

# Writing

This learning tool has the goal of helping users to:

1. Understand the skill
2. Reflect on and identify ways they use the skill
3. Participate in activities to build skills

## What is writing?

The Office of Skills for Success defines writing as:

Your ability to share information using written words, symbols and images.



# Reflection

There are many tasks that require writing.

Check off the writing tasks that you can confidently complete:

- Write brief text (less than a paragraph).  
*For example, a grocery list or a reminder note.*
- Follow a template to write text.  
*For example, fill in the entry fields on a time sheet for your employer.*
- Write text that is a paragraph or longer.  
*For example, a letter, email or memo.*
- Use correct grammar and spelling when writing.
- Write with a clear purpose.  
*For example, request information or providing instructions.*
- Write informal text.  
*For example, casual text messages or notes to friends and family.*
- Write formal text.  
*For example, emails to your employer or reports at work.*
- Identify and apply the appropriate tone for a piece of writing.  
*For example, compassionate, celebratory, or apologetic.*
- Write text that requires original content, without a template.  
*For example, write a new report at work or draft a long email message.*
- Write to influence the actions or ideas of other people.  
*For example, create a business plan or funding proposal.*



## How do you use your writing skills at home and/or at work?

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# Activity One

You and your cousin have planned to meet for lunch on Wednesday afternoon. On Wednesday morning, you get a text message from them that says, “Hi, are we still going out for lunch today?”



**Write a text message that you could send in response.**

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# Activity One: Review

## Skills Coach Suggestions:

1. **“Yes, I’m looking forward to meeting you for lunch today. Let’s meet at (provide information on time and location)”**
2. **“No, sorry but I can’t make it anymore.”**

If your answer isn’t the same as the Skill Coach answer, that doesn’t mean it’s wrong! There are many ways to respond.

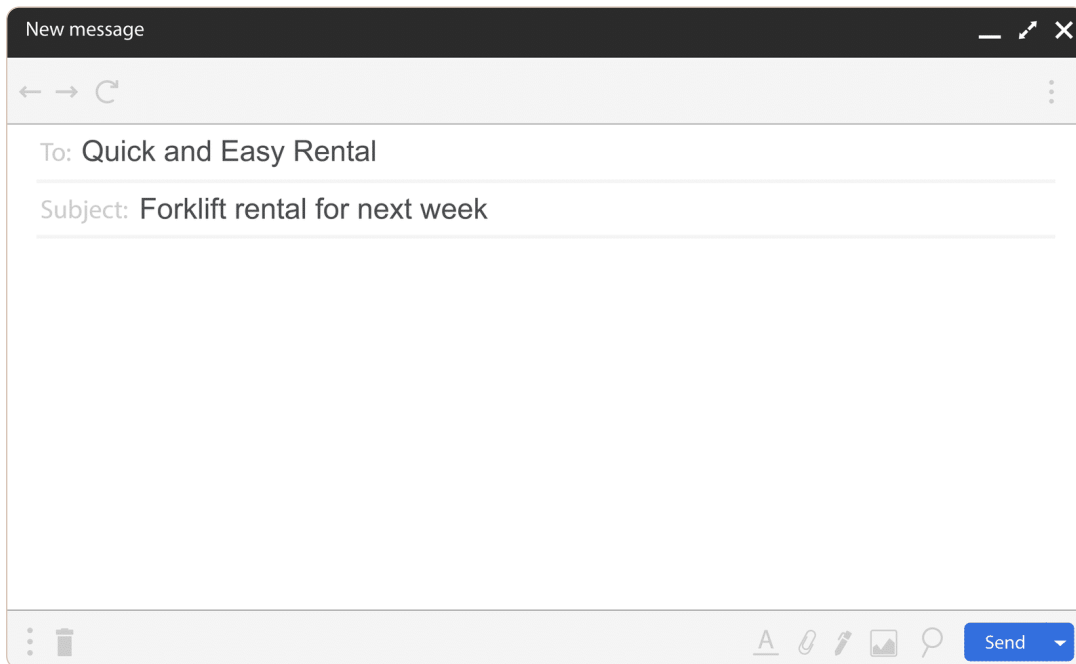
This is a fairly straight-forward writing task. The answer is either yes or no. How formal you want to be depends on your relationship with your cousin. A short and informal response (such as the Skills Coach suggested) would be fine here. But a more formal or longer message would also be appropriate if that’s how you prefer to communicate!

