asking for extra help on a project to which you've had several negative responses. What's going on? While these situations could be the result of many different influences, you can eliminate one of the variables by ensuring that your communication style is positive, clear, concise, and to the point. Learn how to coordinate your verbal and nonverbal message to get the best results and learn how to write in such a way that you get the highest impact with as few words as possible. **Duration=4.5**

#### Communication Skills for Successful Management

##### **COURSE TSA-MGMT-COMSKILLMGMT-0001**

Description: Effective communication is a crucial component of your success as a manager. As a technical professional, you developed various communication skills that helped you to succeed. But, as a manager, you will need additional communication skills to be effective. This course will examine various aspects of successful communication strategies and skills. You will analyze the strategies of nonverbal communication, listening, assertive communication, and writing and learn how to apply these strategies appropriately. Thus prepared, you will enter your new role as a manager with the ability to communicate more clearly and more effectively. **Duration=3.0**

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### Crisp Composition

#### COURSE TSA-COMM-CRISPCOMP-0001

Description: When you send off business documents that you have written, what do you think the recipients--your readers--hope for? Do they want to plow through long-winded documents that never get to the point? Do they want to waste time puzzling out what your convoluted sentences mean? Do they want to send back numerous requests for clarification? Do they want to pull out an unabridged dictionary just to understand your document? Of course not. Your readers hope that you will work hard to write clearly and concisely. If you do so, your readers can spend their time considering what you have to say, not wondering what you really mean. If you're concerned that your writing does not meet the needs of your readers for clarity and conciseness, then this course will help you remedy these problems. You'll learn to recognize and repair the common errors that prevent your writing from being as effective as you would like it to be. **Duration=4.5**

### Foundations of Grammar

#### COURSE TSA-COMM-FOUNDGRAMMAR-0001

Description: When do you use -your- or "you're"? -Me- or -myself-? Is -good- an adverb or an adjective? Understanding how to use various types of words is a building block of good writing. To be a good writer, you must have a thorough understanding of the basic parts of speech that identify and classify types of words. Then, you must be capable of applying the necessary guidelines for more complex uses of various word types. In this course, you'll complete a comprehensive study on using words correctly. You'll study everything from pronouns to possessives, and you'll discover how to avoid the most common usage errors. When you've finished the course, you'll have the necessary building blocks to develop your skill as a top-notch writer. **Duration=2.0**

### Getting Results through Communication

#### COURSE TSA-COMM-RESULTSCOMM-0001

Description: When you want something done, you have to either do it yourself or see to it that someone else does it. As adept as you may be at multi-tasking, there will be times when you'll need a colleague's help or buy-in to perform a task. But how can you effectively achieve results without any formal authority within the organization? Communication is the answer. Through the effective use of the various forms of communication, you'll be able to extend your influence at work even without any recognized authority. This course is designed to help you become a more effective communicator so that you can become more productive and use written and spoken communication to achieve results. **Duration=3.0**

### Getting the Most from Business Documents

#### COURSE TSA-COMM-GETMSTBUSDOC-0001

Description: How often have you or one of your colleagues stayed at work late to finish an important report or proposal to meet a deadline? Then two days later you receive a call from the intended recipient asking you where the report is. You faxed it over and it got lost in their fax room. Now you've missed the benefit of having met your deadline. This familiar scenario illustrates the importance of selecting an appropriate document type and delivery method for your written business documents. "Getting the Most from Business Documents" explains the different business document types such as memos, reports, and proposals and the best uses for each. The course shows you how to align the message content, document type, and delivery method--Internet, fax, mail, courier, and so on--so that your business documents receive the right level of attention and achieve their designated purpose. Independent topics address five of the most commonly used business documents. You work hard on your business writing. Don't waste that effort with careless choice of document type or inappropriate delivery method. Learn how to prepare, lay out, and deliver business documents that reflect well on you and your company. **Duration=4.0**

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#### Optimizing E-mail at Work

##### **COURSE TSA-COMM-OPTEMAIL-0001**

Description: In today's business world, e-mail is used to do everything from processing orders to supplying information. Because of the limitations of telephone communication when people who are very busy or sometimes in different time zones work together, e-mail use is on the rise in U.S. E-mail offers a plenitude of new opportunities for business, but understanding how to properly use it is essential in order to take advantage of these opportunities. This course will tell you what makes e-mail unique and provide you with the skills to write, send, and receive business e-mail effectively. You will learn how to best use the features that are commonly included in e-mail programs in a way that improves your communicative ability and efficiency at work. **Duration=2.0**

