

Glossary

A

abbreviation: A shortened form of a word or letters used to stand for a word or term.

active listening: Fully participating as you process what other people say.

active reading: Actively processing the words, phrases, and sentences you read; requires you to be involved and to do something in response to the words.

active voice: Indicates the subject of the sentence performs the action when action verbs are used; the subject, or noun, of the sentence is doing the action.

adjective: Describes a noun or a pronoun and may provide details that give you a better understanding of the person or thing.

adjective pronoun: An adjective that acts as a pronoun.

adverb: A word that describes a verb, adjective, clause, or another adverb; adverbs tell how, when, or where something is done and can also limit or qualify a description.

analogy: A comparison of two unlike things based on a particular aspect each have in common.

animation: The representation of motion with graphics or in text.

antecedent: The word replaced by the pronoun.

apostrophe: A punctuation mark used to form possessive words and contractions.

application form: Typically printed or available online, it asks for personal and professional history that an applicant must submit in order to be considered for a job.

article: An adjective that limits the noun or pronoun it modifies.

autocratic: A leadership style in which the leader determines policy, procedures, tasks, and responsibility of each team member or employee within the company.

B

background check: A look into the personal data about you that are available from the government.

balance: An arrangement of elements to create a feeling of equality across the product.

bar chart: Effective means of expressing data; generalizations about the data can be made just by looking at the size of the bars.

barrier: Anything that prevents clear, effective communication.

bias: A prejudice or personal or unreasoned distortion of judgment.

bias-free words: Neutral words that impart neither a positive nor negative message.

blind copy: A notation used at the end of a memo or letter to indicate another recipient has received a copy without knowing the current recipient has a copy.

block-style letter: Formatted so all lines are flush with the left-hand margin; no indentions are used.

blogs: Web sites maintained by an individual who posts topics or opinions.

body: The message of a letter.

body language: The expression of nonverbal messages through gestures, facial expressions, and other body actions or posture.

boilerplate: Standard language developed by a company for correspondence as well as scripts for verbal communication by customer service departments.

C

camera shots: Different angles, sizes, and locations used in videography to serve various purposes.

canvas size: The area in which the video or image will be displayed.

capitalization: An uppercase letter (B) rather than lowercase (b); capital letters signal the beginning of a new sentence and identify important words in titles and headings.

captions: Descriptive text that appears with a visual aid to identify its purpose.

cell phones: Telephones that allow the user to move around and communicate without a landline.

chronological résumé: A résumé in which the order of presentation is reverse chronological order, with the most recent employer listed first.

citations: List the name of the author of the source, title, publisher, date of publication, and location of the publisher or online address; they may be listed in footnotes on the page where the reference occurs or in a bibliography at the end of the report.

clause: A group of words within a sentence that has a subject and a predicate.

cliché: Overused, commonplace, or trite phrases.

collective noun: Refers to a group or unit that contains more than one person, place, or thing.

colon: An internal punctuation mark that introduces an element in a sentence or paragraph.

color depth: The number of distinct colors that can be represented in a computer-based image and is based on the number of bits used to define a color.

comma: A punctuation mark used to separate elements in a sentence.

common noun: Describes a person, place, or thing in general terms.

communication: The process of sending and receiving messages that convey information, ideas, feelings, and beliefs.

communication process: A series of actions on the part of the sender and the receiver of the message; the parts include the sender, message, channel, receiver, translation, and feedback.

comparative adjectives: Compare two people or things.

comparative adverbs: Compare two actions, conditions, or qualities by adding *er* or more to the original adverb.

complete predicate: Includes the verb and other information that tells what the subject is or does.

complete subject: The simple subject and other words that describe it.

complex response: A response that is hard to understand because of length or language barriers.

complex sentence: A sentence that has an independent clause and one or more dependent clauses.

complimentary close: The sign-off for the letter in which only the first letter of the first word is capitalized.

compound-complex sentence: A sentence that has two independent clauses and one or more dependent clauses.

compound predicate: Contains two or more verbs joined by *and* or some other conjunction; both verbs describe action or state of being for the subject.

compound sentence: A sentence that has two independent clauses joined by a conjunction, such as *and* or *but*.