The Skills for Success has five levels of difficulty for writing tasks. This is a level one writing task because you are writing to inform someone and the writing is less than a paragraph. Anything less than a paragraph to organize, remind or inform someone is considered a level one task.



# Activity Two

Your supervisor in the fish processing plant where you work wants you to contact an equipment rental company to get an extra forklift for a large shipment leaving next week. The supervisor wants to know what rental options are available. The company's name is Quick and Easy Rental.



**Write an email that you could send to Quick and Easy Rental.**

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## Activity Two: Review

### Skills Coach Suggestion:

“Hello Quick and Easy Rental,

**Our company needs to rent a forklift for next week. What kind of rental options do you have available?**

**Please provide the costs for renting by the hour, day and week.**

**Thank you for your time,**

**[Your name]”**

If your answer isn't the same as the Skill Coach answer, that doesn't mean it's wrong! There are many ways to respond.

This is a slightly more complex writing task than the first question. Because you are requesting information, you need to be clear about what information you want from the rental agency. The writing in this email should be a little more formal than the writing in a text to a friend or family member.

A strong response to this question includes: a greeting, a description of why you are contacting the company, a clear request for information, and a sign-off that includes your name.

This is a level two writing task. In addition to getting your message across, level two tasks also require the right tone, grammar and spelling.



# Activity Three

You work as a shipper-receiver and must write a damage report to your supervisor, Rita, regarding a recent shipment of toothpaste.

The pallet of 30 cases arrived at the warehouse on April 15th. When you inspected it with the delivery driver you noticed that half of the cases were damaged. You accepted the delivery, but noted the damage on the delivery slip and had the delivery driver sign it. You are concerned the entire shipment might be contaminated, so you don't want to add it to the warehouse inventory.

DAMAGE REPORT	
To: Rita	Date: March 1, 2024
Re: Toothpaste Delivery	
Priority:	
<input type="checkbox"/> Low	
<input checked="" type="checkbox"/> Medium	
<input type="checkbox"/> High	
Comments:	

**Write a short report that you could send to your supervisor to inform her of the issue. (5-6 sentences)**

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## Activity Three: Review

### Skills Coach Answer:

“Attention: Rita

A toothpaste shipment was delivered to the warehouse on April 15th. I unloaded the pallet, which contained 30 cases of toothpaste.

Upon closer inspection, I noticed that half of the cases were damaged. I brought this to the driver’s attention and recorded the information on the paperwork.

Given what happened, I am concerned about the safety and quality of the toothpaste. I think it might be best if we return the entire shipment. I have set the order aside for now and will wait for your direction.

[Your Name]”

If your answer isn’t the same as the Skill Coach answer, that doesn’t mean it’s wrong! There are many ways to approach this writing task.

A strong response to this question includes: a description of the issue and a description of what actions you have taken so far.

This is a level three writing task. You need to provide specific details to inform the supervisor about the situation. This information should be clear, organized and factual. For example, you should include the date, the number of cases that were damaged, and what you are concerned about. You may have included questions in your report to request direction from the supervisor on what to do next.



### Importance of Writing skills

Writing is used to communicate and share information. Developing writing skills are important whether communicating through digital platforms, paper or other methods. For more information on writing skills visit the skill components and proficiency descriptors on the [Skills for Success](#) Website. For more information on the Indigenous Skills for Success Journey Refresh Project please visit the [Douglas College](#) Website.

## Continue the Journey

How can you continuously improve your writing skills?

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