The first question was types of writing that you do in your mother tongue. That type of writing is sent to colleagues and friends. So, if my colleagues are Afrikaans then I write to them in Afrikaans, because we can make use of writing in English if it is not something that will be used as an assignment. You will obviously check your circulation list or if you are a specific person? If it is a question of did you follow up if it is formal it can be used as reference with the mainstream users. When I speak Afrikaans, when I think it is necessary for everybody to understand it, then I will write in English and if it it is not necessary for everybody to understand it. You would actually prefer or be more comfortable with Afrikaans as a whole thing in your mother tongue. So I always suppose especially when you have it. But when I speak and I sometimes at a bit of a loss for words that I switch over to Afrikaans and I speak to Afrikaans, but that is speaking. You will have to communicate, try to get a lot of sense and delete and carry on. This is mainly about what you want to say.

What makes writing more difficult than speaking, but often you have individuals that are different and there's no such thing as Afrikaans. You have to think in English and the main reason is that is easier because you have time to think. Speaking is often difficult in the sense that you have to come up with what you mean immediately and you have to use the language at the same time. If it is to your mother tongue you have to think about the language and trying to convey the concepts. While you are writing you can order your thoughts. How important is that process? It is very important to get across what you actually try to say otherwise people will misunderstand. What you don't want to achieve is that your writing is part of the report itself. Often in meetings you will have to report on the work. How often does the verbal become part of the writing and the document? Seldom. If it is you and your manager you will obviously look at it and it if it is an end user he will ask that you will elaborate.

And you got time to spend on it? OK, what types of writing do you do in your second language? And you had formal communication. How you try to describe the way you do formal communication? Is typically what I just said is when I think it is necessary for the mainstream users of my writing to understand it typically it would be formal. It will be sometimes component. You know whatever happened. Is there a sequence of events you know first you did this and then that this is the cause of action from now on. That is typically formal writing. Describe a formal writing style. I think I used this image before the language is the glass behind the content. In a formal writing style you really try not to use figure of speech or not use slang or try and not use generic names.

Circulation has become broader than just the narrow one that is usually associated. Yes, that will be typical to do you go to Brazil, Germany or wherever. It is quite wider. What types of writing did you do at school? Essays and exams which was preparing you said about how you were taught to write it school? First of all you said learn the alphabet then you sit and write. What do you want to probe there as that said the quality of English writing improves at continuous exercise and reading various prescribed books and prose. How you do in continuous exercise to improve writing. The language is like that - it is very much a tool and the more you use the more you become proficient. You become with it. Which do you do at school? Well you follow the curriculum you know you do what is necessary to pass and the rest of the time you go play. You follow the curriculum out it usually includes essays that you must write. They try and give you exercises and projects - then when you wipe the sleep out of your eyes then you're in Latin and then there's it.

(Concluded at 91). Did you think that poetry and prescribed books added quality to your writing? Yes in terms of seeing how other people use the things differently. It gives you ideas of how other people use language you know different styles.

What do you learn about language from the writing models you observe? I don't say that I emulate a specific writer. It is all goes back to your school days. When you saw and you internalized it. It all goes back. Style lies beneath the surface. Now you don't think about your style or what you want to write. If somebody is not using the pronoun you and you see that in terms of style, not something as detailed as that - that person doesn't use contractions like don't and want and therefore I must not use it? Oh I see what you mean. I suppose you try to stay in the third person and there is certain role you apply. It depends where you come from people who grow up in Scotland using different styles than the ones in the south. You feel that what contributed to your continuous exercise and quality of writing. Nice answer. Yes. Number six was: How experienced are you in doing the kind of work where you do in your work and you said my experience level is better judged by the people with whom I communicate. Oh yes. What do you mean by that? What am I to do now? I want it. I have to read my own and then judge for yourself. I can't say how good I am. I think I am as good as that is what the answer. What makes you a good writer? A good writer is somebody that can illustrate a point clearly and using less words rather than more. You don't want to convey the essence of an issue in one sentence. That is a good communicator. A good writer I think that depends on what kind of literature you are reading. Do you think that this kind of writing channels into that kind of script in that kind of script. What do you mean as possible? At work we are experiencing a lot of pressure to be concise - you often have to refer back to work that you forgotten about. Or the decisions you make and you have to pick up the pieces having enough details is important.

