BUSINESS AND TECHNICAL WRITING: BEGINNERS LEVEL

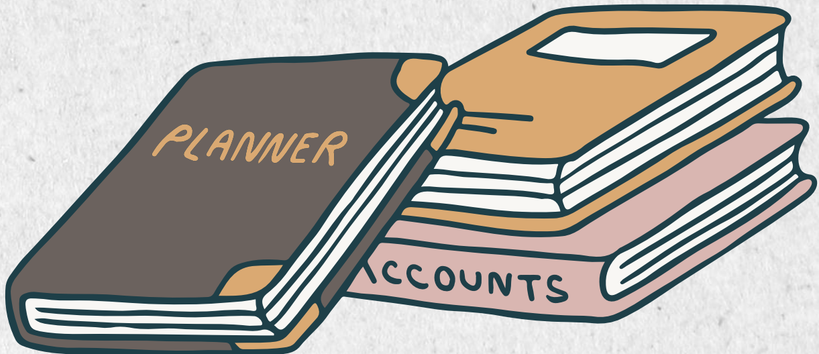
Writing Manual of Instructions

Presented by:
Prof. Shaneil R. Dipasupil, Ph.D.



LESSON OUTLINE

1. Warm-up Activity
2. Definition and Importance of Writing Instructions Manual
3. Types of Manuals
4. Qualities of an Effective Instructions Manual
5. Basic Parts of an Instructions Manual
6. Steps in Writing Instructions Manual
7. Strategies in Writing an Effective Instruction Manual
8. Vocabulary Focus: Action verbs and Imperatives
9. Grammar Focus: Active – Passive Voice
10. Self-Study Practice (Homework)
11. Review
12. Self-Assessment

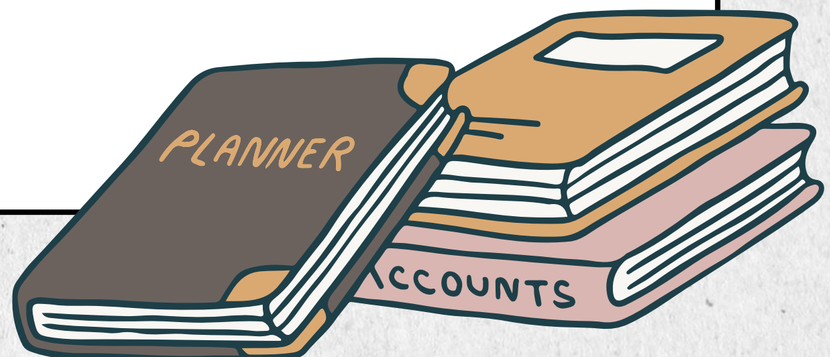


Lesson Objectives

At the end of the lesson, the participants should be able to:

- Understand the strategies on how to write effective instructions manual
- Identify the parts and structure of an instructions manual
- Practice using action verbs and imperatives in writing instructions
- Change passive sentences into active sentences





WARM-UP ACTIVITY











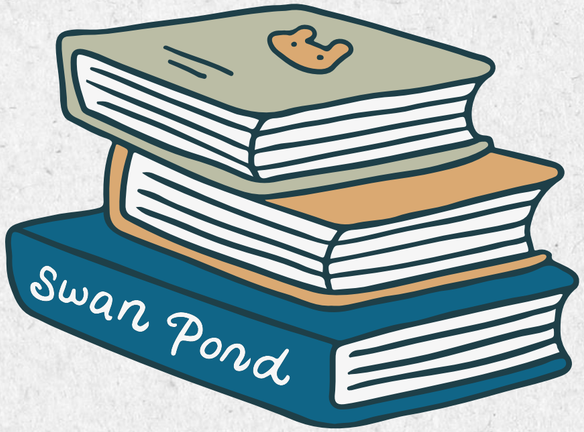


Let's time travel! Back to the 90s!



Lecture Presentation

Writing Instruction Manual

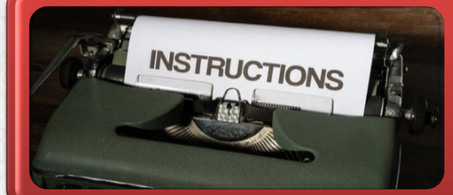


Instruction Manual

- Also known as user manuals, product manuals, and product instruction manuals.
- It is a document with detailed information and guidance on how to properly use, operate, assemble, install or maintain a product or system.
- Usually, manufacturers or product creators include an instruction manual to help users understand how to get the most out of their product and ensure safe and efficient usage.
- User manuals usually contain step-by-step instructions guiding users through how to use your product and potential troubleshooting in case something goes wrong.



Types of Manuals



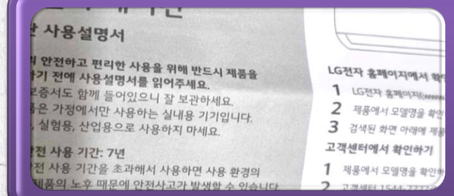
Instruction Manual

- It contains basic instructions that tell users how best to use a product.



Training Manual

- It contains a set of instructions that tell users how to complete a job, process or task.



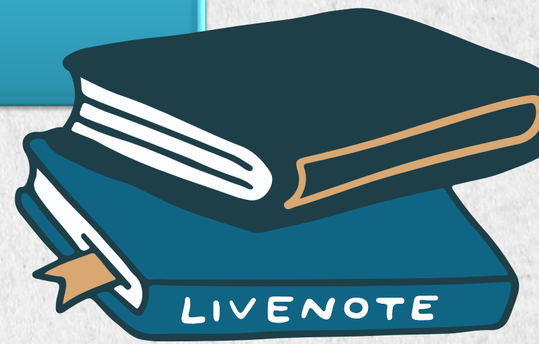
Service Manual

- This manual contains a set of instructions guiding users on how to keep a piece of machinery running at different points in its life.

