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**Faculty of Natural and Life Sciences and
Earth Sciences**

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Chapter IV-2 – Written Communication Techniques **(Composing Emails, Professional Documents, and Handwritten Requests, Synthesis and Summary Techniques)**

**Module : Communication and Expression
Techniques (English)**

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Level : First Year (Bachelor's Degree)

Semester : 2

Academic Year : 2025/2026

Course Plan



1- Course Objective

2- Introduction (How to Write Effectively?)

3- Part I: Composing Professional Emails

4- Part II: Composing Professional Documents

5- Part III: Composing Handwritten Requests

6- Part IV: Synthesis and Summary Techniques

7- Conclusion

1- Course Objectives

Pedagogical Objectives of the Course

1. Understand the principles of composing emails, professional documents, handwritten requests, etc.;

2. Master synthesis and summary techniques to write texts effectively ;

3. Improve the clarity, conciseness, and organization of writing ;



Course Plan

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2- Introduction (How to Write Effectively?)

Written communication requires **specific skills** to be **clear, concise, and professional**. This course will cover the basics of composing **emails, academic documents, handwritten requests, a curriculum vitae (CV)**..., as well as **synthesis and summary techniques**.

1. What is the difference between an informal email and a formal/professional email?

2. What are academic documents?!!!

3. Handwritten requests, resignation letters, CVs, sworn statements, etc.!!!



Thesis Steps in writing thesis

Things to Know

- Understand the goal of a thesis
- Know the qualities of a good thesis.
- Understand the structure of a good thesis.
- Understand the language of a good thesis.
- Know when to seek help for your thesis.

The Don't in thesis writing

- Never plagiarized.
- Never falsify or cook up record or data.
- Do not use passive voice, use active voice.
- Do not use words like "quite", "some", "considerable", "a great deal", etc.
- Do not use abbreviation not defined earlier.
- Don't present a conjecture as a fact.

RESIGNATION LETTER TEMPLATE



2- Introduction (How to Write Effectively?)

To write effectively, it is essential to follow these steps:

Plan and structure the text: Start with a detailed plan including an introduction, clear development, and a conclusion. This gives direction to your writing.

Express yourself with clarity and precision: Use simple sentences and avoid complex phrasing. Get straight to the point so your message is immediately understandable.

Adopt a tone adapted to the context: Ensure the style and register match your audience and the text's objective.

Proofread and revise: After writing, proofread to correct spelling and grammar mistakes and improve the text's fluidity.

Therefore, regular practice and attention to these key points will allow you to write more effectively.

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3- Part I: Composing Professional Emails

A. The basic principles of a professional email

❖ **Definition:** A professional email is a formal means of communication that follows certain rules of politeness and structure to convey information in a work or academic context.

Key Elements:

Subject: Must be clear and concise, directly indicating the subject of the message.

Salutations: Use appropriate polite formulas ("Madame, Monsieur", "Dear [Name]").

Introduction: Briefly present the purpose of the email in the first sentences.

Body:

- a. Be direct and concise.
- b. Use short paragraphs.
- c. Get to the point while remaining polite.

Conclusion: End with an appropriate polite formula ("Please accept, Madam, Sir, my distinguished regards") and, if necessary, a required action or question.

Signature: Include your contact details and your position.

A. Basic Principles of a Professional Email

Practical Example of Structure

Present a model of a professional email.

Subject: "Request for Information Regarding Project X"

Salutation: "Hello, Good evening... etc."

Introduction: "I am writing to request additional information about the project..."

Body: "I would like to know if..."

Conclusion: "Thank you in advance for your reply and I remain available for any further information."

Signature: "[Your first and last name], [Your position], [Your company or institution], [Your contact details]"

3- Part I: Composing Professional Emails

Practical Example of a Professional Email

Subject: Request for Information Regarding Project X

Madam/Sir [Recipient's Name],

I am writing to request additional information about Project X. I am currently working on a similar analysis and would like to learn more about specific aspects of your project.

I would like to know if you would be able to provide me with details regarding the development stages, preliminary results, as well as the tools or methods used. This information would be very helpful in better guiding my work.

