*LT industrial majors*

**Communication skills in English**

**( 30 periods)**

**Objectives :**

At the end of this course, the student should be able to do the following

* Give technical instructions in English to his subordinates working in the field of his specialty.
* Communicate properly with others in correct conversation and writings.
* Write small technical paragraphs.
* Write a short report or letter related to technical subjects.

**GENRES OF TECHNICAL COMMUNICATION**

Letters, Memos, and E-mail

Basic features of letters and memos

Basic features of E-mail

Planning and researching a correspondence

Determining the Rhetorical Situation

Organizing and drafting letters, memos, and E-mails

Introduction with a Purpose and Main point

Body that provides Need-to-Know information

Conclusion that restates the Main Point

Types of letters, memos, and E-mails

Inquiries

Responses

Transmittal letters and memos

Claims and Complaints

Adjustments

Refusals

Using Style in letters, memos, and emails

Strategies for developing and appropriate style

Designing and Formatting letters and memos

Formatting letters

Formatting envelopes

Formatting memos

Revising, Editing and Proofreading