Active listening: A process that involves respecting others, listening to what is being said, and understanding what is being said.

Appendix: A source of detailed or specific information placed at the end of a section, a chapter, or a book.

Body language: A person’s facial expression, physical posture, gestures, and use of space, which communicate feelings and ideas.

Bullets: Large, vertically aligned dots that highlight items in a list.

Change order: A written order by the owner of a project for the contractor to make a change in time, amount, or specifications.

Electronic signature: A signature that is used to sign electronic documents by capturing handwritten signatures through computer technology and attaching them to the document or file.

Font: The type style used for letters and numbers.

Glossary: An alphabetical list of terms and definitions.

Graph: Information shown as a picture or chart. Graphs may be represented in various forms, including line graphs and bar charts.

Index: An alphabetical list of topics, along with the page numbers where each topic appears.

Italics: Letters and numbers that lean to the right rather than stand straight up.

Jargon: Specialized terms used in a specific industry.

Memo: Informal written correspondence. Another term for memorandum (plural: memoranda).

Nonverbal communication: All communication that does not use words. This includes tone of voice, appearance, personal environment, use of time, and body language.

Paraphrase: Express something heard or read using different words.

Permit: A legal document that allows a task to be undertaken.

Punch list: A written list that identifies deficiencies requiring correction at completion.

Table: A way to present important text and numbers so they can be read and understood at a glance.

Table of contents: A list of book chapters or sections, usually located at the front of the book.