



Welcome to the RM-AMP and BUILD Professional Communication Workshop

February 18, 2025





Agenda

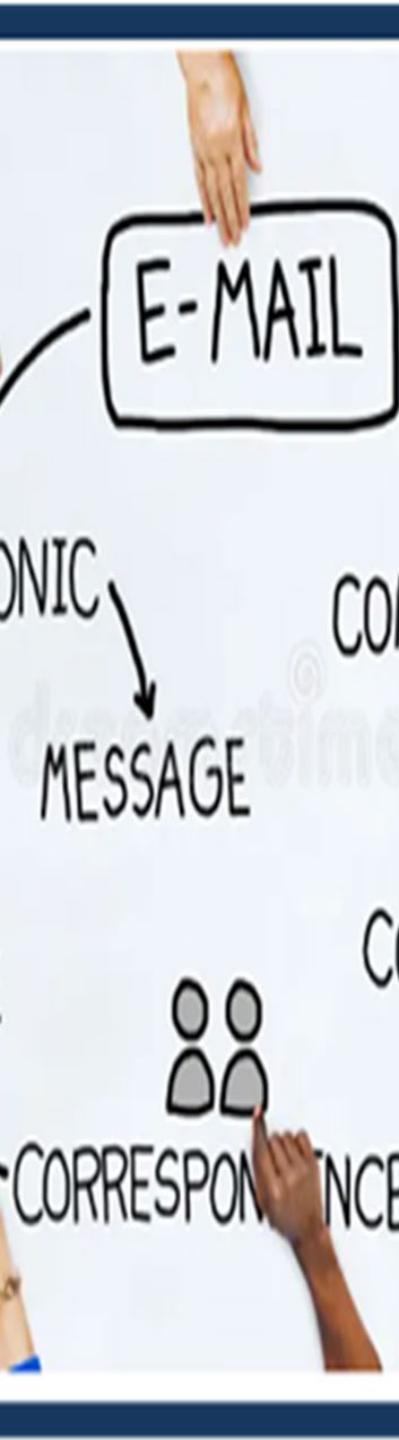
- Welcome
- Ice Breaker
- Overview
- Breakout Groups
- Large Group Discussion



Icebreaker

Each table has 3 riddles to solve

Good Luck!