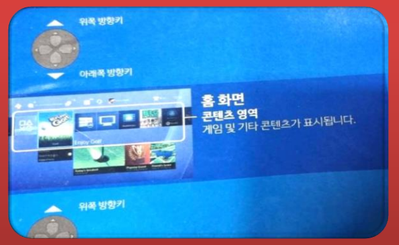


User Manual

- This aims to assist users with the operation of a certain product.



Types of Manuals



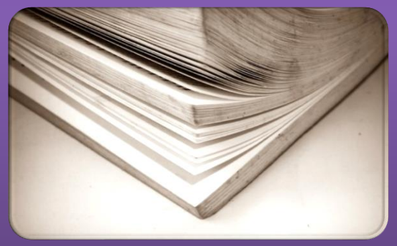
Operation Manual

- It is a documentation of the company's information including roles, responsibilities and processes.



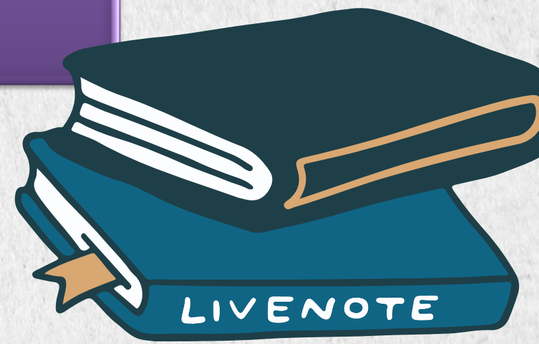
Organizational Policy Manual

- This manual serves as a record of the company's policies, procedures and best practices.



Standard Operating Procedures (SOPs) Manual

- This manual provides clear instructions telling members of an organization how to go about completing certain processes



Benefits of Writing Instruction Manuals

Promote correct and optimal product use

Prevent incorrect use of product

Save time and resources internally



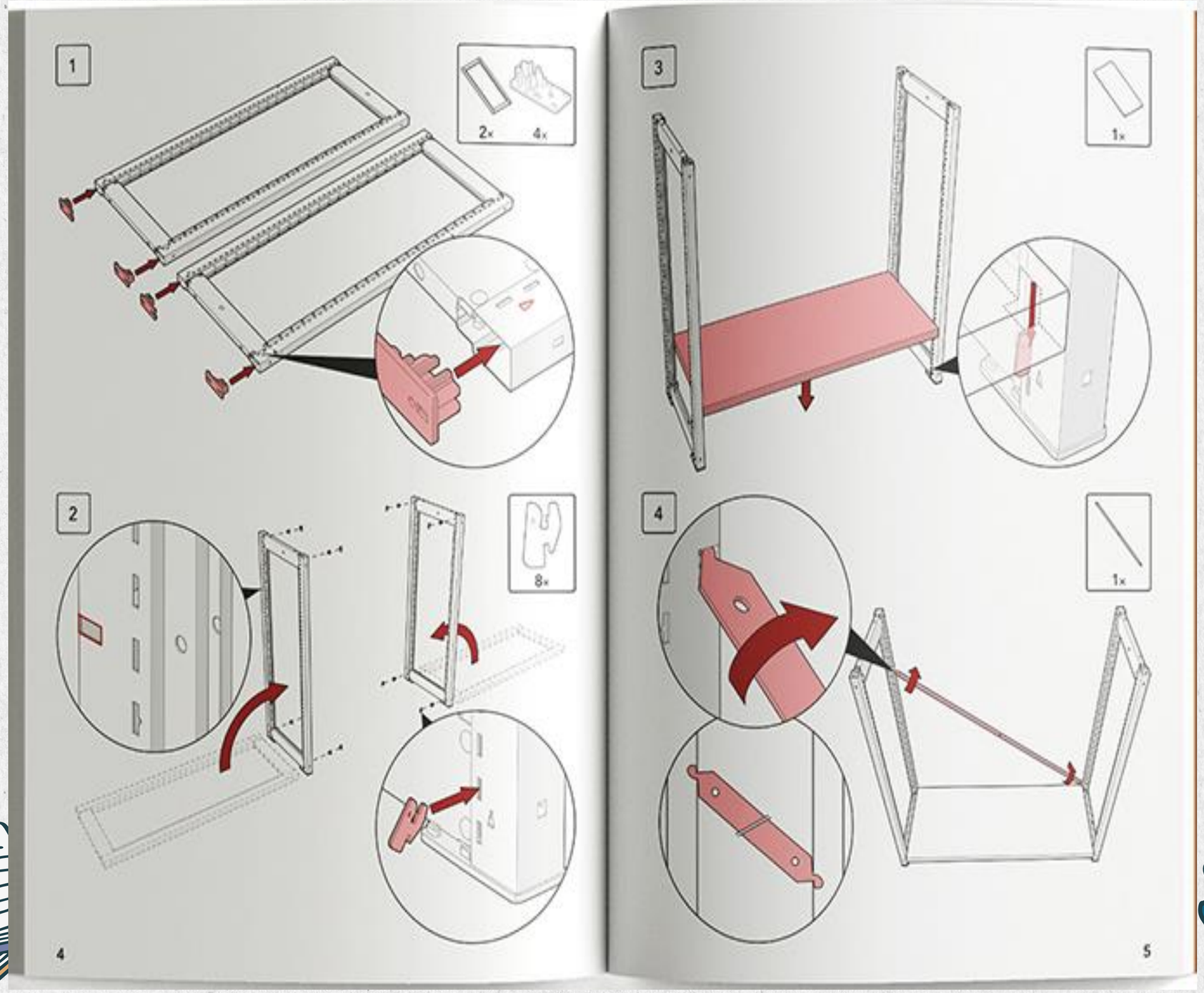


Qualities of Effective Instruction Manuals

- Helpful
- Organized
- Accessible
- Clear, Complete, Concise
- Visual
- User centered



