



## Lesson Guide

Climbers learn about professional written communication and how to write clear emails and messages. By the end of the lesson, Climbers will have applied professional written communication skills by writing a professional email, a message to request time off, and a resignation letter.

<b>Learning Objectives</b>	<p><b>Practice</b> clear, empathetic, and professional communication in workplace scenarios.</p> <p><b>Learn</b> to use appropriate tone, language, and structure in professional emails and messages.</p>
<b>WIOA Program Elements</b>	<p><b>E4. Occupational Skills Training.</b> Focuses on written communication skills necessary for workplace success.</p> <p><b>E5. Education Offered Concurrently with Workforce Preparation.</b> Integrates skills training with professional communication skills.</p>
<b>Key Concepts</b>	<p><b>Professional Communication:</b> The use of appropriate language, tone, and etiquette in workplace interactions.</p> <p><b>Email Etiquette:</b> The principles of writing and sending professional emails.</p>
<b>Materials</b>	<p>Coach Deck: <a href="#">Write Right at Work Lesson Deck</a></p> <p>Internet-ready devices with Hats &amp; Ladders access</p> <p><b>Activity:</b> <a href="#">Professional Writing Challenge</a></p> <p><b>Rubric:</b> <a href="#">Professional Writing Challenge</a></p> <p><b>Extension Activity:</b> <a href="#">Write a Resignation Letter</a></p> <p><b>Rubric:</b> <a href="#">Write a Resignation Letter</a></p>

## Coach Prep

1. Review lesson instructions and activity materials, including the **Coach Deck**, an optional resource to guide Climbers through the lesson, and digital Career Climb.
2. Arrange a computer lab or laptop cart, or instruct your group to bring their own devices with internet connectivity.
3. *Optional:* From the Coach platform, assign the **Write Right at Work** Career Climb to your group. This will allow you to track their progress from your dashboard.

## Warm-Up

1. Introduce professional written communication and describe its importance for success in any job, whether it's emailing a manager, communicating with clients, or requesting time off. Suggested prompts:
  - *What makes a piece of writing, like an email or message, professional?*
  - *What are some differences between texting a friend and emailing a supervisor?*
  - *Can you think of a time when written communication helped—or hurt—a situation at work?*
2. Have a few Climbers share their thoughts.
3. Frame the importance of professional writing. Emphasize that strong written communication skills help Climbers stand out professionally, build credibility, and ensure their messages are clearly communicated and understood by others.
4. Briefly outline what will be covered in the lesson, including:
  - **Understanding the basics of professional writing.**
  - **Learning how to write professional emails.**
  - **Practicing workplace writing through hands-on activities.**

## Guide a Career Climb

1. Explain that the “Write Right at Work” Career Climb will provide practical strategies for writing professionally. Briefly explain key tips for writing professionally before Climbers complete the Career Climb. Suggested prompts:
  - *Professional emails have a clear and concise subject line.*
  - *Emails and messages should have a professional tone and language.*
2. Direct Climbers to the Hats & Ladders platform to complete the **Write Right at Work** Career Climb, which consists of four Ladders:

- **Click, Type, Connect** (8 Mins)
  - **Email Etiquette: Dos and Don'ts** (8 Mins)
  - **Email Like a Pro** (9 Mins)
  - **Choosing the Right Modality** (6 Mins)
3. Climbers can complete the entire Career Climb **at once**, or they can **pause** to share out takeaways and questions along the way.
  4. Climbers can then apply what they learned about writing professionally to the activity.

### Activity: Professional Writing Challenge

1. Have Climbers independently read through the instructions on the **activity handout**.
2. Climbers apply what they've learned to respond to workplace writing scenarios.
3. Facilitate a brief pair-and-share reflection where Climbers share their responses with a partner and give each other constructive feedback. Suggested prompts:
  - *What strategies did your partner use effectively?*
  - *How might this writing be improved for clarity or professionalism?*

### (Optional) Extension Activity: Write a Resignation Letter

1. Explain that writing a professional resignation letter is an important skill for transitioning between jobs while maintaining professional relationships.
2. Have Climbers independently read through the instructions on the **activity handout**.
3. Climbers complete the activity.
4. Pair Climbers to exchange resignation letters, provide feedback, and make revisions.