compound verb: A compound verb consists of two or more verbs in the same sentence; the verbs can be main verbs and helping verbs or contain two or more main verbs and no helping verbs.

compressed files: Computer files that may contain multiple native-format files, such as documents or photographs, and are much smaller in size than the uncompressed versions; they must be decompressed using extraction utility software to access the data they contain.

conclusions: The writer's summary of what the reader should take away from the report.

condescending: To assume an air of superiority.

conference calling: Verbal communication with three or more people on a telephone call.

confirmation message: A typical routine informational message written to confirm a verbal agreement made with a customer, client, or colleague.

conjunction: A word that connects other words, phrases, or sentences.

conjunctive adverbs: Words like *however* and *also* that connect or introduce clauses or phrases in a sentence.

connotation: A word's meaning apart from what it explicitly names or describes.

context: The environment or setting in which something occurs or is communicated; context is the other words or situation that surround a word, action, or idea and helps clarify meaning.

contraction: A shortened form of a word or term or a combined form of two separate words.

coordinate adjectives: Two or more related adjectives that appear before a noun or pronoun and equally modify it.

coordinating conjunctions: Join two or more sentence elements that are of equal importance; they include *and*, *or*, *not*, *but*, and *yet*.

copy notation: Appears below the signature on a letter to indicate that it has been sent to individuals other than the current recipient.

copyright: Acknowledges ownership of a work and specifies that only the owner has the right to sell or use the work or to give permission for someone else to sell or use it; the exclusive rights awarded to the author or creator of an original work.

correlative conjunctions: Two or more words that work together to connect words, phrases, or clauses in a sentence such as *neither/nor* or *rather/than*.

courtesy response: Written confirmation that a message was received and action was taken.

cover message: A letter or e-mail sent with a résumé to introduce yourself and summarize your reasons for applying for a job.

culture: Shared beliefs, customs, practices, and social behavior of a particular group or nation.

D

dangling participle: A writing error in which a participle phrase modifies nothing or the wrong person or object.

dash: A punctuation mark that separates elements in a sentence or signals an abrupt change in thought; also known as an em dash.

date: Consists of the month, day, and year; in a letter the month is spelled in full, the day is written in figures and followed by a comma, and the year is full and consists of numbers.

decoding: Translating the message once it has been received.

definite article: Refers to a specific person or thing; a common definite article is *the*.

democratic: A leadership style in which the leader encourages all members of a group participate and share ideas equally.

demographics: Information about a group of people.

demonstrations: Presenting an audience with visuals to explain how something works or is done.

demonstrative adjective: Typically refers to a person or thing in a general way such as *this*, *that*, or *those*.

demonstrative pronouns: Identify or direct attention to a noun or pronoun.

dependent clause: A clause that requires the rest of the sentence to provide a complete thought.

digital media: The integration of graphics, videos, and audio files.

diplomacy: Tactful handling of a situation to avoid offending the reader or arousing hostility.

direct: To give instruction or guidance.

direct approach: A method for organizing information in which the topic is followed by descriptive details; it is a very readable format often used in business writing.

directions: Routine business messages often presented in the form of a list; they must be carried out in a specific order so that the task may be completed successfully.

direct object: Someone or something that receives the action of the verb.

diversity: Difference or variety.

dolly: Moving the camera toward or away from the scene.

downloading: The process of saving files from a Web site or file transfer protocol (FTP) site.

E

editing: A form of revision that is focused on sentence construction, wording, and clarity of ideas.

Electronic User's Bill of Rights: Modeled after the United States Bill of Rights and originally proposed by Frank W. Connolly of American University in 1993, it details the rights and responsibilities of both individuals and institutions regarding the treatment of digital information; its four articles include Individual Rights, Individual Responsibilities, Rights of Educational Institutions, and Institutional Responsibilities; it is not legally binding, but rather guidelines for appropriate usage.

e-mail: A message that is created, sent, and received digitally (electronically).

employment verification: A process through which the information you provided about your employment history is checked to verify it is correct.

enclosure notation: Alerts the reader to materials that are included in the mailing along with the letter; the word *Enclosure* should be capitalized and italicized; list multiple enclosures or indicate the number of enclosures if there is more than one.