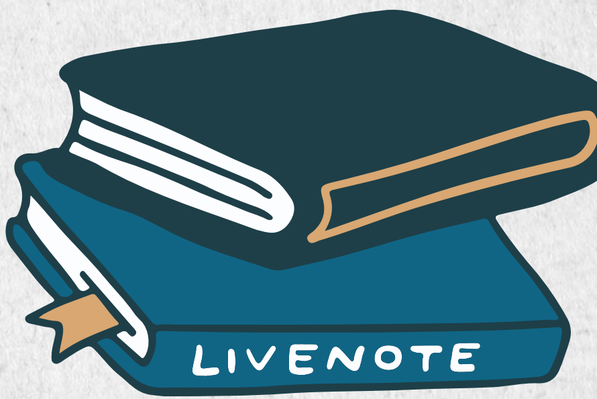




LIVENOTE

Basic Parts of an Instruction Manual

1. • Introduction
2. • Safety information
3. • Operation instructions
4. • Maintenance, care and troubleshooting
5. • Technical specifications
6. • Warranty and support



How to Write Instructions

1. **Write a clear title**
2. **Identify what the reader would need**
3. **Instructions must be in chronological order** - write the instructions in the order in which they need to be completed. Number the instructions to make the order clear.
4. **Use imperative verbs**
5. **Use time conjunctions** - these can introduce the individual instructions and help order each step.

   Example, first or primarily, next or then, finally or ultimately.
6. **Use details or appropriate adjectives**



Steps in Writing an Instruction Manual

Identify your objectives

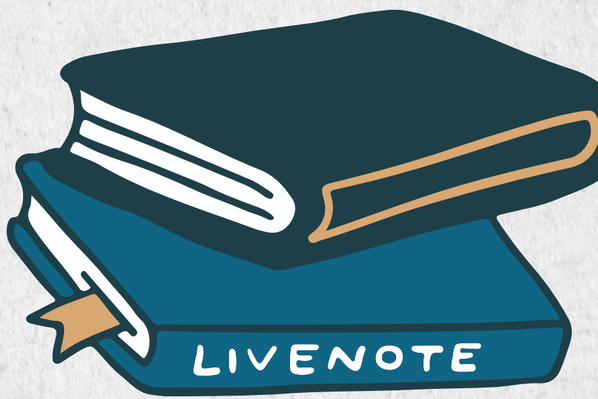
Create an instruction manual outline

Start writing an instruction manual

Test it out

Finalize the instruction manual

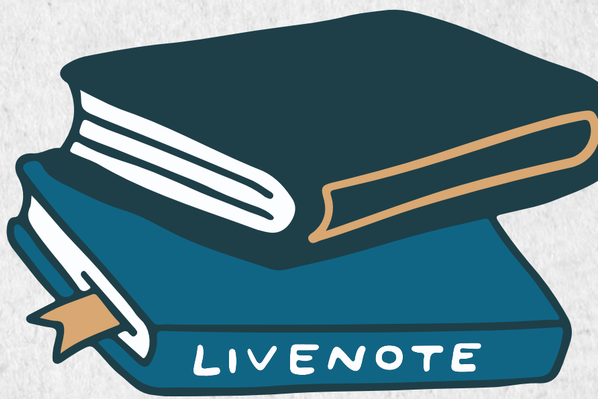




Tips in Writing the Body of An Instruction Manual

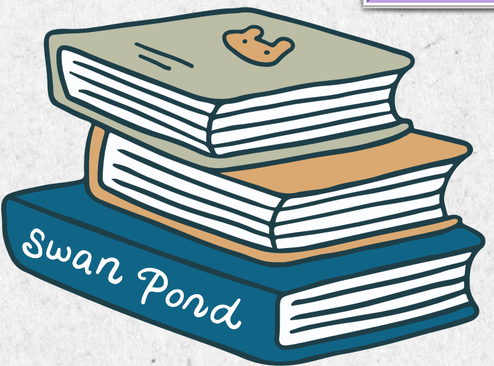
- ✓ Use your outline as a guide in writing each section of your manual.
- ✓ Avoid fancy words and lengthy sentences.
- ✓ Focus on language simplicity.
- ✓ Develop and follow a style guide in order to write more cohesively and consistently throughout the document.
- ✓ Write in sequential order.
- ✓ Use actionable steps.
- ✓ Add your finishing touches such contact information, warranty details and disclaimer. You can also add a section for frequently asked questions.

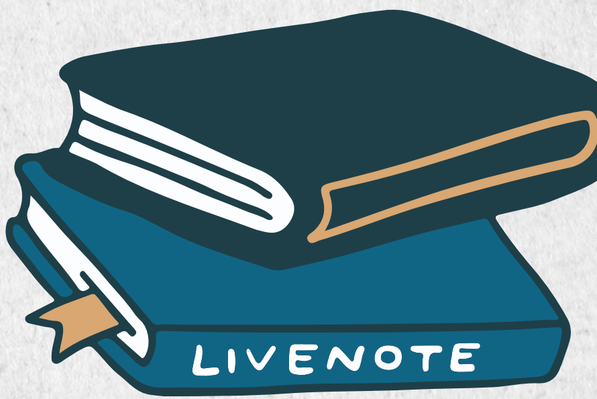




Strategies in Writing an Effective Instruction Manual

- Set clear and specific goals
- Use the point of view of the manual users
- Involve all stakeholders
- Use templates
- Keep updating the manual