Thank you in advance for your reply. I remain at your disposal for any further information. I am also available for a phone exchange if you deem it necessary.

Awaiting your response, please accept, Madam/Sir, the expression of my distinguished regards.

[Your first and last name]

[Your position]

[Your company or institution]

[Your contact details]

3- Part I: Composing Professional Emails

How to Reply to the Previous Professional Email?

Subject: Response to Your Request for Information Regarding Project X

Madam/Sir [Sender's Name],

Thank you for your interest in Project X. I am pleased to provide you with additional information on this subject.

Regarding the development stages, we followed a multi-phase approach, starting with a preliminary needs analysis, followed by an in-depth study on [specific area]. Preliminary results show promising indicators, particularly concerning [specific results]. In terms of methods, we mainly used [specific tools/methods], which proved effective in achieving our objectives.

If you need more specific details or concrete examples, do not hesitate to contact me. I am also available to organize a phone call or meeting if that would be useful.

Thank you again for your interest. I remain at your disposal for any further requests.

[First and Last Name]

[Position]

[Company or Institution]

[Contact Details]

B. Mistakes to Avoid

Too much familiarity: Avoid overly informal terms ("Hi," or "Cordially" in certain contexts).

Spelling and grammar: Always proofread your email to avoid mistakes.

Missing or vague subject: Be precise so the recipient immediately understands the subject.

Lack of clarity: Avoid long and confusing sentences. Prefer short and direct sentences.

C. Practical Exercise

Students are asked to **write** a formal/professional email on a given topic (example: requesting an appointment "RDV" with a professor or a company) and read it in class to receive **collective feedback**.

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A. Structure of a Professional Document

1. Introduction:

Role: Present the topic, problem, and objectives of the document.

Example: "In this thesis, we analyze the impact of sustainable water resource management..."

2. Development (or body):

Logical Structure: Divide the document into chapters and sub-chapters to treat each point in an organized manner.

Example: A Master's thesis may include a literature review, a methodological presentation, and an analysis of results.

Argumentation: Each section must present ideas with arguments supported by evidence (data, citations).

A. Structure of a Professional Document (Continued)

3. Conclusion:

Role: Summarize key points and propose perspectives or recommendations.

Example: "Thus, this study shows that water resource management is essential for..."

4. Bibliography:

a. Importance of citing sources correctly according to an academic standard (APA, MLA, etc.). The APA (American Psychological Association) and MLA (Modern Language Association) are two widely recognized citation styles.

b. Never neglect bibliographic references to avoid plagiarism.

5. Formal Presentation:

a. Use of titles, subtitles, paragraphs.

b. Page numbering and table of contents.

c. Adherence to formatting instructions (line spacing, margins, font size).

B. Practical Example of a Master's Thesis Outline

Exemple de plan :

- Introduction
- Revue de littérature
- Méthodologie
- Analyse des résultats
- Discussion
- Conclusion et recommandations
- Bibliographie

<https://custom-writing.org/blog/master-thesis-tips>

Master's Thesis Outline



Importance de la cohérence : Le plan doit permettre au lecteur de suivre un fil logique.

C. Common Mistakes to Avoid

- 1. Lack of clarity:** Ensure you explain your arguments well. Do not assume the reader knows everything.
- 2. Lack of structure:** Avoid disorganized documents that jump from one topic to another without connection.
- 3. Absence of transitions:** Ensure the parts of your document are well connected by smooth transitions.

D. Practical Exercise

Students are asked to **draft** a simple outline for a thesis on a given topic and **share** it in class for a **collective discussion**.

4- Part II: Composing Professional Documents

Le livre que vous avez entre les mains propose un guide complet pour réussir son projet de fin d'études (PFE), de la sélection du sujet jusqu'à la soutenance finale. Il aborde des stratégies essentielles pour choisir un sujet pertinent, définir des objectifs clairs, et gérer efficacement le temps et les ressources. Vous y trouverez des conseils pratiques pour la rédaction d'un manuscrit cohérent et structuré, ainsi que des méthodes pour la collecte, l'analyse des données et l'interprétation des résultats. Le livre traite également des techniques pour gérer les imprévus, maintenir la motivation, et valoriser votre projet à travers des publications ou des présentations en conférences. Destiné aux étudiants en fin de cycle, ce guide pratique est une ressource incontournable pour planifier, organiser et mener à bien un PFE tout en évitant les erreurs courantes. Il s'adresse également aux enseignants encadrant des projets, ainsi qu'aux professionnels souhaitant se perfectionner dans la gestion de projets académiques.

