

MEMO

TO: Dr. Christina Iluzada
FROM: Sarah Student
DATE: September 6, 2017
SUBJECT: Writing in Your Field Assignment

This report contains findings on communication used within the field of human resources. I interviewed Helen Humans, who worked as a human resources intern in the Talent Development Department of Texas Instruments. Through my interview with Ms. Humans, it was clear to see that communication of all levels is extremely important for those going into my field. She had four projects that included centralizing information for the engineering department's web page, surveying employees and seeing if Texas Instrument's Rule Interchange Format matched standards of other tech companies, completing an onboarding survey, and working on a "Success Factor Project". The main findings in my interview were:

1. The different types of writing include: emails and documents created through Microsoft Word, Excel, and PowerPoint.
2. There is a tremendous amount of writing required for my field
3. Mastering face-to-face communication as well as electronic communication is important part of being successful in my field.

- 1. The different types of writing include: emails and documents created through Microsoft Word, Excel, and PowerPoint.**

Helen stated that emails were the most common form of writing that was used in her internship. She used emails to schedule meetings and communicate with those she surveyed and those she reported to. All of her findings were reported to stakeholders. She conveyed this information in a summary through Microsoft Word and Excel and sent it through email. The stakeholders would give her feedback and she would revise. Once the information was complete, she would use PowerPoint to give a presentation to her stakeholders over the summary of the results, and recommendations on what Texas Instruments should do in the future. Helen told me that one thing that makes a cover letter and resume most winsome in my field was using numbers to show how much an individual has done. Saying, "I completed fifty tax returns," rather than, "I completed a lot of tax returns," really leaves an impression.

- 2. There is a tremendous amount of writing required for my field.**

Helen stated that spend around three hours a day out of her eight hour work day writing. As stated above, she used Microsoft Word, PowerPoint, and Excel as well as email for her writing format. She had to use persuasive and informative documents. In one of her projects, Helen was required to centralize all engineering development onto one web site, then make a recommendation of what website should be leveraged, centralized, and used more in the future. She gathered information and came to a conclusion that matched Texas Instrument's mission statement. She used this mission statement in a persuasive document to convince the stakeholders in ultimately agreeing with her decision. Helen used written communication to explain and report the project purpose, the project progress, and the final recommendations to engineers, managers, human resources professionals, and stakeholders. While writing a document, Helen said she would start by asking stakeholders key points they wanted her to have before she created something so that it would be succinct. Then, she would take the information she gathered through interview and surveying and organize that data. She would reflect back on the key points given to her and put the information that matched it into a document. After creating this rough draft, she would send her stakeholders a copy. The stakeholders would give her feedback, and she would revise and repeat that process until the stakeholders were content. After that, she would create a presentation to go over her final findings and views with the stakeholders. Helen stated that although email is the main course of communication, it can also be confusing. Keeping track of who sent what, and when they sent it can get jumbled up. She continued to tell me that meeting times constantly change, and there is rarely a time that something went exactly as planned. These are just a couple of things that a young professional entering the field should be prepared for. She also stated, as a recipient of a professional correspondence and documents in this field, that since email is so rapid, sometimes people do not put much thought into their responses. Asserting a little more effort, even as simple as, "hope you're having a great day!" on an email really made an impression on her.

3. Mastering face-to-face communication as well as electronic communication is important part of being successful in my field.

While in her internship, Helen did not only communicate through documents and email. A big portion of the other five hours in her workday was devoted to face-to-face communication! Most of the surveying Helen performed was face-to-face with employees. Helen gave presentations to stakeholders to show the final product of all her hard work. She also gave a presentation to human resources leadership and human resources faculty on the overview of each of her projects. Helen states that confidence, preparation, and a welcoming disposition separate an excellent presentation from an

average one at her company. She states, "It's more than just being able to talk in front of people." Being open and warm, knowing the facts, and giving a clear and concise picture of what they accomplished really made the difference in most presentations. Knowing the key points that need to be made, and acting on that keeps the audience engaged and involved. Helen had to deliver some bad news in a face-to-face setting, too. She explained that in one of the projects, she had to create a survey and interview employees. Unfortunately, eight people had to look over the questions she created. It was difficult to get each person to get on board and look it over, as they had other responsibilities to tend to. By the time everyone had a chance to look it over, give her their thoughts, and her make the necessary changes, she realized she would not get the results back due to time constraints. She first emailed her supervisor and asked to set up a meeting. While at the meeting, she presented her supervisor with documentation showing all the work she had put into this project, along with proof with times and dates. After showing her supervisor the documentation, she explained her situation and why she would not have enough time to give a final recommendation. Helen's supervisor was understanding of her situation because of the proof and documentation that Helen brought to show her that she was working hard the whole time. Helen got a lot of experience in delivering good and bad news to those she works with in her time at Texas Instruments.

Summary

1. The field of human resources uses email, the Microsoft Office Suite, and more as written forms of communication.
2. There is an immense amount of writing that is used in the field of human resources.
3. Face-to-face communication is a skill that is used the majority of the day while working in human resources.