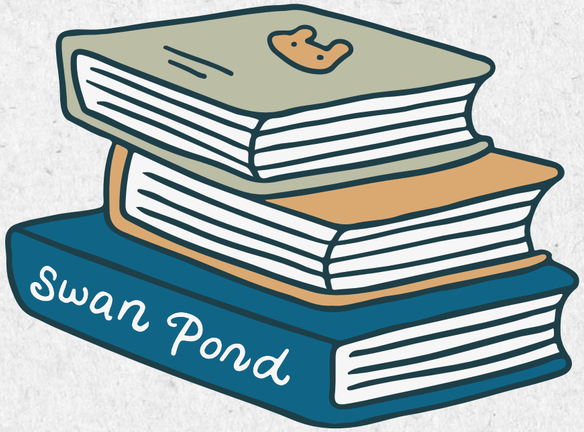






Vocabulary Focus

Action Words and Imperatives

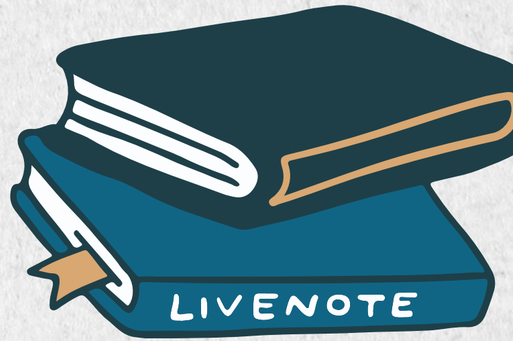


VOCABULARY FOCUS



Action Words

Ask	Build	Change	Help	Join	Leave
Question	Create	Transform	Aid	Attach	Abandon
Interrogate	Construct	Modify	Comfort	Fasten	Vacate
Inquire	Design	Evolve	Assist	Connect	Evacuate
Request	Manufacture	Adapt	Support	Merge	Disappear
Grill	Produce	Vary	Encourage	combine	Escape

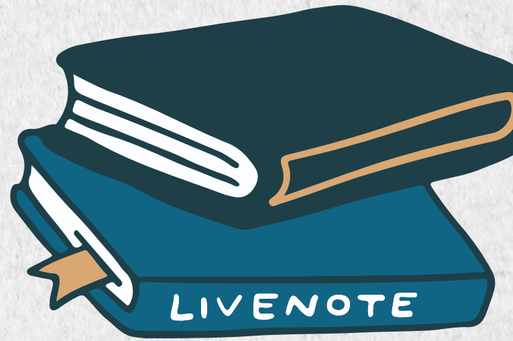


VOCABULARY FOCUS



Action Words

Lessen	Look	Said	Stop	Use	Answer
Reduce	Browse	Reveal	Hold	Utilize	Reply
Limit	Survey	Articulate	Suspend	Practice	Respond
Minimize	Scan	Chat	Quit	Operate	Assert
Decrease	Observe	Converse	Terminate	Apply	Claim
Diminish	Inspect	Mutter	End	Adopt	Argue



VOCABULARY FOCUS



Imperatives

- **These are words or verbs that tell someone to do or not to do something.**

When you write your instructions manual, you need to clearly show the reader how to do something.

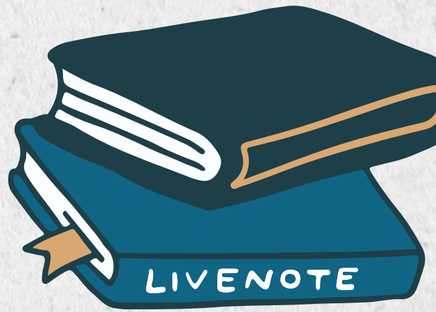


VOCABULARY FOCUS



Imperatives

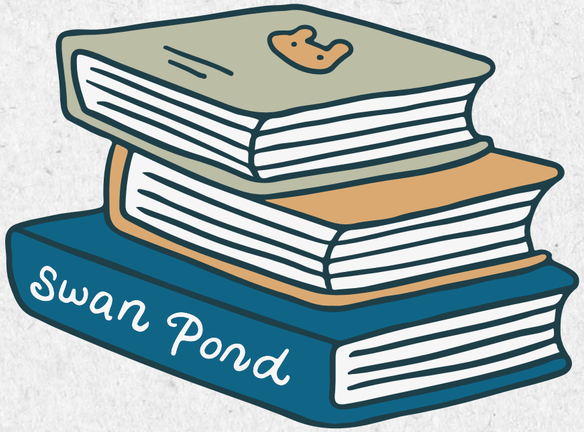
Tell someone to do something	Tell someone not to do something
Stay calm.	**Don’t panic**.
Turn right.	**Don’t go** straight
Close your eyes.	**Don’t move** your arms.
Take medicine three times a day.	**Don’t forget** to do it.
Run!	**Don’t stop** what you’re doing.