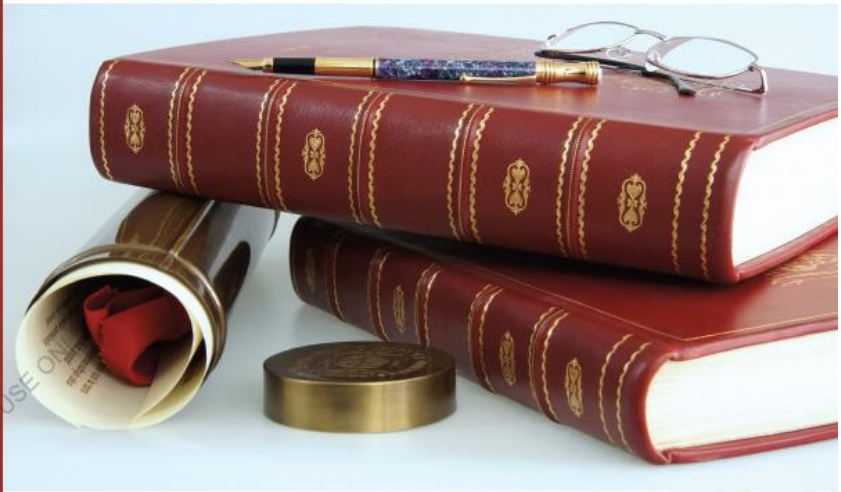


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EUE ÉDITIONS
UNIVERSITAIRES
EUROPÉENNES



Hamid Gadouri
Brahim Meziani

STRATEGIES, OUTILS ET CONSEILS POUR REUSSIR SON PROJET DE FIN D'ÉTUDES

Guide pratique pour choisir un sujet pertinent,
gérer votre temps, rédiger efficacement et
réussir votre soutenance

Hamid Gadouri, Brahim Meziani

Book Presentation

The book in your hands offers a complete guide to successfully completing your final year project (PFE), from selecting the topic to the final defense. It covers essential strategies for choosing a relevant topic, defining clear objectives, and effectively managing time and resources. You will find practical advice for writing a coherent and structured manuscript, as well as methods for data collection, analysis, and interpretation of results. The book also addresses techniques for managing unforeseen events, maintaining motivation, and valorizing your project through publications or conference presentations. Aimed at final-year students, this practical guide is an essential resource for planning, organizing, and successfully carrying out a PFE while avoiding common mistakes. It is also intended for teachers supervising projects, as well as professionals seeking to improve their academic project management skills.

4- Part II: Composing Professional Documents

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4- Part II: Composing Professional Documents

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5- Part III: Composing Handwritten Requests

A. Types of Handwritten Requests

Handwritten requests are letters written by hand, often used to formulate requests formally. They concern various types of administrative, professional, or personal requests. Here are some examples of common types of handwritten requests:

1. **Absence Request ;**
2. **Leave Request ;**
3. **Appointment Request (e.g., between a student and a teacher) ;**
4. **Scholarship or Financial Aid Request ;**
5. **Certificate Request (certificate of enrollment, work certificate,...)**
6. **Re-registration Request ;**
7. **Deadline Extension Request (e.g., for a project or thesis) ;**
8. **Recommendation Request ;**
9. **....And Many Others.....**

B. Structure of a Handwritten Request

1. Introduction:

- ❑ **Role:** Present the reason for the request clearly and concisely. It is essential to state the subject of the request from the beginning.
- ❑ **Example:** "I am writing to request exceptional leave for personal reasons."