OK you said everybody else will judge the quality rather than you say it's good. Do I prefer that. What do you feel has contributed to your existing experience in the report writing field that would make you experienced what made you experienced as a report writing specialist? What are the writing notes of reports? And you write quite a lot. Not have as much as at University there you have to hand in reports. You feel it is
Feedback and Improvement

Describe the feedback you usually get about your writing.

1. Your response to feedback is very positive. Do you always feel positive about feedback or do you have a mixed response?

2. Is it done verbally or written down?

3. Is it ever done on hard copy or electronically?

4. Why don't you rather use this but that.

5. What is the main thing you believe in when you write?

6. What are your strengths as a writer?

7. What are the weaknesses of your writing?

8. Are you interested in improving your writing?

9. Do you usually take feedback seriously or do you sometimes ignore it?

10. Do you believe that feedback is important for your development as a writer?

11. What do you usually do with feedback?

12. Do you ever take the time to reflect on the feedback you receive?

13. How do you use feedback to improve your writing?

14. Do you ever ask your supervisor for feedback on your writing?

15. How do you usually receive feedback on your writing?

16. Do you ever feel that you are not taken seriously when you receive feedback?

17. Have you ever asked for feedback on your writing?

18. Do you ever feel that you are not taken seriously when you receive feedback?

19. Do you ever feel that you are not taken seriously when you receive feedback?

20. Do you ever feel that you are not taken seriously when you receive feedback?

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47. Do you ever feel that you are not taken seriously when you receive feedback?

48. Do you ever feel that you are not taken seriously when you receive feedback?

49. Do you ever feel that you are not taken seriously when you receive feedback?

50. Do you ever feel that you are not taken seriously when you receive feedback?
(4) What was your response to your previous supervisor's comments?

I think the system whereby you improved or didn't improve. I will say this is a better way to put it. There are open to that kind of thing, of course. Sometimes I think I should have challenged this, because I never really agreed. This is because I think it might be true. I mean, I disagree with him but then, why would you not agree with him? Because sometimes I think I'm right. But they grow up and move on, and you should obviously have to say no, but I know how it should be.

(5) What prevented you from asserting your point of view? I referred to my previous boss. Let me just clarify. I was an English boss then an American manager. Albert was the first one. In fact, I was referring to him. I am an assertive person and I will always defend the way I do things.

(6) Describe why being English means they will have to say no.

You then the writing itself would it change or would it stay the same. You think it should be? No, so I think you have to write to an audience, you speak to your audience to understand what you are saying, you always write and they think in their language.

(7) Describe what your mean by writing in their language. I am not conveying the thinking of the downtown folks. Because it is important to understand what you have done a year later. You've developed that? By living with the consequences of doing it properly. I don't think it is easy and there is insufficient detail. You got the opportunity to see in small ways how a slightly incorrect statement can have repercussions.

What in the suggestions of your ex-English specialist would you perhaps not agree with? What? No. If I think we had one thing he said that I didn't quite agree with - I didn't think much of it. You were never in a position, you had to put it in your report, No. So usually he changed a nuance or something nothing fundamental.

(8) Describe as changing a nuance and changing fundamental in your writing.

It was extremely difficult to transcribe this interview because of noise and background talking in the background. It is long ago and I can't remember all of it. In the end it is just a word that has different meaning. It is funny how the language is looked at and a level of detail that you look at. I used to look anyway generally but now my current job forces me to look more at the detail. It is interesting to see what effect that has on the language.

Easy: When you knew what you wanted to say, concentrating on your work, putting down your thoughts is just a matter of typing. What type of writing can be classed in this category? (i.e., what is an easy message convey?)

When it is something that you are working on and you are working at that particular time, you are working on a message. It is not so easy generally but now your current job forces me to look more at the detail. It is interesting to see what effect that has on the language.

Easy: What must a writer to gain this experience?

(9) All you have to do is put it in words. What makes this easy with familiarity?