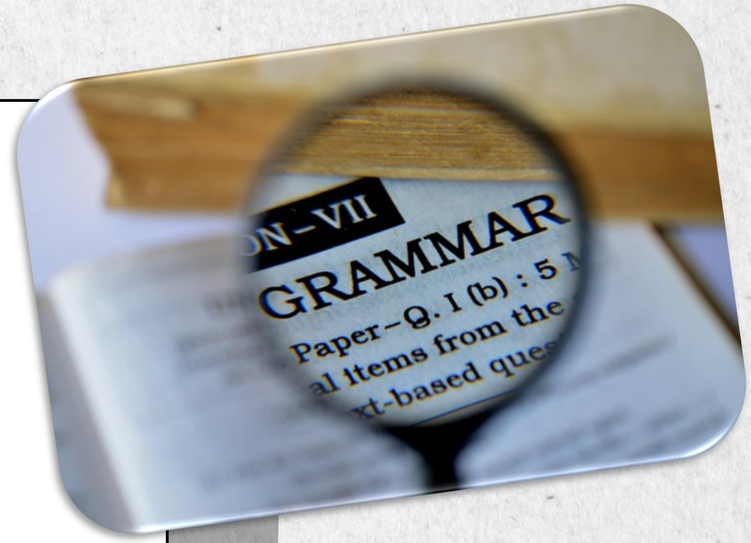


Grammar Focus

Active and Passive Voice



GRAMMAR FOCUS



Active Voice

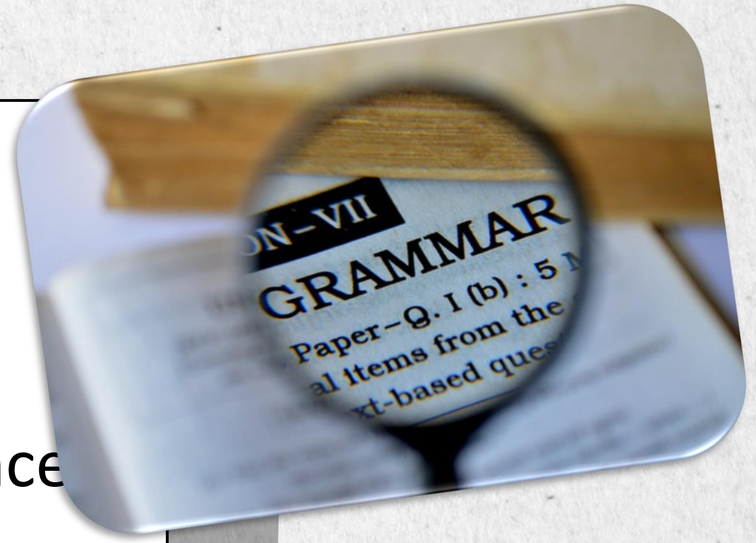
When a subject is directly acting on the object, the sentence is written in active voice

Sentence structure:

Subject + Verb + Object

LIVENOTE

GRAMMAR FOCUS



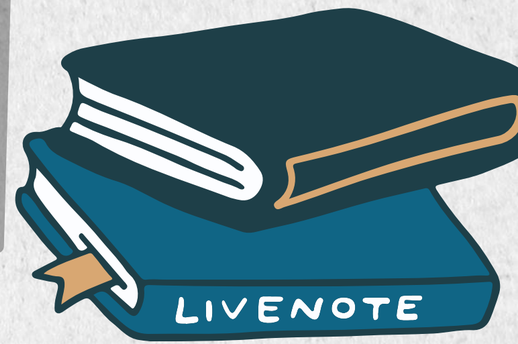
Passive Voice

When the object is acted upon by the subject, the sentence is written in passive voice

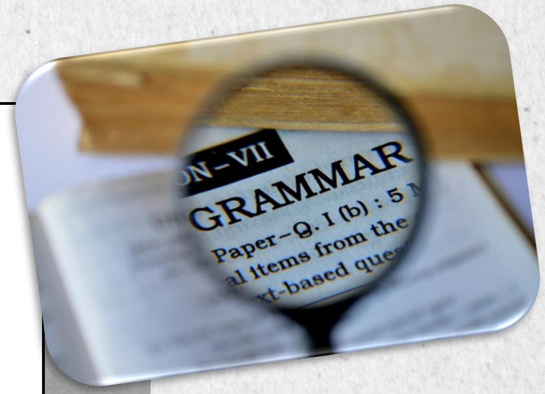
Sentence structure

Object + Verb + Subject

Passive voice sentences always take the third form of the verb also called the past participle form of the verb



GRAMMAR FOCUS



Rules for Changing Active Voice to Passive Voice

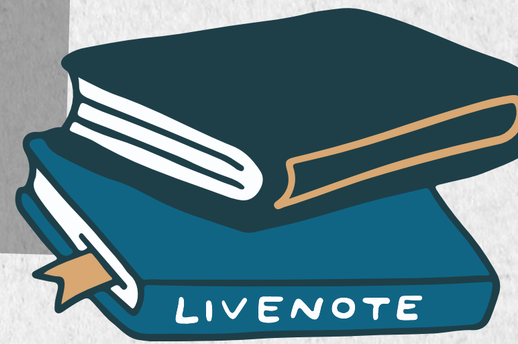
- Switch the places of the subject and the object. The subject should become the object and vice-versa while changing a sentence from active to passive voice or reverse.

Active voice: **She** bought a new car.

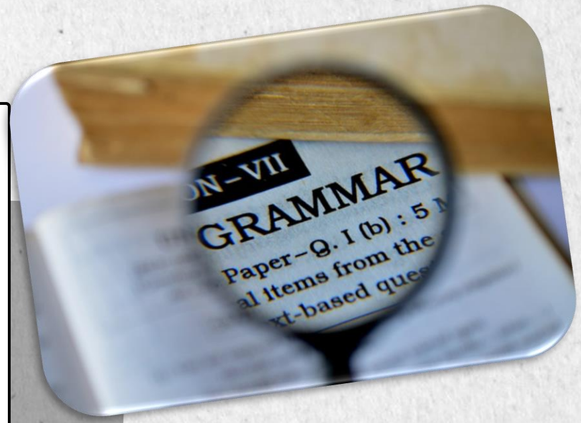
S O

Passive voice: A new car was bought by her.

S O



GRAMMAR FOCUS



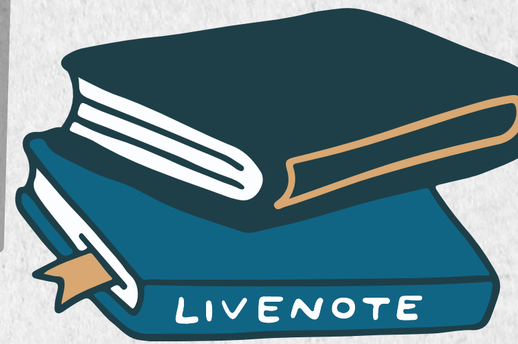
Rules for Changing Active Voice to Passive Voice

- Always convert the main verb into its **past participle** form while converting from active to passive voice.

