

**Competency Worksheet for Administration (ADMN 233): Writing in Organizations**

Course learning outcomes	Learning statements	Origin of learning	Supporting documentation
Apply a systematic process to plan, organize and revise business messages.	Determine the purpose of the message by defining what the reader needs to know and understand so the message will be delivered with clarity and completeness.	uAOC 200#-Present	Tab 7 uAS challenges email to staff
	Arrange the key information points of a message by grouping them into similar themes within short paragraphs to help the flow and readability of the message.	uAOC 200#-Present	Tab 7 uAS challenges email to staff
	Compose a concise message by sticking to the point being made and keeping it brief in order to bring the intent of the message to the forefront of the communication and to respect the reader's time to review the message.	uAOC 200#-Present	Tab 8 Gift in kind receipting emails
	Gather the required information to address the reader's question by carefully researching the request to ensure answer will be accurate and adequate.	uAOC 200#-Present	Tab 8 Gift in kind receipting emails

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	<p>Review message content for accuracy and proof draft for grammar and spelling errors to finalize an error-free message which supports the professional image of the organization.</p>	<p>uAOC 200#-Present</p>	<p>Tab 9 TAP business plan</p>
	<p>Create a logical communication piece ensuring all points are connected and relevant to the main topic being conveyed in order to relay the message in a coherent fashion.</p>	<p>uAOC 200#-Present</p>	<p>Tab 10 Partnership program email</p> <p>Tab 5 Letter of attestation Mr. Jxxx Rxxx page 2</p>
	<p>Inspect the message for consistent tone to ensure it is not switching back and fourth between formal and informal wording so the communication flows coherently.</p>	<p>uAOC 200#-Present</p>	<p>Tab 11 Bank compensation arrangements email</p>
	<p>Articulate the response in a clear succinct way being careful to structure the message in paragraphs using concisely linked sentences to ensure the reader understands the message and it doesn't leave them with questions.</p>	<p>uAOC 200#-Present</p>	<p>Tab 12 uAOC wires processing email</p>
	<p>Create the message so it is friendly, open, and honest keeping the reader's viewpoint in mind and showing empathy to their needs so the message is not</p>	<p>uAOC 200#-Present</p>	<p>Tab 13 Director job description email</p>

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	taken wrong or misinterpreted.		
	Express an idea to the reader using language that is natural and simple so they can easily understand the message.	uAOC 200#-Present	Tab 13 Director job description email
Write routine messages to answer a reader's specific needs and that conform to established rules of writing. Such messages include: email messages, memos and faxes	Create a new hire template including all relevant information needing to be conveyed to new staff members to allow consistency in form completion when filling in the applicable information specific to each individual in order to save time when a new letter is required.	uAOC 200#-Present	Tab 14 Engagement letter template
	Recognize the confidential nature of information needing to be conveyed and choose a letter format for the message rather than email so personal information is not put at risk.	uAOC 200#-Present	Tab 15 Termination letter
	Demonstrate email message etiquette by addressing it to the individual you require an action item from and cc others whom you wish to be informed only to ensure clarity on who is required to respond to the message.	uAOC 200#-Present	Tab 12 uAOC wires processing email

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	Prepare an email message that accommodates several recipients by using cc in the email to keep the appropriate parties informed of matters communicated to others but relevant to their information needs.	uAOC 200#-Present	Tab 16 Auditing query email
	Use a memo style announcement when sharing general information to a broad audience without having to show specific names attached to it.	uAOC 200#-Present	Tab 17 Accounts payable deadlines email
Write more demanding messages such as:  routine letters and goodwill messages,  persuasive and sales messages, and	Compose a reminder letter to a customer with an outstanding balance on account clearly indicating what is owing and when payment is expected in order to encourage immediate payment.	uAOC 200#-Present	Tab 18 AR outstanding balance letter
	Create a goodwill message to staff to express appreciation for their efforts over the past year affirming their good work in order to encourage them and ensure they feel valued.	uAOC 200#-Present	Tab 19 Salary increase letter to staff
	Compose a proposal message by clearly presenting the need and stating the facts using a direct tone to achieve	uAOC 200#-Present	Tab 20 CRM project email

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	important buy-in and agreement.		
	Design a persuasive message by analyzing the situation and the audience, gathering the appropriate compelling information and making concise statements using formal tone so the author's attitude and emotion is clear.	uAOC 200#-Present	Tab 11 Bank compensation arrangements email  Tab 6 Letter of attestation Mr. Dxxx Hxxx page 6
	Compose a concise message to co-workers keeping it brief and using informal tone while including a "call to action" so the message is well received and action is taken.	uAOC 200#-Present	Tab 7 uAS challenges email to staff
	Design a message using simple language and support it with facts while being objective and displaying good intentions in order to persuade the reader in a non-argumentative way.	uAOC 200#-Present	Tab 11 Bank compensation arrangements email
-negative (bad news) messages.	Compose a termination letter in the third person point of view being careful to use longer sentences and no abbreviations and ensuring each main point is introduced, elaborated and concluded in order to set the formal tone of the	uAOC 200#-Present	Tab 15 Termination letter

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	communication being presented.		
	Recognize the formal nature of a termination letter by printing it on company letterhead and ensuring that HR receives a copy for employee's file and senior management is aware of it for legal purposes.	uAOC 200#-Present	Tab 15 Termination letter
Plan and prepare to write complex messages such as business reports and proposals and formal reports.	Construct a business report using formal tone starting with an executive summary outlining the key points being conveyed in the report followed by the introduction and key findings and ending with the risks and conclusion summarizing the key findings to convey a clear business plan to Management.	uAOC 200#-Present	Tab 9 TAP business plan
	Create a business proposal document outlining the purpose, the approach and the process for a proposed business function in order to establish clear understanding and buy-in from the readers.	uAOC 200#-Present	Tab 21 uAOC cost allocation plan  Tab 6 Letter of attestation Mr. Dxxx Hxxx page 7
	Create a comprehensive document having multiple authors by arranging that all the authors complete a prepared template and	uAOC 200#-Present	Tab 22 Disaster recovery plan  Tab 6

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	compiling all the templates into one consolidated document to provide a consistent, clear messaging tool across multiple departments.		Letter of attestation Mr. Dxxx Hxxx page 7
	Design a complex proposal to senior management being careful to extract only the essential information and communicating this in a logical way using familiar pictures and graphs so to keep the audience's attention until the intended point is brought forward.	uAOC 200#-Present	Tab 23 IT department proposal