

Welcome to Digital Skills

LCLM4002 Digital Skills

Week 7





Let's remember last week!



Finished? Help others

- Remember, if you finish a task early, you are invited to help others.
- As soon as you finish, come to the front and get a Digital Helper badge
- Then go around the room and help others complete the task.



What today is about

Write clear and polite business emails for different situations.

Adjust your tone depending on who you are writing to.

Edit and format short business documents so they look professional.

Recognise and improve professional communication styles, including basic LinkedIn examples.

Remember: Part 2 of your assessment Is Due this week!

- You will create one digital piece of work for a business task.
- You will explain what information you used and why you chose it.
- If you want me to look at a draft, we can do that at the end of the class.



Which Email Is Appropriate?

- You will work in pairs.
- On your table, you have three short emails.
- Each email is written for a different business situation:
 - Email to a manager
 - Email to a colleague
 - Email to a customer
- Your task:
 - Read all three emails.
 - Decide which email feels appropriate for its situation.
 - Talk together about why.
- Think about:
 - Tone (polite, neutral, too informal?)
 - Clarity (easy to understand?)
 - Suitability for the person receiving it
- There is no single correct answer.
- What matters is your reasoning, not perfect English.



Let's Reflect Together

- Think about what you noticed.
- Talk about:
 - Which email felt most appropriate for the situation?
 - Which email felt less appropriate, and why?
 - What small details made a difference?
- For example:
 - Greeting and closing
 - Level of politeness
 - Clarity of the message
 - How well it fits the person receiving it
- There is no single correct answer.
- What matters is your reasoning.
- Professional communication depends on:
 - Who you are writing to
 - Why you are writing
 - How clear and polite your message is

Purpose and audience in business email



Purpose and Audience in Business Emails

- In business communication, the same message can sound very different depending on who you are writing to and why.
- Before writing an email, always ask:
 - Who is my audience?
 - What is the purpose of my message?
 - How formal or polite does the tone need to be?

Example

- Purpose: Asking a question
- Audience: Different people
- Asking a manager
 - Usually more formal and careful
- Asking a colleague
 - Friendly but professional
- Responding to a customer
 - Polite, clear, and reassuring
- The content may be similar, but the tone changes

Basic Things to Remember in Business Emails

- Small details make a big difference in professional communication.
- Always try to:
 - Use the person's name
 - Builds respect and shows the email is meant for them.
 - Be clear about why you are writing
 - Say the purpose early so the reader understands quickly.
 - Give enough information
 - Not too long, not too short. Help the reader know what to do next.
 - Be polite and professional even if the message is short or the situation is stressful.
 - Sign your own name, so the reader knows who you are and how to reply.
- Clear and polite emails save time and avoid confusion.



Purpose and Tone: Work in Pairs

You will look at three short business situations.

Situations:

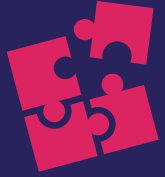
- Asking a manager a question
 - You need clarification about a deadline.
- Clarifying with a colleague
 - You are unsure which file version to use.
- Responding politely to a customer
 - They have emailed with a question or complaint.

Your task:

- Rank the situations from:
 - Most formal
 - to least formal
- Talk together about why you chose that order.
- Think about:
 - Who is receiving the email?
 - How careful or polite does the tone need to be?
 - What could happen if the tone is wrong?
- There is no single correct order.

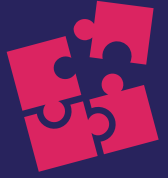
Which Needs the Most Formal Tone?





Email Tone Sorting

- Your task:
- Sort the cards into four categories:
 - Professional for manager
 - Professional for colleague
 - Professional for customer
 - Too informal
 - Not suitable
- As you decide, talk together about:
 - Who is the message for?
 - What is the purpose?
 - Does the tone feel polite and appropriate?
 - Would you feel comfortable sending this in real life?
- There may be cards you are unsure about.
- That is okay.



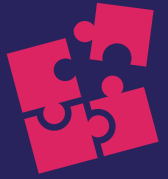
Email Tone Sorting: Debrief

Which card was the easiest for your group to place, and why?

Which card caused the most discussion or disagreement?

Short Business Email Writing





Writing a Business Email

- You will work on your own.
- Choose ONE of the following situations:
 - Ask a manager for clarification about a deadline
 - Request information from a colleague about the right file to use
 - Reply politely to a customer after they complained

Your task:

- Write a short email (3–4 lines) using this simple structure:
 - Greeting
 - Purpose (why you are writing)
 - Key point (what you need to say or ask)
 - Polite close
- Please use your device!



Sending and Checking an Email

- You will work in pairs.
- Step 1: Send your email
 - Open Outlook.
 - Email the message you just wrote to your partner.
- Step 2: Read and reply
- When you receive your partner's email, reply using this short checklist:
 - Is it clear?
 - Is it polite?
 - Is it appropriate for the situation?
- You do not need to correct grammar or rewrite the email.
- You are checking communication, not perfection.
- Kind, helpful feedback only.