### Wrap-Up

1. Reinforce that professional written communication is crucial in the workplace. Review key lesson concepts, including:
  - **The importance of clarity, professionalism, and tone in workplace writing.**
  - **How to structure professional emails.**
  - **Common mistakes to avoid in workplace communication.**
2. Final prompt:
  - *What is one strategy you'll use in your next professional email?*

## Assessment

- To evaluate the **Climbers' understanding** of the lesson, use the provided **rubric** to score activity submissions on a scale of 1 to 4 for each criterion.

## Modifications

- If you do not have access to devices, have Climbers complete the digital Career Climb at home.
- If time allows, or if you're looking for deepened learning, implement the **Extension Activity: Write a Resignation Letter**

## Activity: Professional Writing Challenge

Writing professional emails and messages is a critical skill in any workplace. In this activity, you will practice writing professional messages for three workplace scenarios. Pay close attention to the tone, detail, and clarity.

### Scenario 1

#### Requesting Time Off Due to a Family Emergency

You've been working at a retail store for the past 6 months. A sudden family emergency requires you to be out of work for a few days. You need to request time off from your manager, but you are also aware that the team is short-staffed, which will impact your coworkers.

**Your Task:** Write a polite and professional email requesting time off. Make sure to include the dates you'll be unavailable and offer to discuss any arrangements to cover your shifts.

#### Key Points to Include:

- Acknowledge the short notice and the potential impact on the team.
- Offer a solution, such as helping to find shift coverage before you leave.
- Thank your manager for understanding.

<b>To</b>	
<b>Cc</b>	
<b>Subject</b>	Request for Time Off – [Dates]
<p>Dear [Supervisor's Name],</p> <p>I hope this email finds you well. I would like to request time off from [start date] to [end date] due to [brief reason, if appropriate, e.g., personal reasons/family event]. I have ensured that my current tasks will be up to date, and I am happy to help organize coverage for any duties during my absence.</p> <p>Please let me know if this request is possible. I appreciate your understanding and consideration.</p> <p>Best regards, [Your Full Name]</p>	

 **Scenario 2**

**Notify Your Supervisor that You’re Running Late Due to Train Delays**

You rely on public transportation to get to work, but today, your train is delayed due to mechanical issues. You check the transit updates and estimate that you’ll be about 20–30 minutes late. You need to inform your supervisor via text message as soon as possible.

**Your Task:** Write a professional and concise text message notifying your supervisor of the delay.

**Key Points to Include:**

- Apologize for the inconvenience and acknowledge your expected start time.
- Briefly explain the transit issue and your estimated arrival time.
- Offer to make up time if needed or assure them you’ll get started as soon as you arrive.

<b>To:</b>	
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 **Scenario 3**

**Following Up on a Job Application**

You recently applied for a customer service position at a company you're excited about. It's been two weeks since you submitted your application, and you haven't received any updates. You want to follow up with the hiring manager to express your continued interest in the role.

**Your Task:** Write a concise and professional email following up on your application status.

**Key Points to Include:**

- Politely inquire about the status of your application.
- Reiterate your enthusiasm for the position and company.
- Offer to provide any additional information needed.

