

## Table of Contents

INTRODUCTION .....	1
How did we do this study? .....	1
Who responded to the survey? .....	2
Summary of survey results .....	2
Additional Report Sections .....	4
Scenarios .....	12
AUDIENCES, PURPOSES, AND OBLIGATIONS FOR WRITERS .....	13
Audiences .....	13
Purposes .....	15
Obligations .....	17
REFLECTIVE AND CRITICAL USES OF CONVENTIONS, ARGUMENTS & GENRES .....	21
APPLICATION OF PRINCIPLES OF DOCUMENT DESIGN AND VISUAL ELEMENTS .....	28
APPLICATION OF PRINCIPLES OF EFFECTIVE ORAL COMMUNICATION & CREATION OF PROFESSIONAL PRESENTATIONS .....	31
Speaking with Others .....	31
Presentations .....	35
Scenario: Speaking at Work .....	36
EFFECTIVE COMMUNICATION THROUGH THE USE OF ELECTRONIC MEDIA .....	38
SUPPORTING INDIVIDUAL AND COLLABORATIVE WORK THROUGH ALL STAGES OF THE WRITING PROCESS: RESEARCH/PLANNING TO PUBLICATION/FINAL DELIVERY .....	44
CONCLUSION .....	51
REFERENCES .....	53
APPENDIX A: PROFESSIONAL FIELDS: DATA AND COMPARISONS .....	54
APPENDIX B: SURVEY QUESTIONNAIRE & INTERVIEW QUESTIONS .....	69
ACKNOWLEDGEMENTS .....	72

## Table of Contents

INTRODUCTION .....	1
How did we do this study? .....	1
Who responded to the survey? .....	2
Summary of survey results .....	2
Additional Report Sections .....	4
Scenarios .....	12
AUDIENCES, PURPOSES, AND OBLIGATIONS FOR WRITERS .....	13
Audiences .....	13
Purposes .....	15
Obligations .....	17
REFLECTIVE AND CRITICAL USES OF CONVENTIONS, ARGUMENTS & GENRES .....	21
APPLICATION OF PRINCIPLES OF DOCUMENT DESIGN AND VISUAL ELEMENTS .....	28
APPLICATION OF PRINCIPLES OF EFFECTIVE ORAL COMMUNICATION & CREATION OF PROFESSIONAL PRESENTATIONS .....	31
Speaking with Others .....	31
Presentations .....	35
Scenario: Speaking at Work .....	36
EFFECTIVE COMMUNICATION THROUGH THE USE OF ELECTRONIC MEDIA .....	38
SUPPORTING INDIVIDUAL AND COLLABORATIVE WORK THROUGH ALL STAGES OF THE WRITING PROCESS: RESEARCH/PLANNING TO PUBLICATION/FINAL DELIVERY .....	44
CONCLUSION .....	51
REFERENCES .....	53
APPENDIX A: PROFESSIONAL FIELDS: DATA AND COMPARISONS .....	54
APPENDIX B: SURVEY QUESTIONNAIRE & INTERVIEW QUESTIONS .....	69
ACKNOWLEDGEMENTS .....	72