2. Development (or body):

- ❑ **Logical Structure:** Divide the request into short paragraphs that explain the reasons and necessary details for a good understanding of the context.
- ❑ **Example:** In a leave request, one might detail the desired period, the reason for the leave (without going into personal details if not necessary), and mention the intention to follow the applicable procedures.

B. Structure of a Handwritten Request (Continued)

- ❑ **Argumentation:** Each point should be explained simply and directly, avoiding overly complex language. If necessary, provide supporting evidence or documents.
- ❑ **Example:** "I am providing a medical certificate in annex to justify my request."

3. Conclusion:

- ❑ **Role:** Recap the request and express gratitude or understanding of the procedures. Propose a date or follow-up action if relevant.
- ❑ **Example:** "Thank you in advance for your understanding. I remain at your disposal for any additional information."

B. Structure of a Handwritten Request (Continued)

4. Polite Closing Formula:

- ❑ **Importance:** End the request with a respectful formula adapted to the recipient (formal or informal).
- ❑ **Example:** "Please accept, Sir/Madam, the expression of my distinguished regards."

5. Formal Presentation:

- ❑ **Use of Titles, Subtitles, and Paragraphs:** In the context of a handwritten request, using well-distinct paragraphs is recommended for clarity.
- ❑ **Example:**
 - ❖ Subject of the Request: (Mentioned in the introduction)
 - ❖ Explanation of the Situation or Reasons (body)
 - ❖ Conclusion with Polite Formula
- ❑ **Format:** Ensure the request is handwritten (if required), legible, without errors, with good layout (line spacing, margins), and with clear, neat handwriting.

C. Practical Example of a Handwritten Request

Example of an Outline:

- Introduction (Subject of the Request)
- Explanation of Reasons (with details, evidence if necessary)
- Conclusion (thanks and polite formula)

Concrete Example:

- Subject:** Request for Exceptional Leave.
- Body:** Brief explanation of personal reasons, desired leave dates, supporting documents.
- Conclusion:** Thanks and appropriate polite formula.

5- Part III: Composing Handwritten Requests

D. Common Mistakes to Avoid

- 1. Lack of clarity:** Avoid being too vague or using complicated language. Get straight to the point.
- 2. Omission of important information:** Do not forget to specify precise dates or necessary supporting documents.
- 3. Lack of structure:** Avoid writing a block of text without paragraphs or jumping from one idea to another without clear transition.

E. Practical Exercise

Students are asked to **write** a **handwritten request for leave** or **absence authorization**, respecting the **points** covered in the course. They will then share their writing with the class for collective **discussion and correction**.

5- Part III: Composing Handwritten Requests

1. Concrete Example of a Handwritten Absence Request

Subject: Absence Request for Personal Reasons

[Your first and last name]

[Your address]

[Your phone number]

[Your email]

[Name of Institution or Teacher]

[Institution Address]

[Date]

Subject: Absence Request for [number of days]

Madam/Sir,

I am writing to request an absence for a period of [number of days], from [start date] to [end date], due to [explain the reason: personal reason, family emergency, etc.].

I commit to catching up on all missed lessons and updating myself on the work during this period.

Hoping for a favorable response to my request, please accept, Madam/Sir, the expression of my distinguished regards.

[Your signature]

5- Part III: Composing Handwritten Requests

2. Concrete Example of an Exceptional Leave Request

Subject: Exceptional Leave Request

[Your first and last name]

[Your position]

[Company Name]

[Company Address]

[Name of Supervisor]

[Supervisor's Position]

[Date]

Subject: Exceptional Leave Request for [number of days]

Madam/Sir,

I am writing to request exceptional leave from [start date] to [end date] inclusive. This request is motivated by [explain the reason, for example, family reasons, health reasons, etc.].

I remain at your disposal for any further information. Please accept, Madam/Sir, the expression of my distinguished regards.

[Your signature]

3. Example of an Appointment Request (Student-Teacher)

Subject: Appointment Request for a Discussion on [specify topic]

[Your first and last name]

[Your student number]

[Your department/major]

[Your email address]

[Teacher's Name]

[Department]

[Institution Name]

Subject: Appointment Request

[Date]

Madam/Sir,

I am writing to request an appointment to discuss [specify topic: a question about a course, a project, orientation, etc.]. I am available at several times, particularly [mention your availability].