The Answers

Purple

What is harder to catch the faster you run? **Your breath**

What has many keys but can't open a single lock? **A piano**

Which letter of the alphabet has the most water? **C**

Blue

What five-letter word becomes shorter when you add two letters to it? **Short**

What can go up but can't go down? **Your age**

What can't be touched but can be broken? **A promise**

Green

What goes up and down but doesn't move? **A staircase**

What has a neck but has no head? **Guitar**

What gets wet even when it dries? **A towel**

Pink

What can travel the globe without leaving its corner? **A stamp**

What is easy to catch, but impossible to throw? **A cold**

What has to be broken before you can use it? **An egg**

Orange

I have branches, but no fruit, trunk, or leaves. What am I? **A bank**

What kind of room has no doors or windows? **A mushroom**

What's always found on the ground but never gets dirty? **A shadow**



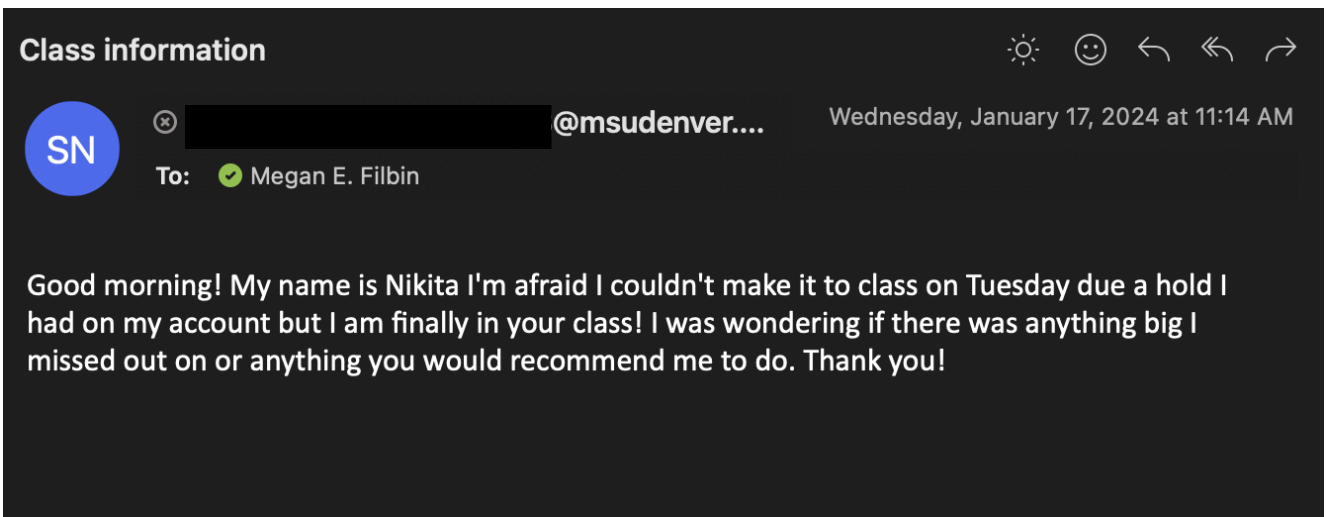
Reminder: Upcoming Events

Working Memory Workshop – hosted by the Denver Museum of Nature & Science

- April 23rd, 4:45-6:30 PM
- SI 1113



Email Example



- **Step 1**
What is the purpose/goal of the email?
- **Step 2**
What makes this communication ineffective or unprofessional?
- **Step 3**
Rewrite the email so that the purpose/goal is clear and professional.



Breakout Groups

Rewrite your email using these steps:

- **Step 1**

What is the purpose/goal of the email?

- **Step 2**

What makes this communication ineffective or unprofessional?

- **Step 3**

Rewrite the email so that the purpose/goal is clear and professional.



Group Discussion

Unprofessional Email
Oh no! I missed the exam!!

From- Rockingritaspringfield@gmail.com

To- Bjovi@msudenver.edu

Subject Line – Soooooo sorry.

Jon,

I missed the exam window and I'm really worried this is going to ruin my chances of getting into medical school.

My life has been really hectic with first me very nearly almost getting evicted at the beginning of august, and while that happened my dog ran away and Im still looking for him, and just yesterday I learned my aunt and uncle were in a car crash and neither are looking good so Im trying to find a way to get to them before they pass despite money and time complications. Not to mention the stress of carrying a full course load while still trying to keep my semi full time job at the hospital I work at. I even screwed up last weeks assignment so this is especially hard for me. I totally got the answers but then rushed when putting them in because I was on my work break and didnt notice until after I saw my score. Could you maybe open up both the assignment and the exam? I really need to do better in your class because its required for medical school.

Please dont think this is gonna be a normal occurence from me, I very rarely reach out to complain much less try to use excuses, just hoping you can help me out with this.

Thanks boo



Group Discussion

Professional Email

Oh no! I missed the exam!!

From- Rspringfield@msudenver.edu

To- Bjovi@msudenver.edu

Subject Line- Requesting Exam 1 Extension

Good afternoon, Professor Jovi,

I am writing to request an extension for Homework #1 (due September 1st) and Exam #1 that was due on September 3rd. I sincerely apologize for my absence due to some unexpected family complications that arose. I assure you that I am invested in my education and learning as much as I can from this course, particularly because I plan to go to medical school and this material is important to learn along that path!

I would greatly appreciate your guidance on whether there is a possibility for me to make up the exam and submit the assignment at a later date.

Thank you for your consideration and please let me know if you have any questions or concerns.

Sincerely,

Rita Springfield
They/Them Pronouns
Biochemistry Major
Rspringfield@msudenver.edu



Group Discussion

Unprofessional Email

I'm interested in research/or working in your lab.

From- T.Card@aol.com
To- Jjett@msudenver.edu
Subject Line- [Blank]

Hello and good morning professor. I hope you're having a wonderful day. I'm wondering if you have any room for me for the lab id really appreciate if I could get into your research. I really need it to look better for my med school application and I was advised to do another research which was human anatomy related and I started doing it but I learned this is actually the one that I should do.

