

Professional Writing



Strategies and tips

Step 1: Have a goal

Have a specific goal as you are writing. If you are seeking more information, **provide context** around the information you are seeking. If you are asking for something (e.g. you need something from the other party), **give strong reasons for your request**.

Step 2: Provide context

To achieve your goal, **provide the other party with relevant information** to understand your request. Depending on the other party's position and the nature of their work, they may need more information. To avoid unnecessary back and forth, provide that information to the other party in your initial communication.

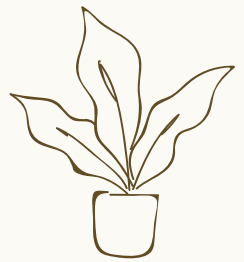
Tip: Consider offering options to your reader rather than asking open-ended questions. Options are easier to respond to. See second example on next page.

Step 3: Check your tone

Make sure that your tone and presentation reflect you positively. How you phrase your email will affect how your reader interprets it. If it is your first time reaching out, you are creating a first impression to the reader. Think of this communication as a reflection of yourself and how serious the situation is regarding your email.

Questions to consider

- What do you want to achieve with this communication?
- Do you want something from the person you are writing to? How can you word it so that you receive a positive response?
- What does the person need to know so that they will understand your request and will be able to respond quickly?



- How will your reader interpret your words?
- Are you showing the appropriate level of professionalism to the other party?

Always do a final check!

Have you fulfilled your goal? Do you think the reader will be persuaded by what you have written? Have you checked your spelling, punctuation, and grammar? Did you convey yourself in a professional manner? Is the email brief and to the point?

It helps to get feedback on your writing, especially when writing in a professional setting. If you are unsure about your writing, ask someone to review it.

You can work with the CARE Learning Center if you would like feedback on your writing!

CARE Learning Center

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Professional Writing Examples



Email to instructor

Bad example

Subject: Send file HURRY

Hello Professor,

I didn't get the file. Can you send it later today.

Thank you.

Good example

Subject: GEN100 Missing Kolb reading

Hello Professor Anonymous,

I am in your GEN100 class and I didn't get the course reading that you said you would email the class. I think you said the name of the reading had to do with Kolb's Experiential Learning, and I would love to be able to get started on the reading as soon as possible. I checked all my emails and my junk folder and it doesn't seem like I missed your email. Let me know if there's anything I can do.

Thank you,
Student Name

Email requesting more information

Bad example

Subject: i don't get the training

Hallo bossperson,

i don't get it something is missing :(

Send me the information.

kthxbye

Good example

Subject: Question about the training packet

Hello Supervisor Anonymous,

I was going through the training packet and it looks some information may be missing in the section about how to interact with clients. I tried to find more information online, but I am still a little confused about the steps I would need to take during the initial intake session. Is there a place I can find more information or could we meet to discuss this section?

Thank you,
Student Name