encoding: Putting the message into the format it will be sent to the receiver.

encourager: An informal team member role who is positive and influences others to be positive when challenges occur.

end user licensing agreement (EULA): Licenses that define how audio and visual material can be used.

enunciate: Clear pronunciation of words.

enunciation: Clearly and distinctly pronouncing syllables and sounds.

ethics: The principles of what is right and wrong that help people make decisions.

etiquette: The art of using good manners in any situation.

euphemisms: A word that expresses unpleasant ideas in more pleasant terms.

evasive: Avoiding giving a direct answer.

exclamation point: A punctuation mark used to express strong emotion and appears at the end of a sentence or after an interjection that stands alone.

executive summary: Summarizes the main points in the report.

F

facilitator: A team member role who helps the team work through each step of completing a task to come up with a solution.

fair use: A doctrine related to copyright law that allows for limited use of copyrighted material.

filtering: A technique by which a special effect is applied to an image.

first person: Refers to someone who is speaking or writing.

flowchart: Used to show steps or processes; they are helpful when step-by-step directions are needed.

focus group: A small group of people with which the interviewer conducts a discussion to gather answers to a prepared set of questions.

footage: Recorded video.

formal communication: Sharing of information in which specific protocol or rules of etiquette must be followed.

formal report: A report supported by formal research or information gathering that focuses on a main topic broad enough to be divided into subtopics for complete and clear coverage.

formal team: Teams created for a specific and organized purpose and have an appointed leader and members are chosen based on talents and skills.

formatting: The placement and style of the type on the page.

for-purchase software: Software you must buy to use, although you can often download a timed or limited-use demo.

four C's of communication: Standards that apply to all writing processes that help to produce written work that achieves clear, concise, courteous, and correct communication.

freeware: Fully functional software that can be used forever without purchasing it.

frequently asked questions (FAQ): A component of a company's Web page that provides answers to common customer questions.

functional résumé: Lists work experience according to categories of skills or achievements, rather than by employer.

future perfect tense: Formed by adding *will have* to the past tense; it expresses that something will happen over or during a certain time.

future tense: Indicates that the action or state of being will occur at a later time.

G

gerund: A verb form used as a noun that is formed by adding *ing* to the present tense of a verb.

global society: A society in which goods and services are bought and sold both inside and outside of the country of origin.

graphic: Any visual aid, informational graphic, or illustration.

guide words: Words such as *DATE*, *TO*, *FROM*, and *SUBJECT* that appear at the top of memos.

H

handouts: Printed materials distributed to the audience; also called *leave-behinds*.

headings: Words and phrases that introduce and organize sections of text.

hearing: A physical process in which sound waves reach your ears and signals are sent to your brain.

helping verbs: Verbs that work with a main verb to show action.

homonym: A word that sounds the same as another word, but the meaning and spelling of the two words differ.

hyphen: A punctuation mark used to separate parts of compound words, numbers, or ranges.

identity theft: A form of fraud that occurs when somebody takes your personal information and pretends to be you in order to make credit card purchases, withdraw funds from your accounts, or obtain other benefits to which you are entitled.

illustrations: Photos, drawings (line drawings), maps, and clipart that can be used to enhance your writing or presentation.

imperative mood: Denoted by the speaker or writer, it states a command or direct request.

impromptu speaking: A situation in which you did not have advance notice to prepare your speech or presentation.

indefinite article: Typically refers to a person or thing in a general way such as *a* or *an*.

indefinite pronouns: Refer to an object or person that has been identified earlier or does not need specific identification.

independent clause: A clause that presents a complete thought and could stand alone as a separate sentence.

indicative mood: Denoted by the speaker or writer, it expresses a straightforward statement or poses a question.

indirect approach: A method for organizing information in which details come before the main idea of the paragraph; often useful when one must present bad news to the reader.

indirect object: Names something or someone for whom the action of the verb is performed.

industry language: Language specific to a line of work or area of expertise.

inferential: A statement in which you must draw a conclusion from what is said.

infinitive: Comprised of the word *to* and a verb in its simple present form, such as *to make*; an infinitive or infinitive phrase can serve as a noun, adjective, or adverb.