Please let me know when you can!

Tom



Group Discussion

Professional Email

I'm interested in research/or working in your lab.

From- Tcardy@msudenver.edu

To- Jjett@msudenver.edu

Cc – Snicks@msudenver.edu

Subject Line- Research Opportunity

Dear Dr. Jett,

My name is Tom, and I am a second-year Biology major with the goal of becoming a cardiologist. I recently met with Dr. Nicks (Cc'd), and she encouraged me to look into your lab's research about cholesterol and hypertension. After reading your bio on the Biology Department website, I am very excited because your work is similar to what I plan to do for my future career. Are you available to set up a time to meet and discuss potential opportunities in your lab?

Thank you very much for considering my request,

Tom Cardy

He/Him Pronouns

Biology Major, Chemistry Minor

Expected graduation: May 2026



Group Discussion

Unprofessional Email

Would you be willing to write me a letter of recommendation?

From- Lskinner@msudenver.edu

To- Orodrigo@msudenver.edu

Subject: Recomendation

I'm writing to see if you will write me a letter of recomendation. I was in your Ochem class last semester and while I struggled in the class, I really loved it and learned so much. I think your a great teacher! Please let me know by the end of the day.

leo



Group Discussion

Professional Email

Would you be willing to write me a letter of recommendation?

From- Lskinner@msudenver.edu

To- Orodrigo@msudenver.edu

Subject- Requesting a Letter of Recommendation

Dear Professor Rodrigo,

I hope this email finds you well.

My name is Leo Skinner, and I was a student in your Organic Chemistry class last semester. I am writing to request a letter of recommendation for my application to the Biology graduate program at Colorado State University. For your reference, the deadline for recommendation letters is in two months, on March 31st. I acknowledge that I struggled with some aspects of the class, but I hope my consistency and enthusiasm showed through in how I learned and grew during the semester, I'm proud to say that with your support, I finished the class with a B-.

I believe that your recommendation would be invaluable to my application. Your insights into my abilities, work ethic, and character would be highly appreciated.

If you are able to provide a letter of recommendation, please let me know what information you would need from me.

Thank you for your time and consideration,

Leo Skinner
STEM Tutor
Biology Major, Chemistry Minor
Expected graduation: May 2025



Group Discussion

Unprofessional Email

I'm confused about what we went over in class this week.

From- Jethro.Tully93275947@gmail.com

To- Gezra@msudenver.edu

Subject Line- [Blank]

What's up, professor?

I'm emailing you cause I'm having some troubles with some assignments. I'm so confused about yesterdays topic, it made probably less than zero sense to me and I probably shouldve stopped after class but my brain was so whacked out I needed to decompress.

I also lost my copy of next weeks assignment, do ya think you can send me another one by today at 5?

Thanks



Group Discussion

Professional Email

I'm confused about what we went over in class this week.

From- Jtully45@msudenver.edu

To- Gezra@msudenver.edu

Subject Line- Needing Clarification

Greetings Dr. Ezra,

My name is Jethro and I'm a student in your Mon/Wed Calculus I course. Despite working with a tutor in the STEM Learning Center, I am struggling to understand how to fix my mistakes on the weekly assignments. Unfortunately, I am in class during your office hours, but can we find a time to meet to review my last two assignments? I am free on Mon/Wed before our class, or on Thursdays after 2 PM.

Also, I lost my copy of next week's assignment; a classmate told me to look on Canvas, but I'm not finding it anywhere, could you please advise?

Thanks in advance for your time,

Jethro Tully

Jtully45@msudenver.edu

999-888-7777



Group Discussion

Unprofessional Email

I can't make it to class this week.

From- Cgrin@msudenver.edu

To- Ayankovich@msudenver.edu

Subject: [Blank]

Hey there Al

So, I know I missed your class last week because I was out of town but I need to miss again for my bodybuilding competition (IFBB amateur competition). I promise Im not kidding (proof of my competition photo attached). Ive worked so hard to get here, and I just can't miss out since it's a pro qualifier.

Is there any way I can get some notes from class?

Thx,
Chelsea



Group Discussion

Professional Email

I can't make it to class this week.