<b>To</b>	
<b>Cc</b>	
<b>Subject</b>	

## Rubric: Professional Writing Challenge

Criteria	1: Needs Improvement	2: Developing	3: Proficient	4: Exemplary
<b>Tone &amp; Professionalism</b>	The tone is overly casual, inappropriate, or unprofessional.	The tone is somewhat professional, but lacks consistency or warmth.	The tone is generally professional, but could be slightly more polished.	The tone is always professional, respectful, and considerate.
<b>Clarity &amp; Conciseness</b>	The message is unclear, too wordy, or missing key information.	The message is clear but could be more concise or organized.	The message is clear and concise, with all necessary information included.	The message is exceptionally clear, concise, and well-organized.
<b>Attention to Key Points</b>	Misses key details or fails to address important points.	Addresses most key points but lacks depth or specificity.	Clearly includes all key points with appropriate detail.	Includes all key points with thorough detail and consideration.
<b>Spelling &amp; Grammar</b>	Frequent spelling or grammatical errors that affect readability.	Some spelling or grammatical errors that slightly affect clarity.	Few spelling or grammatical errors, not impacting readability.	No spelling or grammatical errors, with polished writing.



## Extension Activity: Write a Resignation Letter

In this activity, you will practice writing a professional resignation email to notify your supervisor of your decision to resign, providing at least two weeks' notice. Your email should express gratitude for your time at the company, offer assistance during the transition, and maintain a respectful and positive tone.

Write a professional resignation email to your supervisor that includes these key points:

- **Clearly State Your Resignation:** Mention your decision to resign and your last working day.
- **Express Gratitude:** Acknowledge positive experiences and what you've learned in the role.
- **Offer a Smooth Transition:** Mention your willingness to help with the transition, such as training a replacement.
- **Keep It Positive & Professional:** Avoid negativity and maintain a respectful tone.

**Step 1:** Use the prompts below to structure your resignation letter. Fill out the graphic organizer by answering each question before writing your final letter, which will be sent via email.

**Subject Line:** What is a clear and professional subject line for your resignation email?

- **Example:** Resignation Notice – [Your Name]

**Opening Paragraph:** How will you professionally state your resignation and your last working day?

- **Example:** "Dear [Name of Supervisor], I am writing to formally resign from my position as [Your Job Title] at [Company Name], effective [Last Working Day, typically two weeks from the date of the email]."

**Middle Paragraph:** How has this job helped you grow professionally? What are you most grateful for in this role?

- **Example:** "I sincerely appreciate the opportunities I have had to develop my skills and work with a fantastic team. I am especially grateful for [mention a specific positive experience]."

**Closing:** How will you offer to help with the transition? How will you end on a professional note?

- **Example:** "I am happy to assist in the transition process, whether that means training my replacement or wrapping up any outstanding tasks. Thank you again for your support and guidance. I hope to stay in touch."

**Step 2:** Combine the building blocks from your graphic organizer to write a complete resignation email.

<b>To</b>	
<b>Subject</b>	

**Step 3:** Review your email and revise it if needed to ensure these criteria are met:

- Is the tone professional and respectful?
- Is the email clear and concise?
- Does it include appreciation and an offer to help with the transition?

## Rubric: Write a Resignation Letter

Criteria	1: Needs Improvement	2: Developing	3: Proficient	4: Exemplary
<b>Tone &amp; Professionalism</b>	The tone is unprofessional or disrespectful, with a lack of courtesy.	The tone is somewhat professional, but lacks full respect or clarity.	The tone is professional, but could be slightly more polished or warm.	The tone is consistently professional, respectful, and warm.
<b>Clarity &amp; Conciseness</b>	The email is unclear, too wordy, or missing essential information.	The email is somewhat clear but could be more concise or organized.	The email is clear and concise, with all necessary information included.	The email is exceptionally clear, concise, and well-structured.
<b>Expression of Gratitude &amp; Reflection</b>	Lacks appreciation or fails to acknowledge any positive experiences.	Acknowledges some positive experiences but lacks depth or specific details.	Expresses gratitude with specific examples of what was learned or appreciated.	Expresses deep appreciation, highlighting specific growth or positive experiences in great detail.
<b>Offer to Help with Transition</b>	No offer to assist with the transition process is included.	Offers some help but lacks specifics or detail on how to assist.	Offers to help with the transition, with a clear plan or specific ideas.	Provides a thorough offer of assistance with transition, showcasing willingness and initiative.