informal communication: Casual sharing of information with no customs or rules of etiquette involved.

informal report: Documents that do not require formal research or documentation; are typically short and commonly a part of the regular work routine.

informal study report: Provides information that is gathered by the writer through methods other than formal research, such as reading related documents, conducting informal interviews, reviewing competitive products, or making observations after visiting a site or attending a meeting.

informal team: Teams that come together usually for a social purpose.

informational graphic: Used in communication to present data, including graphs, charts, and tables.

inside address: The name, title, and address of the recipient.

instant messaging (IM): Participants conduct a conversation by keying and sending responses, rather than talking or using video; the conversation usually takes place in real time, but the messages can be stored and retrieved at a later time.

instructions: Routine business messages often presented in the form of a list; they may be carried out in any order.

intellectual property: All original work, whether it is in print, on the Internet, or in any other form or media, that is protected by copyright laws.

intercultural differences: Regional variations in culture; different regions of a country may have their own sets of values, behaviors, ideas, and even variations in language (known as *dialect*).

interjection: A word that expresses strong emotion, such as surprise, fear, anger, excitement, or shock; it can also be used as a command.

internal punctuation: Punctuation marks used within a sentence.

interrogative pronouns: Pronouns that are used to ask a question and typically do not have a known antecedent, such as *whose*, *what*, or *whom*.

intonation: The rise and fall in the pitch of your voice.

J

job interview: The employer's opportunity to probe the details contained in your résumé and to assess you as an individual.

K

keywords: Words and terms that specifically relate to a particular objective.

L

laissez-faire: French for "let do" or "let it be"; the leader using this leadership style allows each group member to complete his/her task without supervision.

layering: The process of building an image by putting different parts of the image on different levels.

layout: The relationship of the text to white space.

leader: People who can motivate and direct others and who can improve a process or situation.

leadership: The ability to motivate or guide others.

leadership style: The way in which a manager or team leader leads employees or team members; there are three basic leadership styles: *laissez-faire*, *democratic* (or *participatory*), and *autocratic*.

licensing agreement: A contract that gives one party permission to market or produce the product or service owned by another party in return for a fee or royalty.

lighting: Illuminating a scene for photography or videography.

lighting angle: The slope of a light's beam.

lighting ratio: The difference in brightness between the lightest area of a shot and the darkest.

line chart: Shows a series of points, representing measurements, that are connected by lines; are especially effective to show patterns, trends, and changes over time.

linking verbs: Verbs that show a state of being when they relate a subject to a subject complement.

listening: An intellectual process that combines hearing with evaluating.

literal: The speaker means exactly what the words indicate.

M

malware: A program intended to damage, destroy, or steal the data on a computer system.

masking: A way to give the appearance of change to an image without actually altering the original image.

master slide: A slide containing design elements that are applied to a particular set of slides or all slides in a presentation.

memos: Hardcopies used for intra-office communication.

milestones: Important dates that need to be met to keep the project moving forward.

mixed punctuation: A style in which a colon is placed after the salutation and a comma after the complimentary close.

modified-block-style letter: Places the date, complimentary close, and signature to the right of the center point of the letter; all other elements of the letter are flush with the left margin.

modulation: Changing the emphasis of words by raising and lowering your voice.

monotone: Speech that is delivered with the same intonation, stress, pitch, and volume.

movement: The appearance of action.

N

netiquette: A set of guidelines, or etiquette, for appropriate behavior on the Internet, including e-mail.

nominative case: Pronouns that are used as the subject in a sentence or as subject complements.

nonrestrictive clause: Provides information that may be helpful, but is not essential to the meaning of the sentence.

nonverbal communication: The expression or delivery of messages through actions, rather than words.

notations: Notes that appear at the bottom of the memo and are used to indicate specific things to the reader, such as additional recipients.

noun: A word that names a person, place, or thing.

O

objective case: Pronouns that are used as direct objects, indirect objects, or objects of prepositions.

objectivity: A point of view that is free of personal feelings, prejudices, or interpretations.

online meetings: A remote meeting conducted through desktop sharing and mark up tools; each participant can make suggestions and changes to presentations stored on the leader's computer.

open punctuation: A style in which there is no punctuation after the salutation or complimentary close.

oral presentation: A speech, address, or presentation given to a group.

organization chart: Shows the communication protocol or structure within a company or organization.

outline: A method of organizing information that helps clarify the relationship between ideas and sections of content; it helps to present the proper information and its sequence.

