Business Communication

Creating Outlines

The purpose of this activity is to give you the opportunity to evaluate processes and to create an outline in preparation for written communication. Working individually, select a critical task that you are comfortable performing. Identify the steps involved in the process and prepare an outline that you could use to write a set of "how-to" directions. Be sure to include the main ideas, major points or steps, and details as needed. You may use the back of this page for your outline.

Before beginning your outline, answer the following questions:

1. Who is the intended audience?

2. What is the purpose of the document (to inform, to persuade, or to collaborate)?

3. What do you want the audience to do or think?

4. Why should they do so?

5. Are you the right person to deliver this message?

6. What other elements or visual aides would help with the final document?