Email Feedback: Reflection



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Break time!

See you in 15 minutes 😊

Language choices and LinkedIn



LinkedIn for Professional Communication

- We are using LinkedIn as a real business example to look at:
 - How professional language is used in public spaces
 - How tone and clarity matter when others can see your profile
 - How small wording choices affect how professional you sound
- You are not building a full profile.
- You are not networking or posting.
- You will:
 - look at short examples
 - notice what works and what does not
 - make small, safe edits to improve professionalism
- This is about communication choices, not the platform itself.



What Sounds Professional?

- You will work in pairs.
- You have two short LinkedIn “About” statements.
 - One is vague.
 - One is clear and professional.
- Your task:
 - Read both statements.
 - Decide which one better fits what employers expect.
 - Talk together about why.
- Think about:
 - Clarity
 - Tone
 - How easy it is to understand
 - What impression it gives
- You are not judging the person.
- You are judging the language choices.



Vevox Check: Professional Language Choices

Question:

- Which About statement do you think is closer to what employers expect?
- **Please type A or B only.**
- This is not a test.
- We are looking at patterns, not right or wrong answers.

A or B



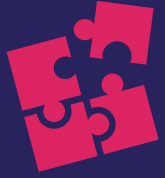
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Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

LinkedIn Language Hunt





Spotting Professional Language

- You will work in pairs.
- You will look at 2–3 LinkedIn profile screenshots on Moodle.
- Your task:
- For each screenshot, try to find:
 - One clear headline
 - One short skill phrase
 - One example of polite or professional tone
- Write your examples in the grid provided.
- You are not judging the person.
- You are looking at language choices that work well.
- Focus on:
 - clarity
 - conciseness
 - professionalism
- You do not need to understand every word.



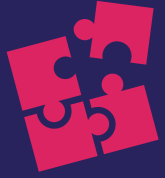
Pause and Reflect

- Stay with your partner.
- Look at what you have written in your grid.

Together, complete this sentence:

- **Professional LinkedIn language works best when it is...**
- Write one short phrase or sentence.

- You do not need to share it with the class.
- There is no right answer.
- This is about capturing what you noticed.
- When you are finished, keep your grid nearby.
- You will use this thinking in the next activity.



Mini LinkedIn Edit Task

- You will work individually.
- In the next slide, you will see a short list of sentences taken from LinkedIn “About” sections.
- Each sentence is unclear, too vague, or too informal.
- Your task:
 - Choose ONE sentence.
 - Edit it to make it clearer and more professional.
- You are not writing a full profile.
- You are not adding lots of detail.
- Focus on:
 - clarity
 - polite, professional tone
 - easy understanding
- Small changes are enough.
- Take a note of what you need to do before we go to the next slide



LinkedIn Edit Task: Sentences

- I am a hard-working person who likes to improve myself and learn new things.
- I am interested in business and enjoy working with people.
- I have many skills and am good at different things.

Break time!

See you in 15 minutes 😊

Formatting a Business Communication





Improve the Layout (Not the Words)

Your task:

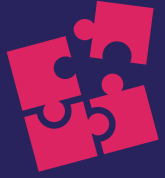
- Go to Moodle in Digital Skills, under Week 7
- Download the MESSY COMMUNICATION document
- Apply three formatting improvements only:
 - Add a clear heading
 - Improve spacing
 - Use a simple list

Important:

- Do not rewrite the content
- Do not change the wording
- Focus on how it looks, not what it says
- These layout skills can be used later in: emails, documents, reports, and slides.

Final Communication Check





Communication Check

- You will work individually.
- Take a moment to review:
 - The short business email you wrote earlier
 - The LinkedIn sentence you edited
- Use the checklist to make small, careful improvements.
- You do not need to rewrite everything.
- Often, one small change is enough.
- Focus on:
 - clarity
 - politeness
 - professional tone
- This is about checking communication, not perfection.



Reflection Time!

Please write a short post including:

- One thing I learned today about professional tone and audience
 - One thing I learned about improving professional language without rewriting everything
 - One thing I now understand better about clear and professional communication in business contexts
- You will post your answers on Moodle in the forum “Reflection Space – Individual”.
 - Only you and the tutor can see your post.
 - This is not marked.
 - You do not need to share with the class.





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University of Wales
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Recap



Today we learned how to:

Write clear and polite business emails for different situations

Adjust tone for different audiences (manager, colleague, customer)

Recognise professional language in emails and LinkedIn examples

Improve communication using small edits and formatting, not rewriting

No homework this week!

Your second assessment task is due this week. Make sure you complete it in good time.

Don't leave it to the last minute

Did you help others today?

- Remember to take a selfie with your badge
- Post it in the "Digital Helper" forum on Moodle
- Everyone that has helped will be recognised.



Continue Your Microsoft Specialist Journey

- If you want to keep building your skills, continue what you started with MOS last week
- Remember:
- As a UWTSD student, the MOS courses and exams are free
- This is an extra opportunity to grow your digital skills
- You can study at your own pace