P

paggers: Electronic-communication devices that let the user know there is a message waiting.

pan: Showing what is to the left or the right of the current view.

paralanguage: The attitude you project with the tone and pitch of your voice.

parallel structure: A method of writing in which similar elements are expressed in a consistent way or using the same pattern.

parentheses: Punctuation marks used to enclose words or phrases that clarify meaning or give added information.

parliamentary procedures: Rules for conducting a meeting, where the majority rules, but the minority is respected.

passive listening: Casually listening to the speaker; you may not *hear* everything that is said.

passive voice: Indicates the subject of the sentence is acted upon when action verbs are used; the subject, or noun, of the sentence receives the action.

past participle: Indicates that action has been completed.

past perfect tense: Formed by adding *had* to the past tense, it expresses that something has happened over or during a certain time

past tense: Indicates that the action or state of being has already occurred.

peers: Persons of equal standing or work position.

period: A punctuation mark used at the end of a declarative sentence, or a sentence that makes a statement.

periodic report: Generally provides the status of a project, reports facts and figures over a specified period, or summarizes an ongoing activity.

permanent compound: Compound words that always have a hyphen.

personal space: The physical space you place between yourself and others.

perspective: An artistic technique that creates the illusion of depth on a two-dimensional surface.

persuade: To convince a person to take the course of action you propose.

persuasive message: A message whose primary goal is to convince the reader to take a certain course of action.

phrase: A group of words that act together to convey meaning in a sentence.

pie chart: A chart that shows all of the parts that make up the whole; it is useful for showing the relationship of parts of something to the whole.

pitch: The highness or lowness of a sound.

pixels: Picture elements that record the image; a higher number of pixels will create a better quality image.

plagiarism: The illegal and unethical act of claiming somebody else's material as your own.

podcast: A series of digital media files, released at regular intervals, that contain information related to a specific topic; the files may be audio or video and can be retrieved by users at their convenience.

positive adjectives: Describe, but do not compare, people or things.

positive adverbs: Describe, but do not compare, actions or qualities.

possessive case: Pronouns that show ownership.

possessive nouns: Indicate ownership by the noun or an attribute of the noun.

postscript: Means "after writing" and is information included after the signature.

post-writing stage: The final edit of the document; after its final revision, the document is carefully proofread to detect any remaining errors.

predicate: Describes an action or state of being for the subject.

preposition: A word that connects or relates its object to the rest of the sentence; examples include *to*, *at*, *beside*, *during*, and *under*.

present participle: A verb form that indicates action is in progress or ongoing.

present perfect tense: Formed by adding *have* or *has* to the past tense, it expresses that something happens over or during a certain time.

present tense: Indicates that the action or state of being takes place now.

presentation notes: Used during presentations to keep track of where you are in the presentation and to remind yourself of points should you forget anything.

presumption: Something believed based on probable or assumed reliability.

prewriting stage: The time before one begins writing used to think about the topic and purpose, plan content, and conduct the necessary research.

primary readers: Readers directly involved in the purpose for writing.

primary research: Conducted by the writer in preparation for writing a report.

prior knowledge: Experience and information you already possess.

prioritize: To rank items in order from most to least important.

production: The entire process of creating a digital media presentation; there are three main stages: preproduction, production, and postproduction.

professional networking sites: Similar to social networking sites, they are used by professionals seeking to expand their career networks.

progress report: Reports written in a specified format and periodically submitted (monthly, quarterly, annually) to track the status of a project.

pronouns: Words that replace nouns in a sentence such as *he* or *she*.

proofreaders' marks: Specific symbols and notations universally used by writers and editors to note errors and changes.

proofreading: The process of checking the final copy for correct spelling, punctuation, and formatting and for typographical errors.

proper noun: A word that identifies a specific person, place, or thing.

proportion: The relationship of the size of elements to the whole and to each other.

protocol: A custom or rule of etiquette based on a tradition.

public domain: Material that is not owned by anybody and can be used without permission.

published: A document that has been made available to its receiver.

publishing stage: Printing the document and preparing it for submission.

punctuation: Marks used to show the structure of sentences.

