

# Communicating in the Workplace

Daniel Thorpe | Day-04 | 13 March 2026

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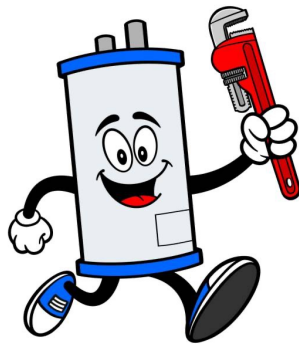
## Intro & Review

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### Persuasive Memo Solutions (HomeCo)

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**SUBJECT: REMOVAL OF MAINTENANCE AGREEMENT CHARGE FROM STATEMENT**

Dear Customer Service Manager:

Please remove the \$59 charge for a maintenance agreement on my new water heater from my December statement (attached).

In December I had a HomeCo water heater installed. The heater cost \$379.84, and the installation charges were \$154.35. When I received my statement, I noticed an extra charge of \$59 for a maintenance agreement. Since I hadn't signed a contract for a maintenance agreement, I paid all the charges except the \$59.

This week I received a maintenance contract for this water heater. What shall I do with this unwanted agreement?

I've purchased nearly all my major appliances from HomeCo, and I've been pleased with them and with your service in the past. I'm confident you will correct this error so that the \$59 charge won't appear on my next statement.

Sincerely,  
[YourName]

Attachment: December HomeCo Statement #xxxx

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Review Questions

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Student Short Story Presentations

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Business Presentations

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Before you present...

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01: A Suitable Channel

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02: Clear Purpose

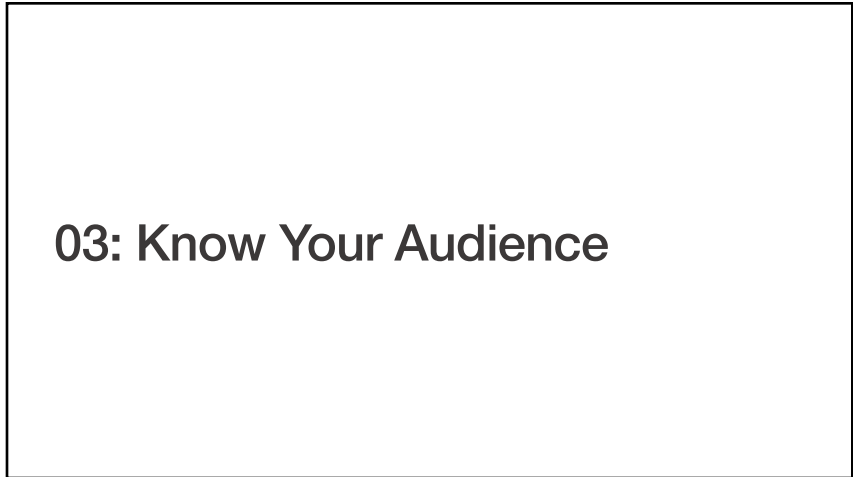
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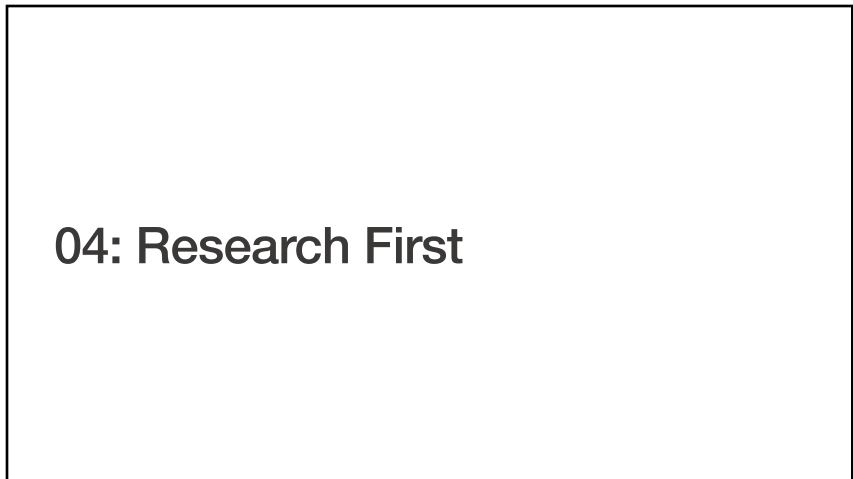


