



## Document Planning and Structure

Learn how to plan and write documents that are clear, complete, accurate and well-structured.

**Course duration: 4 hours**

### DOCUMENT PLANNING

**Planning helps you decide what you want to say and how to say it. It helps ensure all relevant information is included and the message flows logically. Learn how to plan and structure all types of documents (including persuasive documents) using an easy to use, step by step model for planning.**

Estimated duration: 2 hours

**PRE-ASSESSMENT: DOCUMENT PLANNING (20 MINUTES)**

**LESSON 1: PLANNING MODEL (30 MINUTES)**

- Learn why it is important to plan your documents and know the steps to the Planning Model.
- Learn how to use the Planning Worksheet to help plan written work.
- Use the planning steps to effectively plan a document.

**LESSON 2: PERSUASIVE DOCUMENTS (20 MINUTES)**

- Learn what the Persuasive Model is and how it can help you write convincing arguments.
- Use the steps to effectively plan a persuasive document.

**ACTIVITY: RECOMMENDATION REPORT (30 MINUTES)**

- Practise using the Planning Model to evaluate and edit a persuasive document.

**ASSESSMENT: DOCUMENT PLANNING (20 MINUTES)**

### DOCUMENT INTRODUCTION AND CLOSING

**All documents need to be clearly divided into three separate sections, namely the introduction, body and closing. Learn what to include in the introduction and closing and how to draft them effectively.**

Estimated duration: 45 minutes

**PRE-ASSESSMENT: DOCUMENT INTRODUCTION AND CLOSING (10 MINUTES)**

**LESSON 1: THREE DOCUMENT SECTIONS (5 MINUTES)**

- Learn about the three sections of all documents and how important they are to the document effectiveness.
- Practise identifying when a document has or doesn't have the three sections.

**LESSON 2: INTRODUCTION (10 MINUTES)**

- Understand what is required to make a communication purpose statement complete and accurate.
- Practise identifying complete and incomplete communication purpose statements.
- Practise identifying effective and ineffective introductions.

**LESSON 3: CLOSING (10 MINUTES)**

- Learn what to include in the closing of your document.
- Practise identifying effective and ineffective closings.

**ASSESSMENT: DOCUMENT INTRODUCTION AND CLOSING (10 MINUTES)**

# DOCUMENT OUTLINE AND BODY

The body of a document provides the details for the reader in a logical framework that makes the document's message easy to read and scan. Learn how to write the document's body from the reader's perspective and batch the content with an apparent and systematic structure and substructure. Practise using techniques to structure information.

Estimated duration: 1 hour and 30 minutes

**PRE-ASSESSMENT: DOCUMENT OUTLINE AND BODY (15 MINUTES)**

**LESSON 1: CONTENT STRUCTURE (15 MINUTES)**

- Learn about document structure and substructure and how it can be used to assist with document readability.
- Correctly structure a planned document.

**LESSON 2: COMMUNICATION PURPOSE (5 MINUTES)**

- Ensure the subject is not treated too narrowly or too broadly, and the substance is accurate and sufficiently detailed.
- Check if the document achieves the communication purpose.

**LESSON 3: REFERENCE SYSTEM (10 MINUTES)**

- Learn the two main ways to reference sources in business documents.
- Identify and correct errors in written references.

**LESSON 4: OUTLINE FORMAT (15 MINUTES)**

- Learn how to structure an outline to be logical and to follow a pattern to highlight vertical and horizontal relationships between groups.
- Use a combination of format options consistently to distinguish headings from text.
- Identify and correct faulty heading format.

**LESSON 5: HEADINGS (10 MINUTES)**

- Learn how to write a descriptive subject heading or title and know why it is important to do so.
- Identify descriptive and non-descriptive subject headings or titles.

**LESSON 6: OUTLINE HEADINGS (5 MINUTES)**

- Learn how to word headings and subheadings to follow parallel construct, and be able to identify incorrect heading progression.
- Learn the difference between topic and talking headings.
- Ensure the headings accurately reflect the content that follows them.

**ASSESSMENT: DOCUMENT OUTLINE AND BODY (15 MINUTES)**