Q

qualitative data: Information that provides insight into how people think about a particular topic.

quantitative data: Facts and figures from which conclusions can be drawn.

question mark: Punctuation used at the end of an interrogative sentence, or a sentence that asks a question.

quotation marks: Enclose short, direct quotes and titles of some artistic or written works; can also be used to show irony or non-standard use of words.

R

rapport: A feeling of harmony and accord in a relationship that encourages further communication.

readability: A measure of whether or not the document is easy to read.

reading for detail: Reading all words and phrases, considering their meaning, and determining how they combine with other elements to convey ideas.

receiving barriers: Occurs when the receiver says or does something that causes the sender's message not to be received.

recommendations: Actions the writer believes the reader should take.

recorder: Team member responsible for creating minutes, which is a written record of the meeting that can be used as reference for progress of completing the task.

redundancy: Repeating a message or saying the same thing more than once.

reference: A person who knows you well and can comment on your qualifications, work ethic, personal qualities, and work-related aspects of your character.

reference initials: Lowercase initials included at the end of a letter to indicate who keyed the document; only included if the typist differs from the writer.

relative pronouns: Pronouns used to begin dependent clauses in complex sentences.

report: Documents used to present information in a structured format.

representative sampling: A group that includes a cross section of the entire population you are targeting.

requests: Ask the reader for some type of action or response.

restrictive clause: A type of dependent clause that identifies a particular person or thing and is essential to the meaning of the sentence.

résumé: A profile of your career goals, education, and work history to be given to prospective employers.

revising: Rewriting paragraphs and sentences to improve organization and content; it involves checking the structure of the document as a whole.

rhythm: The regular repetition of objects or sound to show movement or activity; it can also be used to create a sense of energy or urgency.

routine requests: Requests that are expected by the receiver.

S

sales message: A message that persuades the reader to spend money for a product or service, either immediately or later; an effective sales message attracts the attention of the reader, while selling the features and benefits of the product or service.

salutation: The greeting in a letter and always begins with *Dear* followed by the recipient's first name or, according to your relationship, title and last name.

scannable résumé: A résumé formatted so as not to use typographical elements, such as boldface, bullets, and indentations, for the purpose of allowing the document to be scanned into electronic format.

scanning: To quickly glance through a message to find something specific.

script: The outline and structure for the video detailing what will happen and when, what the scenes will look like, dialogue, and actions.

secondary readers: Readers who need to know the communication took place.

secondary research: Data and information already assembled and recorded by someone else.

second person: Refers to someone who is being addressed.

self-extracting compressed files: Compressed computer files that can be decompressed by simply double-clicking on the file.

semicolon: An internal punctuation mark used to separate clauses or some items in a series; it provides a stronger break than a comma.

sending barriers: Occur when the sender says or does something that causes the receiver to not receive the message.

sentence: A group of words that expresses a complete thought.

sentence fragment: A writing error, a sentence fragment is a dependent clause used alone.

shareware: Software that can be installed and used, then purchased if you decide to continue using it.

signature: Appears after the body of a letter and includes the writer's name and title.

signature block: Appears after the body of a letter and includes the writer's name, job title, and department; spaces are typically included between the complimentary close and signature block to allow for a handwritten signature.

simple predicate: Includes only the verbs that show action or state of being.

simple sentence: A sentence that has one independent clause and no dependent clauses and often contains one or more phrases.

simple subject: The nouns or pronouns about which the sentence gives information.

site license: Agreements that allow software to be installed on any machine owned by the company who purchased the software.

skeptic: An informal team member role who challenges the team to prove the solution is correct.

skepticism: A degree of doubt.

skimming: To quickly glance through an entire document.

smartphones: Advanced computerized devices that can be used to check e-mail, surf the Web, take pictures, and talk on the phone.

social bookmarking: A method of saving bookmarks to a public Web site so others may have access to them.

social media: An Internet-based tool that allows users to share information within a group.

social networking sites: Web sites that allow users to share information for the purpose of building relationships within their individual networks.

special requests: Requests that are not routine in nature and require planning an approach that will create a positive response.

split infinitive: Useful for emphasizing an adverb, it occurs when the adverb is placed between the word *to* and the verb.