#### Punctuating with Skill

##### **COURSE TSA-COMM-PUNCTSKILL-0001**

Description: Should you use a comma or a semicolon? Does the punctuation go inside or outside of the quotation mark? What's the difference between the parentheses and brackets, the hyphen and the dash? Knowing the answers to these questions will ensure that you're using punctuation correctly and to your greatest advantage. In this course, you'll review the standard rules and guidelines for using punctuation appropriately. You'll also be given the most current information on some of those pesky rules that seem to be constantly changing. In today's world of fast-paced electronic communication, it's more important than ever to get your meaning across quickly and cleanly. A well-punctuated sentence does just that. **Duration=2.0**

#### Sentence Construction

##### **COURSE TSA-COMM-SENTCONST-0001**

Description: Writing sentences is a basic skill. But this "basic" skill seems to cause a lot of problems. Meanings are misinterpreted. Sentences run on and on, leaving the reader lost and confused. Poor word choice and organization make the writer look confused, sounding unintelligible and fuzzy. You're not alone if you're thinking, "That's how I write!" In the course, "Sentence Construction," you'll review basic sentence construction, including subjects, predicates, phrases, and clauses. Then, you'll discover how to eliminate the three most common sentence-writing errors--things you're probably doing right now and don't even realize. Finally, you'll learn how to develop sentences that are logical, clear, and powerful--the basis of any sound business document. **Duration=2.0**

#### The Art of Global Communication

##### **COURSE TSA-COMM-ARTGLOBALCOM-0001**

Description: Considering that communication is something you do every day, how many people actually stop to consider what is happening before they speak? Can you just talk without thinking too much about the target audience, the message to be communicated, and a host of other information? Communication is too important to be left to chance. The subtleties of language, expressions, and gestures all enrich the content of what you are saying. Of course, when you're communicating on a global scale, you need to be sure that what you're saying--and the way you say it--will not cause offense to your cross-cultural audience. In this course, you'll find out more about the cross-cultural communication process, and consider body language, gestures, and active listening. You will also examine different methods of communication--finding out how best to write, present to, and communicate orally with your global audience. **Duration=3.5**

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### The Writing Process

#### **COURSE TSA-COMM-WRITPROCESS-0001**

Description: How do you go about writing for your work? Do you procrastinate until your deadline seems like a freight train that is rapidly approaching while you stand immobile on the railroad tracks? Do you try to complete the entire document--defining your message, analyzing your audience, deciding on your approach, worrying about grammar and spelling, organizing your information, and choosing your words precisely--all in a single step? If so, there may be an easier, quicker, and far more effective way to tackle your writing project. This course divides the writing process into manageable components: preparing to write and composing your message. It explains a methodical way of handling the various tasks from beginning to end. It also covers the particular challenges of writing in groups. There is no single correct way to write, and experienced writers usually develop their own individual processes. But if your current approach is haphazard and frustrating, using the process explained in this course may make the act of writing less formidable and more enjoyable. It may also help you to produce more focused, more polished, and more effective business documents. **Duration=5.0**

### Understanding Writing Mechanics

#### **COURSE TSA-COMM-UNDERWRITMECH-0001**

Description: One of the biggest challenges in writing is to feel confident about appropriately applying the mechanics of writing. How do you know what should or shouldn't be capitalized? When is it appropriate to abbreviate words, names, places, and business terms? How do you know when to spell out a number or when to use a figure? How can you get past those troublesome words that are commonly misspelled? This course gives you the answers. You'll explore the rules of capitalization and abbreviations. You'll learn some of the special situations that influence how numbers are used, and you'll get tips and techniques to make spelling troublesome words easier. Your creativity will be enhanced when you're confident about writing mechanics. **Duration=2.0**

### Writing to Reach the Audience

#### **COURSE TSA-COMM-WRITEREACHAUD-0001**

Description: Business writing is effective only when it informs or prompts the reader in the manner you, the author, desire. Whether your intended reading audience consists of one person or fifty, those readers will determine what kind of content you include and how you present it. If you were writing instructions for a child on how to answer the phone, it would sound very different from the same instructions written for an adult. All effective writing varies by audience--and skilled writers always write to connect with their readers. "Writing to Reach the Audience" instructs people who have to write at work in some easy-to-apply techniques to help them write to their readers, however those readers may vary with business circumstances. If you're writing a thank-you letter to a valued colleague, the approach, tone, and structure of the document are dissimilar to a complaint letter you write to a vendor. The principles and considerations that regulate the style differences in the two letters regulate the audience differences in all written documents. This course helps you master writing techniques to reach your audience without having to learn a lot of writing jargon or creative elements. This is a practical writing course for busy people at work. **Duration=3.0**