Thanking you for your availability and awaiting your response, please believe, Madam/Sir, in the expression of my respectful regards.

[Your signature]

4. Example of a Certificate Request

Subject: Certificate of Enrollment Request

[Your first and last name]

[Your student number]

[Your major/department]

[Your email address]

[Name of Academic Officer]

[Institution Name]

[Institution Address]

[Date]

Subject: Certificate of Enrollment Request

Madam/Sir,

I hereby request the issuance of a certificate of enrollment for the academic year [year]. This document is necessary for [reason, e.g., finalizing registration, providing to an organization, etc.].

Thank you in advance for your cooperation. Please accept, Madam/Sir, the expression of my distinguished regards.

[Your signature]

5. Model Deadline Extension Request for a Project

Subject: Deadline Extension Request for Submitting the "Assignment"

[Your first and last name]

[Your student number]

[Faculty or Department Name]

[Your email address]

[Teacher or Supervisor's Name]

[Institution Name]

[Date]

Subject: Deadline Extension Request

Madam/Sir,

I am writing to request a deadline extension for the submission of [specify the name of the project, thesis, or work]. Due to [explain reasons, such as unforeseen circumstances or specific difficulties], I have not been able to finalize my work within the allotted time.

I would be grateful if you could grant me an additional deadline of [number of days or weeks] in order to submit quality work.

Awaiting your response, please accept, Madam/Sir, the expression of my respectful regards.

[Your signature]

5- Part III: Composing Handwritten Requests

6. Model of Re-registration Request

Subject: Re-registration Request for the Academic Year [year]

[Your first and last name]

[Your student number]

[Your major/department]

[Your email address]

[Name of Academic Officer]

[Institution Name]

[Institution Address]

[Date]

Subject: Re-registration Request for the Academic Year [year]

Madam/Sir,

I, the undersigned [your first and last name], a student in [mention your specialization], hereby request my re-registration for the academic year [year]. My wish is to continue my training in [mention the major or program] to achieve the objectives set in my academic path.

Thank you for considering my request. I remain at your disposal for any additional information. Awaiting a favorable response, please accept, Madam/Sir, the expression of my distinguished regards.

[Your signature]

5- Part III: Composing Handwritten Requests

7. Model of Scholarship or Financial Aid Request

Subject: Scholarship Request for the Year [year]

[Your first and last name]

[Your student number]

[Your major/department]

[Your email address]

[Name of Scholarship Program Officer]

[Name of Institution or Establishment]

[Date]

Subject: Scholarship Request

Madam/Sir,

I am writing to request the granting of a study scholarship for the year [year]. I am currently pursuing studies in [mention the program or major], and this aid would allow me to cover [tuition fees, materials, housing, etc.].

Motivated by academic excellence, I am committed to [mention your academic, social, or extracurricular achievements that justify your request]. The requested scholarship would allow me to carry out my studies in better conditions.

Awaiting your response, please accept, Madam/Sir, the expression of my respectful regards.

[Your signature]

5- Part III: Composing Handwritten Requests

8. Model of Work Certificate Request

Subject: Work Certificate Request

[Your first and last name]

[Your position within the company]

[Company Name]

[Company Address]

[Name of HR Department or Supervisor]

[Date]

Subject: Work Certificate Request

Madam/Sir,

Please provide me with a work certificate attesting to my employment at [company name] in the capacity of [your position] for the period from [start date] to [end date or specify "currently employed"].

This document is necessary for [reason for the request, e.g., completing an application file, proving my professional experience, etc.].

Thank you in advance. Please accept, Madam/Sir, the expression of my distinguished regards.

[Your signature]

5- Part III: Composing Handwritten Requests

9. Model of Recommendation Request

Subject: Recommendation Letter Request

[Your first and last name]

[Your address]

[Your phone number]

[Your email]

[Recipient's Name (teacher, employer, etc.)]