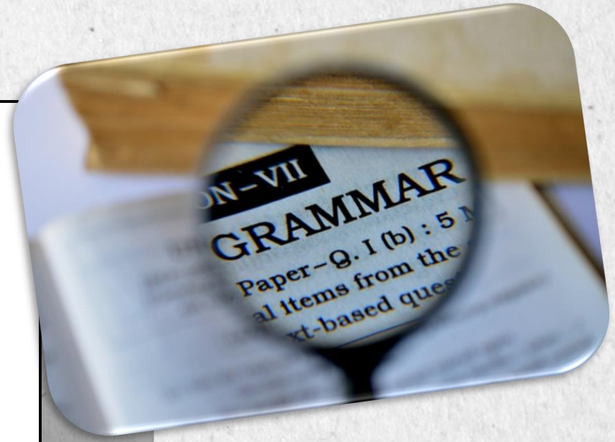
For example: eat → ate → eaten

Active voice: Miranda ***wrote*** a book on democracy.

Passive voice: A book on democracy ***was written*** by Miranda.



GRAMMAR FOCUS



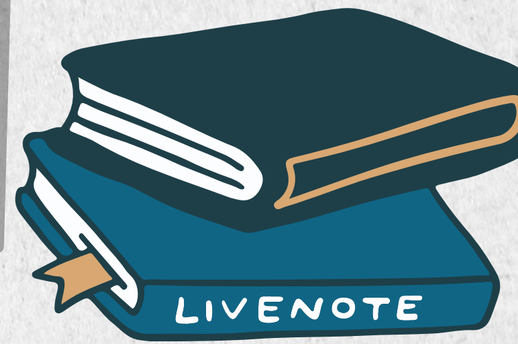
Rules for Changing Active Voice to Passive Voice

- Use the word “**by**” before the subject in the passive sentence.

Example:

Active voice: My brother sang a song.

Passive voice: A song was sung **by** my brother.



GRAMMAR FOCUS



Rules for Changing Active Voice to Passive Voice

- Change of tense of the auxiliary word.

Examples:

Present tense

Active voice: Mr. Ramos teaches Math.

Passive voice: Math **is taught** by Mr. Ramos.

Past tense

Active voice: She walked my dog home.

Passive voice: My dog **was walked** home by her.

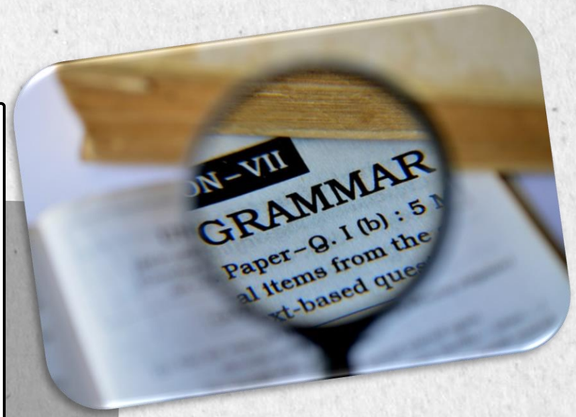
Future tense

Active voice: Sheena will do the craft work.

Passive voice: Craft work **will be done** by Sheena.

LIVENOTE

GRAMMAR FOCUS



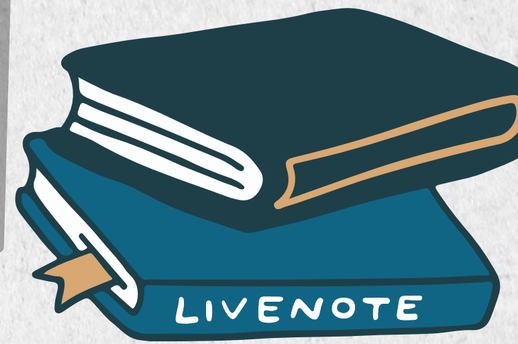
Rules for Changing Active Voice to Passive Voice

- Sometimes you may completely omit the subject from the passive voice if the idea you are trying to convey is clear.

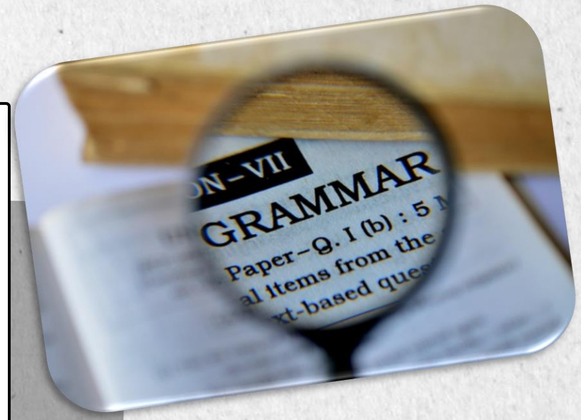
Example:

Active voice: Distance is measured in kilometers.

Passive voice: Kilometers is a measurement unit for distance.



GRAMMAR FOCUS

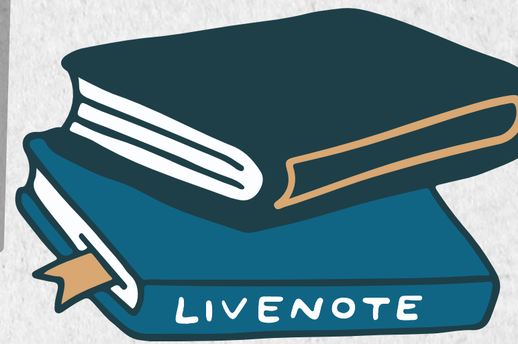


Rules for Changing Active Voice to Passive Voice

- In addition to using "by", words like "with" or "to" are also used in passive voice.

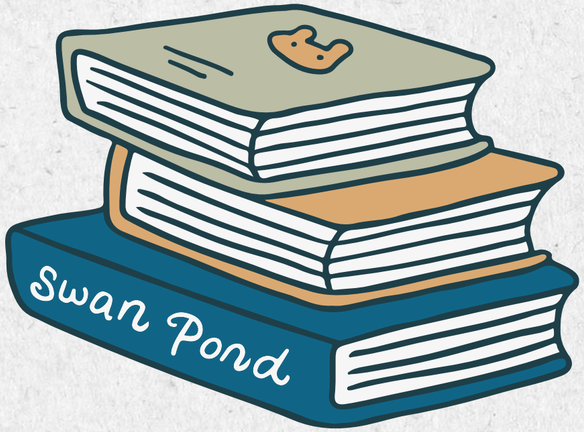
Examples:

Active voice:	I know her.
Passive voice:	She is known ***to*** me.
Active voice:	Love fills my heart.
Passive voice:	My heart is filled ***with*** love.