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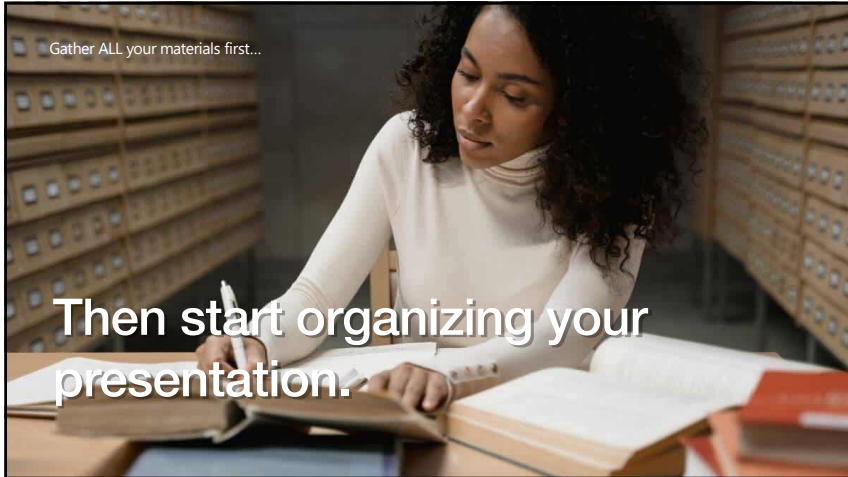


- Language; terminology.
- How much background.
- Tone.

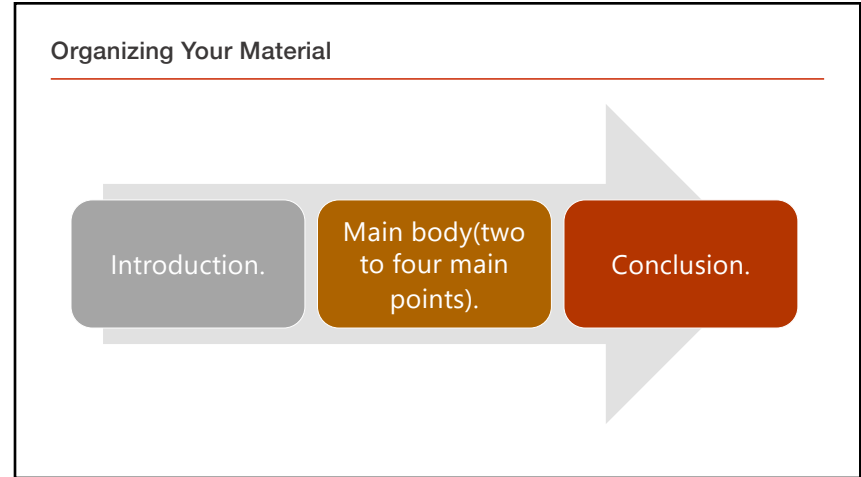
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**Come meet Janet,  
a clown, and an acrobat.**



**With  
Oxford Comma**

**Come meet Janet,  
a clown and an acrobat.**




**Without  
Oxford Comma**

**YOUR  
DICTIONARY**

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**Technology Isolates Us**

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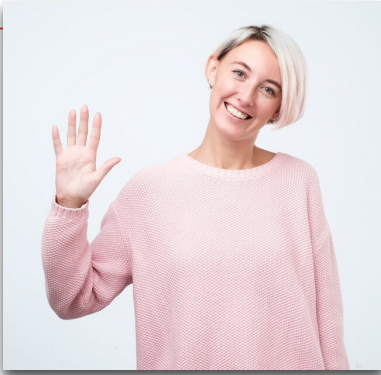
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**01. Introduction**

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**Three/Four Jobs:**

- Capturing audience attention,
- Establishing your credibility, and
- Introduce your theme.
- Preview your points.  
(Sometimes combined with introducing your theme.)



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**2. The Main Body**

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**Grouped into two to four points that follow each other in a logical order:**

- Chronologically,
- Geographically,
- By importance,
- From simple to complex, etc.

(Note: use clear transitions between points.)

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### 3. The Conclusion

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**Three/Four Jobs:**

- Summarize your main points.
- Take questions.
- Distribute handouts.  
(If you have printed handouts and didn't distribute them earlier.)
- Thank the audience and end on a strong note / call to action.

CONCLUSION



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### It Can Help to Use an Outline

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"CE Contributions to BushWood College"

Introduction  
Main Body  
Conclusion

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### Sample Outline

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"CE Contributions to BushWood College"

Introduction

Main Body

1. Financial Contribution
2. Marketing / Community
3. Enrolment (FTE) Contribution
4. Staff Training / Community

Conclusion

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### Sample Outline

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"CE Contributions to BushWood College"

Introduction

- Promise 3 CE Facts Didn't Know
- About Me: Dean for Five Years
- Proud to be Part of College Community

Main Body

1. Enrolment (FTE) Contribution
2. Financial Contribution
3. Staff Training / Community
4. Marketing / Community

Conclusion

- Questions
- Sum Up: Emphasize Community
- Thank You For Your Time (Handout)

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## Homework for Day-05

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1. Review the Day-04 handouts.

2. Outline Exercise:

- Think of a good subject for your in-class Formal Presentation. This should be:
  - A topic you can know well enough to present on.
  - A specific enough topic that you can present it completely in ten minutes (including three for questions).
  - A topic of interest to your classmates (preferably business related).

(If you're not sure whether your topic is suitable, you can email me at [danielthrp@gmail.com](mailto:danielthrp@gmail.com) to confirm it'll work before you spend a lot of time on it.)

- Prepare an outline for your Formal Presentation, using headings in Microsoft Word and email to me.



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THANK  
YOU

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