[Recipient's Position]

[Professional Address]

[Date]

Subject: Recommendation Letter Request

Madam/Sir,

I am writing to request a letter of recommendation to support my application for [specify the program, job, or opportunity you are applying for]. Your recommendation would be of great importance in the preparation of my file.

During [mention the period you worked together or were under their supervision], I had the opportunity to [describe the skills, achievements, or responsibilities acquired under their guidance], and I believe your recommendations would be particularly relevant.

I remain at your disposal for any additional information. Thank you in advance for your support.

Please accept, Madam/Sir, the expression of my respectful regards.

[Your signature]

5- Part III: Composing Handwritten Requests

10. Model of Visa Request

Subject: Visa Request for [reason for travel: studies, business, tourism, etc.]

[Your first and last name]

[Your address]

[Your phone number]

[Your email address]

[Name of Consulate or Embassy]

[Consulate or Embassy Address]

[Date]

Subject: Visa Request for [specify reason for travel]

Madam/Sir,

I, the undersigned [your first and last name], hereby request a visa for [specify visa type: short stay, long stay, student, professional, etc.] for the purpose of [reason for your trip: studies, tourist travel, business trip, etc.]. My stay is planned from [departure date] to [return date or planned duration].

You will find attached all required documents to support my application, namely:

My valid passport;

My duly completed visa application form;

Proof of financial resources;

The admission letter from [institution name] / invitation from [company name];

Travel insurance.

I commit to respecting the stay conditions set by your country and to leaving the territory before my visa expires.

Awaiting your response, please accept, Madam/Sir, the expression of my distinguished regards.

[Your signature]

5- Part III: Composing Handwritten Requests

11. Model of Internship Request

Subject: Internship Request at [company/organization name]

[Your first and last name]

[Your address]

[Your phone number]

[Your email address]

[Name of Internship Supervisor or HR Manager]

[Company/Organization Name]

[Company/Organization Address]

[Date]

Subject: Internship Request at [company/organization name]

Madam/Sir,

Currently a student in [your field of study] at [your institution's name], I am seeking an internship as part of my training for the period from [start date] to [end date] or for a duration of [internship duration]. In this context, I am submitting my application for an internship at your company/organization.

Passionate about [mention the company's field of activity, e.g., engineering, marketing, finance, etc.], I wish to have the opportunity to put into practice the knowledge acquired during my studies and develop new skills. As an intern, I am motivated, curious, and ready to fully invest myself in the tasks assigned to me.

I remain at your disposal for any additional information. Thank you in advance for your attention to my application.

Awaiting a favorable response, please accept, Madam/Sir, the expression of my respectful regards.

[Your signature]

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6- Part IV: Synthesis and Summary Techniques

7- Conclusion

4. Part IV: Synthesis and Summary Techniques

Part IV: Synthesis and Summary Techniques

Course: Communication and Expression Techniques
- French (46)

Definition and Differences Between Synthesis and Summary

1. Summary:

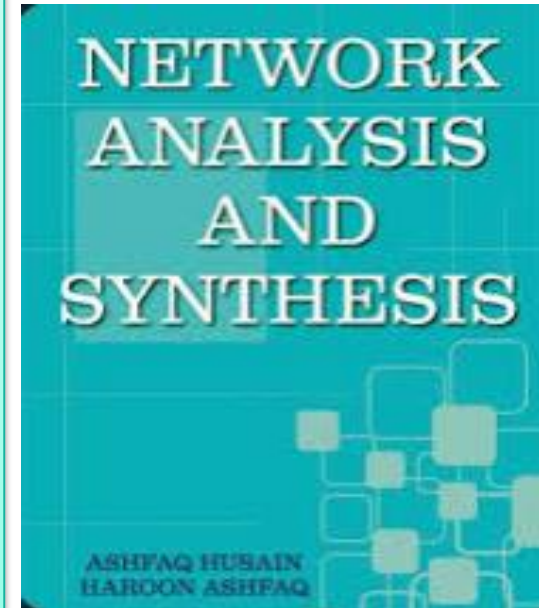
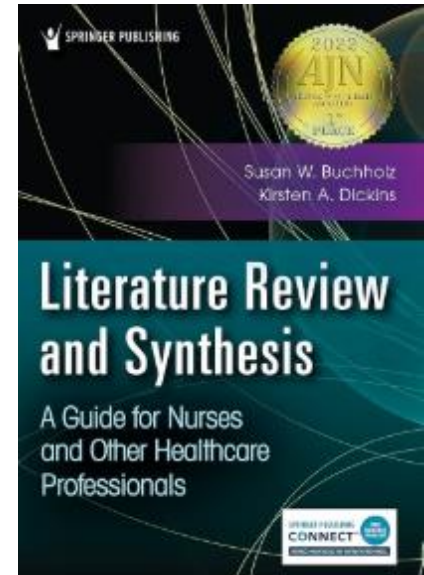
Definition: Restating the essential points of a text or presentation by condensing the information.