Let’s Practice!



Vocabulary Practice

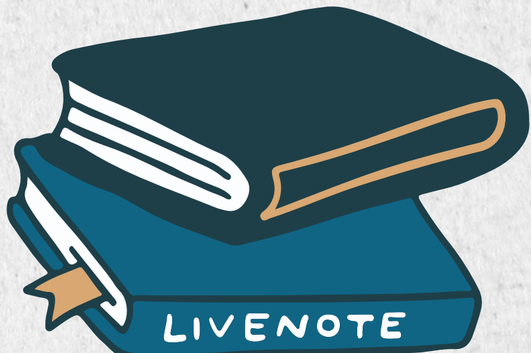
Action Verbs

Direction: Find the following words in this puzzle. You have 30 seconds to search.

ACTION WORDS SEARCH

w x g d d y m e p m
n a j z e c i d i o
b p k m c p n c a d
a p o i r r q b d i
t l b d e a u r c f
t y s e a c i e r y
a t e s s t r p e t
c l r i e i e l a h
h h v g d c k y t g
x f e n b e g q e c

practice
design
modify
reply
decrease
observe
attach
inquire
create
apply



Vocabulary Practice

Action Verbs

Direction: Find the following words in this puzzle.

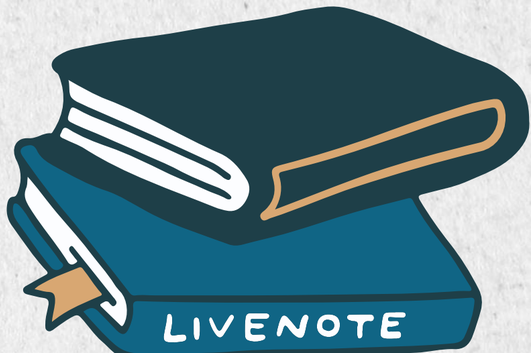
ACTION WORDS SEARCH

w	x	g	d	d	y	m	e	p	m
n	a	j	z	e	c	i	d	i	o
b	p	k	m	c	p	n	c	a	d
a	p	o	i	r	r	q	b	d	i
t	l	b	d	e	a	u	r	c	f
t	y	s	e	a	c	i	e	r	y
a	t	e	s	s	t	r	p	e	t
c	l	r	i	e	i	e	l	a	h
h	h	v	g	d	c	k	y	t	g
x	f	e	n	b	e	g	q	e	c