Standard English: Word choice, sentence structure, paragraphs, and the layout or format of communication follow standard, accepted conventions used by those who speak English.

standard formatting: A generally accepted way to set up a document so its appearance follows a convention.

stereotyping: Classifying or generalizing about a group of people with a given set of characteristics.

storyboard: Illustrates the content of the digital media presentation and contains a sketch of each important scene or event along with a brief description of what will happen.

subject: The person speaking or the person, place, or thing the sentence describes.

subject complement: An adjective that describes the subject or a noun that renames or tells what the subject is.

subjective: An individual's interpretation that is dependent on personal views, experience, and background.

subjunctive mood: Expresses an idea, suggestion, or hypothetical situation.

subordinate clause: A dependent clause that is joined to the rest of the sentence with a subordinating conjunction, such as *since*, *because*, *when*, *if*, or *though*.

subordinating conjunctions: Connect dependent clauses to independent clauses; subordinating conjunctions introduce the dependent clause and include *although*, *because*, and *unless*.

superlative adjectives: Compare three or more people or things.

superlative adverbs: Compare three or more actions, conditions, or qualities; formed by adding *est* or *most* to the original adverb.

symmetry: A formal balance in which what appears on one side is mirrored on the other.

T

table of contents: Lists the major sections and subsections within a report or publication with page numbers.

tables: Presents detailed information in a series of columns and rows; rows are horizontal and columns are vertical.

team: Two or more people working together to reach a goal.

technical document: Provides the reader with technical information, often in the form of instructions or directions.

technical message: Provides the reader with technical information.

teleconferencing: Verbal communication with three or more people on a telephone call.

telephone etiquette: Using good manners on the telephone.

templates: Predesigned forms supplied in word processing software.

temporary compound: Compound words that can be created by the writer as needed.

terminal punctuation: Punctuation marks used at the end of a sentence.

text messaging: Participants conduct a conversation by keying and sending responses via cell phone, rather than talking or using video; the conversation usually takes place in real time, but the messages can be stored and retrieved at a later time.

texting: See *text messaging*.

thank-you message: A thank-you letter or note sent to the person who conducted your employment interview.

third person: Refers to someone being discussed.

timekeeper: Team member responsible for watching the clock to make sure meetings start and end on time.

tone: An impression of the overall content of the message.

transitions: Words, phrases, and sentences that connect ideas and clarify the relationship between sentences and paragraphs.

transmittal message: Routine communication accompanying documents or other materials attached to e-mails or sent by a delivery service.

trucking: Moving the camera in a circle around the scene.

U

uploading: Saving files to a Web or FTP site.

V

verb: A word that shows action or state of being.

verbal communication: Communicating with spoken words.

virtual team: A formal team whose members are in different locations.

visual cue: An element the reader sees and interprets to have a particular meaning.

visual design: The arrangement of the visual, artistic elements used to accomplish a goal or communicate an idea.

visual displays: Large graphic elements that accompany the presentation.

voice mail: Available with any landline or cell phone, it allows callers to leave voice messages that the phone's owner can access at a later time.

W

Web 2.0: Technology that allows users to collaborate and interact with each other on the World Wide Web.

Web seminars: Similar to teleconferencing, but with the added element of a video display; one computer display is shared over the Internet and the others attending the meeting can view the action onscreen; a Web seminar may consist of video, text, and voice communication.

white space: Margins, space between paragraphs, and any other blank space on the page.

wireless technology: Used to connect devices without the use of lines, cables, or other type of physical connection.

writer's block: A psychological condition that makes a writer feel unable to begin the writing tasks, therefore preventing a writer from proceeding with the writing process.

writing process: A set of sequential stages for each writing task that includes prewriting, writing, post writing, and publishing.

writing stage: Begun after the prewriting stage has been completed, it includes creating rough drafts, editing, and revising the piece.

writing style: The way in which a writer uses language to convey an idea.

written communication: Recording words through writing or keying to communicate.