Example: Summarizing a press article in 2 or 3 key sentences.

2. Synthesis:

Definition: Presenting a set of information by grouping it in an organized and concise manner, without distorting the original meaning.

Example: Synthesizing several articles on the same subject to draw out common main points.



4. Part IV: Synthesis and Summary Techniques

B. Techniques for a Good Synthesis and Summary

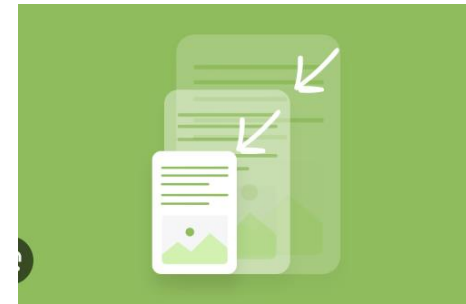
1. Read the text attentively:

- Identify main ideas and key arguments.
- Highlight important passages.



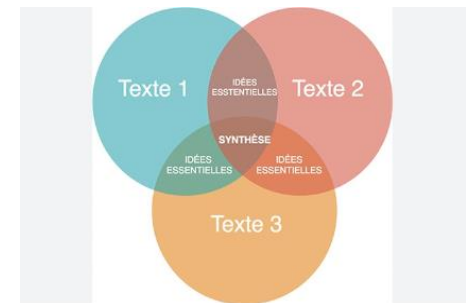
2. Reduce without distorting:

- Reformulate ideas in your own words without adding new information.
- Ensure to keep the essence of the text without being too descriptive.



3. Organize ideas:

- For synthesis, group similar ideas under themes or sub-sections.
- For a summary, follow the structure of the original text without adding unnecessary details.



4. Part IV: Synthesis and Summary Techniques

C. Example: Text to Summarize

COVID-19, caused by the SARS-CoV-2 virus, emerged in December 2019 in Wuhan, China, and quickly spread globally, leading to an unprecedented pandemic. This virus is primarily transmitted through respiratory droplets during close contact, causing symptoms ranging from a simple cough to severe respiratory difficulties. Health measures, such as social distancing, mask-wearing, and vaccination, were implemented to limit its spread. However, COVID-19 disrupted healthcare systems, the global economy, and highlighted inequalities in access to care. Scientific research and vaccination campaigns played a crucial role in the fight against this crisis.

Answer : Summary of the Text

COVID-19, caused by the SARS-CoV-2 virus, appeared in 2019 in China and spread rapidly, leading to a global pandemic. Health measures and vaccination were essential to curb its spread and mitigate its impacts on health and the economy.

Course Plan

1- Course Objective

2- Introduction (How to Write Effectively?)

3- Part I: Composing Professional Emails

4- Part II: Composing Professional Documents

5- Part III: Composing Handwritten Requests

6- Part IV: Synthesis and Summary Techniques

7- Conclusion



Summary:

Key Takeaways from this Course:

- Composing emails and professional documents requires precision and clarity.
- Synthesis and summary are essential tools for organizing and transmitting information concisely.

Homework for the Next Session:

Students are asked to prepare an oral presentation (2 to 3 minutes) on a topic of their choice, applying the techniques seen in class.



**TANK YOU FOR
YOUR ATTENTION**