practice
design
modify
reply

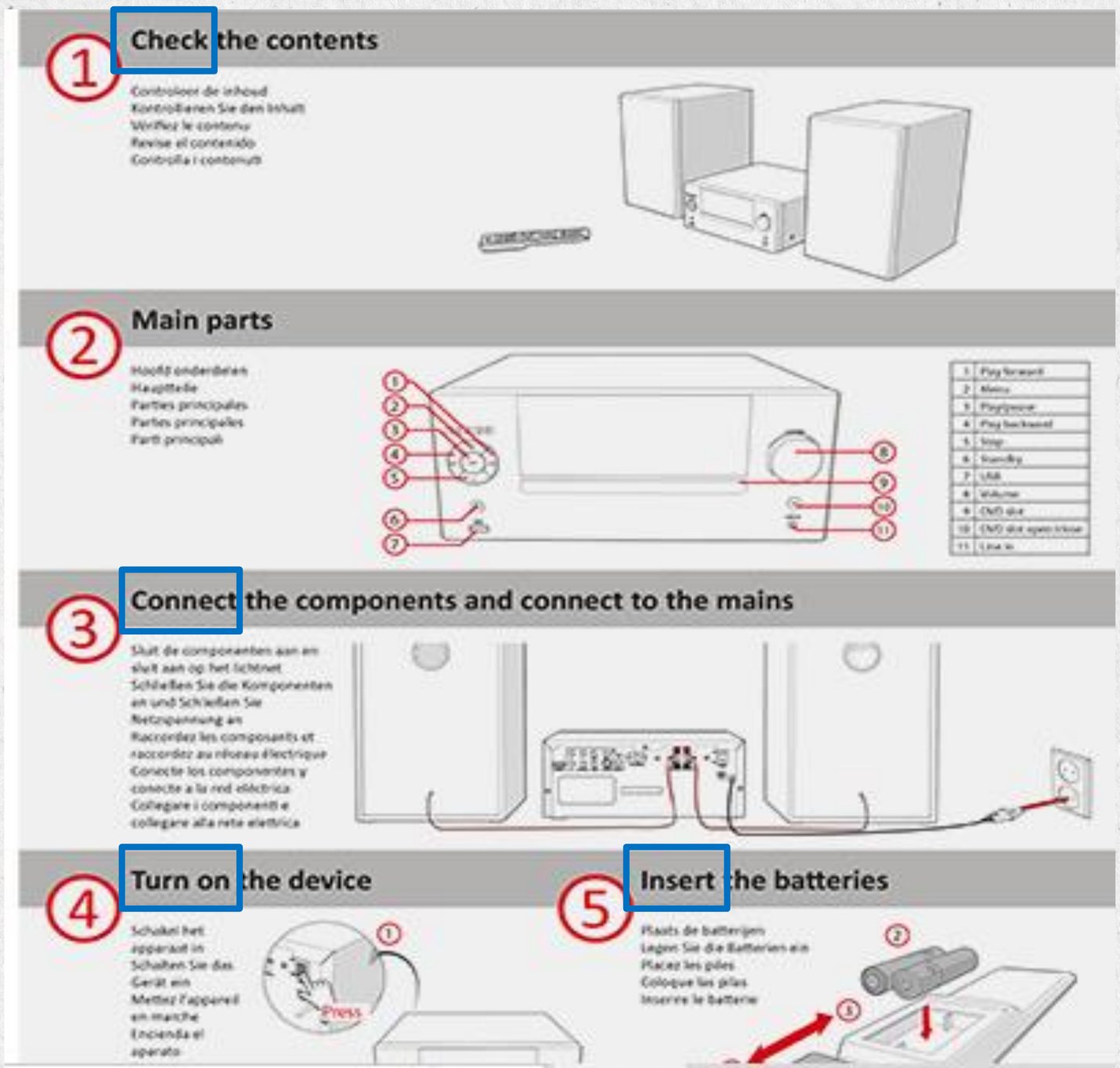
decrease
observe
attach

inquire
create
apply



Vocabulary Practice

Direction: Here is an example of an instruction manual. Box the imperatives that are used in this manual.



Vocabulary Practice

Imperatives

Direction: Use the verbs in the box to complete the health tips. Use affirmative or negative forms of the imperative. You will use three verbs twice.

drink	eat	give	go	sleep	take	wash

When you have a cold, there are a few things you should and shouldn't do.

1. **Don't go** to school or work.
2. **Take** an aspirin for pain and fever.
3. **Don't give** aspirin to children under 12 years old because it's dangerous.
4. **Eat** a bowl of chicken soup.

When you feel better, there are a few things you can do to not get sick again.

5. **Take** vitamins.
6. **Don't eat** a lot of junk food.
7. **Sleep** for eight to nine hours each night.
8. **Wash** your hands often.
9. **Drink** a cup of green tea daily.
10. **Don't drink** too much soda, water is better.



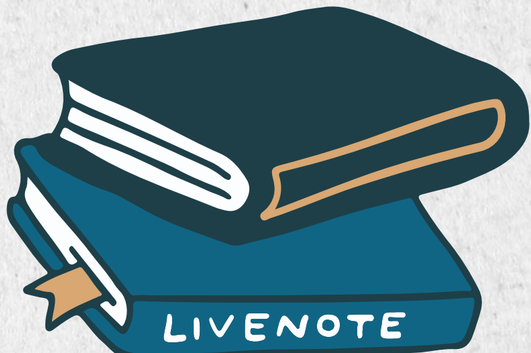
Vocabulary Practice

Imperatives

Direction: Fill in the correct form of the verb. Use the negative form when needed.

install	cut	wash	listen	play	lose	go	forget	cross	climb

1. Don't cross the street on the red light.
2. Go straight ahead two blocks from here.
3. Wash these dirty plates, please.
4. Don't lose your keys. They are on the table.
5. Don't forget to call your mother today.
6. Install this program on the computer.
7. Listen to his explanation attentively.
8. Don't climb up the tree because you might fall down.
9. Don't play football on the road.
10. Cut the bread, please.



Grammar Practice

Active – Passive Voice

Direction: Write whether the following sentences are written in active or passive voice.

1. The family went to the beach last weekend. ___active___
2. The mathematical problem was solved by the students. ___passive___
3. Jane feeds her cats. ___active___
4. The letter was written by my sister. ___passive___
5. The fire was extinguished early on. ___passive___
6. It gets so hot here during the summer. ___active___
7. The championship game was won by the red team. ___passive___
8. My mother cooks my favorite dish. ___active___
9. The diver risked his life to save the drowning kid. ___active___
10. The patient's life was saved by the doctors. ___passive___



Grammar Practice

Active – Passive Voice

Direction: Rewrite the following sentences as active voice sentences.

1. The question was answered by the student.

   The student answered the question.

2. My weekly allowance is given by my mother.

   My mother gives my weekly allowance.

3. Many new graduates are employed by ABC Company worldwide.

   ABC Company employs many new graduates worldwide.

4. The new building was designed by Mr. Park.

   Mr. Park designed the new building.

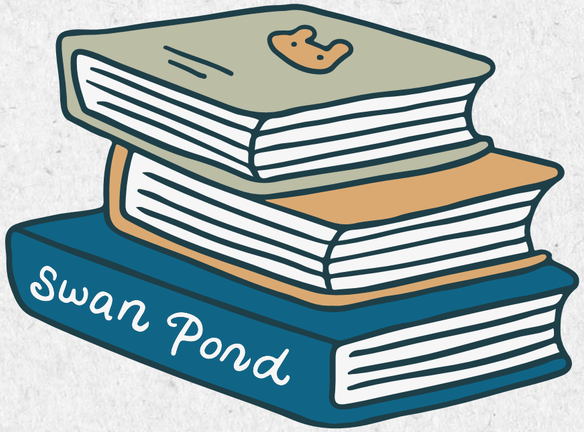
5. The phone was being used by my brother.

   My brother was using the phone.





Self-study Practice (Homework)



HOMEWORK:

ESSAY QUESTIONS. Answer the following questions with at least 100 words.

1. What are the qualities of an effective manual of instructions?

2. Give at least five tips on how to get high grades in school?





Review



- An instruction manual is a document with detailed information and guidance on how to properly use, operate, assemble, install or maintain a product or system.
- Manual of instructions should follow the 7Cs of technical writing: clear, coherent, complete, concise, correct, courteous and comprehensive.
- Instructions are usually written using action verbs and imperatives in order to make the instructions clearer and easier to understand.
- Imperatives are words that tell someone what to do and not to do.
- Active voice is when the subject in a sentence acts as the doer, while a passive voice is when the subject in a sentence acts as the receiver of the action.



Self Assessment Checklist

Context

- ❑ I learned the basic steps of writing manual of instructions.

Vocabulary

- ❑ I learned to expand my vocabulary skills and use action words and imperatives more accurately.

Grammar

- ❑ I learned how to convert passive sentences into active sentences and vice versa.





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Thanks For Watching

