

Preparation of written response

Goal

Is to prepare a document that is clear, concise, complete and correct

General rules

- **Organize the information before starting to write (what and how to write)**
- **Use proper spelling and grammar**
- **Preferably avoid passive voice throughout**

General rules

- **Avoid writing in the first person and second person wherever possible**
- **Prepare a document in a presentable manner (neat)**
- **Keep things as simple and direct as possible**

General rules

- **Consider whether tables or graph or figures would make the document simpler**
- **Avoid using abbreviations or acronyms (or quote at first instance in parentheses)**
- **If the document is long, use sub headings**

General rules

- **Present it in correct order as required**
- **Write in your own words**
- *At first make sure that all of the information is down on paper. Once that occurs, go back, revise and perhaps reorganize the document.*

Specific document sections

It should contain

- **Introduction**
- **Body**
- **Conclusion**

Specific document sections - Introduction

- **Should inform what the remainder of the document is to cover**

Specific document sections - Body

- **Should contain all the details of the document**
- **Do not include unnecessary information (even if it is interesting)**
- **Do not stray from the subject**

Specific document sections - Body

- **Sub divide the document further in a logical order and as appropriate when necessary**
- **Always focus end point**

Specific document sections -

Conclusion

- **Should be placed at the end of the document**
- **Avoid extrapolating beyond the information available**
- **Readers need something to bring their thoughts together at end.**

Preparation of verbal response

- **Verbal communications are most frequently used in practice settings**
- **Need to use good verbal communications skills**

Preparation of verbal response

- **Deliver the information at an ideal place**
- **Deliver the content confidently**
- **Make analogous to the delivery of a presentation or lecture**

Preparation of verbal response

- **Use appropriate language with good grammar**
- **Use correct pronunciation of all terms of the document**

Preparation of verbal response

- **Listen carefully when clarification is sought**
- **Don't interrupt while clarification is sought**

Preparation of verbal response

- **Clarify all doubts confidently**
- **Must be prepared for additional questions**
- **Show evidence where necessary/
appropriate**