Basic Communication Skills
Session Two

Reading and Writing
Objectives

When trainees have completed this session, they should be able to do the following:

2. Describe good reading and writing skills and their relationship to job performance.
   a. Describe the importance of good reading and writing skills.
   b. Describe job-related reading requirements and identify good reading skills.
   c. Describe job-related writing requirements and identify good writing skills.
Performance Tasks

2. Fill out a work-related form provided by your instructor.

3. Read and interpret a set of instructions for properly donning a safety harness and then orally instruct another person on how to don the harness.
2.1.0 – Reading on the Job

Code books are just one example of the documents a worker must read to successfully complete a task or project.
2.2.0 – Job-Related Documents

Other examples of the many things that you will need to read on the job include the following:

- Safety instructions or guidelines
- Drawings, specifications, and manufacturer’s instructions
- Signs and labels
- Work orders, schedules, and various permits
- Written communication from others, such as emails and text messages
2.2.0 – Book Sections

When reading a book, the following sections provide information and guidance:

- Table of contents
- Index
- Glossary
- Appendixes
- Tables and graphs
2.2.0 – Reading Tips

• Avoid physical and audible distractions.
• Take notes; use highlighters and bookmarks.
• Skim the Table of Contents to get an overview before you start reading.
• Imagine yourself performing a task while you are reading the instructions.
• Re-read as necessary for a clear understanding.
2.2.0 – Types of Fonts: Serif

SERIF FONT EXAMPLES

• **Times New Roman**: The quick brown fox jumps over the lazy dog.

• **Palatino**: The quick brown fox jumps over the lazy dog.

• **Century Schoolbook**: The quick brown fox jumps over the lazy dog.
2.2.0 – Types of Fonts: Sans Serif

SANS SERIF FONT EXAMPLES

• Arial: The quick brown fox jumps over the lazy dog.

• Helvetica: The quick brown fox jumps over the lazy dog.

• Verdana: The quick brown fox jumps over the lazy dog.
2.2.0 – Types of Fonts: Specialty

SPECIALTY FONT EXAMPLES

• **Comic Sans**: The quick brown fox jumps over the lazy dog.

• **Lucida Calligraphy**: The quick brown fox jumps over the lazy dog.

• **Papyrus**: The quick brown fox jumps over the lazy dog.
2.3.0 – Writing on the Job

HOW TO WRITE AN IMPORTANT PIECE

• **Prewriting** – includes brainstorming; listing ideas and topics; creating an outline.

• **Rough draft** – follows any required research. Incorporate your ideas and topics; do not try to make a perfect document at this stage.

• Walking away from it for a while often helps.

• Revise and edit.

• **Proofread** – usually best to allow others to do this.
2.3.1 – Email Example 1

Which of the following emails looks more pleasant, is better organized and friendlier, and most likely to leave a good impression on a potential client?

This one …

From: JQSmith@smithcontracting.com
To: WJones@paintersplus.com
Cc: 
Subject: Quick Note
Attachments:

Here are some paint colors and faucets available for your bathroom: Color #1415, Soft Jade; Color #1416, Garden Moss; and Color #1417, Forest Glen. All are available in semi-gloss or eggshell finish. There are also three faucet sets: the Meridian (single handle) $109.88; the Mermaid (dual handles) $83.50; and the Monitor (dual handles) $95.75. All are available in polished brass or polished chrome. I’ve included paint samples and photos of the faucets. Please tell me your choices by Friday. If you have any questions, call me at 703-555-1212.
2.3.1 – Email Example 2

or this one?

From: JQSmith@smithcontracting.com
To: WJones@paintersplus.com
Cc:
Subject: Bathroom Paint and Faucet Options
Attachments:

Dear Mr. Jones,

The paint colors and faucets available for your bathroom are listed below (photos of faucets and paint colors are attached to this email). Please let me know what you decide by 5:00 pm on Friday, March 21st. If you have any questions, please do not hesitate to contact me at 703-555-1212.

**Paint Colors (Available in semi-gloss or eggshell finish)**
- #1415 – Soft Jade
- #1416 – Garden Moss
- #1417 – Forest Glen

**Faucet Sets (Available in polished brass or polished chrome)**

<table>
<thead>
<tr>
<th>Model</th>
<th>Price</th>
<th>Handle Style</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meridian</td>
<td>$109.88</td>
<td>Single</td>
</tr>
<tr>
<td>Mermaid</td>
<td>$83.50</td>
<td>Dual</td>
</tr>
<tr>
<td>Monitor</td>
<td>$95.75</td>
<td>Dual</td>
</tr>
</tbody>
</table>

Regards,
John Q. Smith
Smith Contracting
2.3.1 – Text Messaging Guidelines

• Be sure this is the best choice for what needs to be communicated.

• Do not use text messaging to share potentially emotional information, such as apologies or criticism.

• Be certain the message is accurate. Be aware of potential auto-correction errors.

• Do not use shorthand and abbreviations such as “LOL” or “IMHO” when communicating with superiors or strangers. Use language and complete sentences as you would in a proper email.

• Again, never send or read text messages while driving, operating machinery or power tools, or while walking around the job site.
Laboratory – Performance Task 2

WRITING WORK-RELATED INFORMATION

Each trainee will practice writing a short cover letter that would accompany a resume to a prospective employer.
Laboratory – Performance Task 3

Each trainee will read and interpret a set of instructions for properly donning a safety harness and then orally instruct another person on how to don the harness.
Next Session…

Laboratory/Performance Task Module Exam

Review the complete module to prepare for the module exam. Complete the Module Review and the Trade Terms Quiz.