From- Cgrin@msudenver.edu
To- Ayankovich@msudenver.edu
Subject: Unable to Make Class

Dr. Yankovich,

I hope this email finds you well.

I am in your T/TH 9:30 AM Introduction to Physics course. I am emailing you to let you know that I will be unable to make the class next Thursday due to a prior commitment. I am in contact with another student for class notes, but I was hoping I can drop in for your office hours on Friday to discuss some things more in depth.

Have a great week,

Chelsea Grin
Physics Major/Math Minor
Student ID- 907111111



Subject Line

Jumpstart the message you want to send.

- Consider the point you want to convey in your email, be concise but not overly generic
 - "Regarding Exam 3 Extension" vs "Exam Help"
- Think of what you are wanting, and if applicable, put in a "direction" for the recipient.
 - "Review requested for Paper 2"
- Try to keep it shorter than 50 characters so it doesn't get cut off.

A good subject line will help your email not get lost against the spam, meaningless updates, automatic reminders, and so on.



When to Cc and When not to Cc

Cc'ing a person is a way to show that the Cc'd individual is relevant to the discussion.

- Cc'ing is used when someone needs to be part of the conversation for whatever reason.
- Times when Cc'ing might be appropriate
 - If Tyler told you to reach out to Marshall, Cc Tyler.
 - If you know the email sent to Bruno will involve Meghan, Cc Meghan.
 - If Mick needs to know your response to Axl, Cc Mick.
 - If you want Sabrina to join your conversation with Harry, CC Sabrina.

Knowing when to CC others can be tricky but using it appropriately is important for communication outcomes.



Salutation and Sign Off

Without a greeting, your email can come off as abrupt or even rude.

Greetings:

- "Hello", "Good afternoon", "Dear" are all largely accepted appropriate greetings.
- Using just their title and name can also be effective.
 - Professor Eilish, Dr. Cash, etc.

Sign offs show the ending of the email and can convey respect and regards for your recipient.

Sign Offs:

- Sincerely,
- Thank you,
- Have a great week,
- Please let me know if I can give further details,
- Etc.



Timeline for Requests in Your Email

If you are sending an email about a request, but don't give a timeline, this causes confusion and leaves it to the recipient to try and figure out if it's an urgent request or not.

Setting a timeline will help recipients meet your deadline.

- Be clear when setting your timeline, using specific dates and times.
- In longer emails, it can be helpful to restate the deadline at the end of the message.
- Send time sensitive emails in advance to allow the recipient enough time to meet the deadline.



Signature Line

Signatures are important additions to any email. Signatures make the email look finished and professional. Signatures are also an easy to reference section for the recipient.

- Always include your first and last name.
- Your title/job position, if applicable.
- Contact information, such as phone number and email address.
- Other things people may include
 - Pronouns
 - Major/Minor
 - Links such as LinkedIn profiles or website links
 - Company logos

Signature Tip

Set up an automatic email signature. Many sites will allow you to create more than one so you can switch as needed.



Schedule Send and When to Send a Follow-up Email

Setting up a schedule send is great when you would rather send your email during working hours or want a delay between responding.

- Emailing during working hours can show respect for everyone's time, so schedule send your email for after 8 AM, rather than 3 AM.

Follow-ups are important because it shows your interest and commitment to what you're following up about.

- Follow-ups are especially encouraged for email chains where you sent a request, like for an extension or recommendation letter
- Remember that "business days" are Monday-Friday. If you send an email on Thursday, a follow-up in 3 days would be sent on Tuesday, not Sunday.



Emails from Welcome Back Dinner

Here's an example email that you came up with during the Welcome Back dinner in January. After this workshop, how would you re-write this email?

From- personalemail@gmail.com
To- Ohazard@msudenver.edu
Subject- EMERGENCY

HEY PAL!!
I NEED TO MAKE UP AN EXAM OR ELSE MY PARENTS WILL KILL ME!
LOL
CAN YOU DO IT LIKE AT SATURDAY night?
From



Thank you for Attending the Professional Communication Workshop!

BUILD Scholars Fill Out Your Event Tracker

<https://tinyurl.com/4x6ns5kr>



RM-AMP Members Fill Out Your Even Participation Survey

<http://tinyurl.com/3pysdh4b>