Could it be in a report? Yes, I think it was a report that I was familiar with. I think using words, maybe I am getting philosophical here but people have different perceptions in their minds. And the perceptions they have in their minds are not in a written form... It is there in it isn't known electrons going into brain cells I don't know it is a much more a realization that they have and then you put this across to people accurately is very difficult. People might have different realizations about something, they would think that they feel the same thing. Because they might have experienced something simultaneously at the same time, but if they talk about it you will find that there will be misunderstandings because some person's perception of something might be different to the other. Using language is actually quite an inefficient way of putting across what you know and I think being able to do that, putting across your point of view is an art and you have to think about it. Think about what the other person doesn't know. I seem to be communicating without speaking really that was strange. The one girl that I knew, she could focus better, she could answer one another. They did not need to use language.

(10) What enables a person to write a message so that perceptions of the message are accurate?

(11) What is more efficient than a person to get a message across?

(12) How are writers aware that perceptions of the message differ from their own?

As that happens in familiar they know what the other one is going to say before they even say one word. - But in a written form bringing that message across is a complex process. When it comes to writing reports you need I gather the report information and compile the report. How in your report gathering what kind of processes are involved?

(13) First here at... you know when I was at desktops that's when I did this test following a certain procedure and then there are certain points where you write down your observations. At the end of the day it's a matter of going through and you see what you have done. This is the observation and the outcome.

It easy, that's the way you go through having a systematic approach and then to sort the interviewing of the information because then it is already gathered. See what I mean, at the point where you write your report the information is already there.

(14) Describe the systematic approach that before you start off with a job - planning it and trying to anticipate what will happen and trying to plan for all the events that you want to do in this whole process and following what steps according to how you planned. At the end of the day all that information is contained accurately and writing the report is only a matter of

If you describe your observations, you described what actually happened and you also also go a step further you say do the outcomes or do conclusions this is also part of your report writing process. Test is where you observed at the end of the day if you write have you done that. If not just take a look at that as an engineer you need to say my engineering experience suggests that you go this way or that way. Because of this reason. It is a full analysis the
conclusions and the recommendations are part of the whole process. Yes, 
if you said the other documents are a two-way user/originator situation, 
that is a bit involved in this situation. What is the 
question again? No. 9. Describe your role/function when it comes to the 
writing of reports and or documents. Two-way what would that be? I 
would imagine by small or writing. I think I was thinking of one of the 
systems we have where somebody originates a document to keep track of a 
job. It is not always there. There is an originator and there are people 
that have to perform certain functions. There are certain users that 
under the information you usually put on one of these. You may be the 
originator of sometimes compile the text or the report. I think the 
users are normally the ones who are interested in the outcome of what you 
write. They may or sometimes be the person in the first 
place you will send it to. The other people will see it there.

Are all those audiences considered when writing the report? Explain 
your answer.

How do you usually follow when writing a report/document? I 
think I thought a lot about what I want to say, then put it down in 
first form. What do you think? I think about what I want to achieve 
and how I want to achieve it. I tend to spend a lot of time on it. I tend to 
mess around with it. It depends on how many times I have done it 
before. I have done something I've done before. I'm interested in the way 
I would do something for the first time. Drafting will certainly help 
to make sure I have all the information. Describe the review process. 
I usually put it down as a draft and then I review it to check for 
accuracy and correctness. If I'm limited, the user may ask for help. 
How often does this happen? I suppose that does happen. 
I think it will always be a disappointment. That happened a while ago. We had 
to do a presentation on all the changes on module 7 and all the changes 
were submitted in a pack. When I opened the presentation I found that 
quite a bit of content was changed. You don't have the opportunity to 
explain what you may not like on the board. I don't know who changed it. 
That was frustrating.

What would normally be checked and changed? 

As you normally find time for the review process? I would like to do 
that. Deadlines not so much. It is sent out and I will try and 
quality it once it gets on my table. Would you say that you're offering a 
part of the writing process in engineering capacity? As you have to work fantastically 
and quite independently and right the first time. You normally don't have a lot 
of time for it. Usually the contents are the most important thing, 
especially in the multicultural environment like this, how you get the 
mechanical engineering quantity right. It is not as important as the message, you know. 
making sure that the engineering quantities are correct and that the integrity of the 
information that you have to pass is intact. Then you're ... OK that is 
the core. The main knowledge has to be correct.

Describe why getting messages across being more important than how you 
get the message across. Detailed.

What measures the integrity of a report? Making sure that the results 
of the documentation is always the same. And the report is based on 
the quality of the information. If the step is not clear or correct you will 
not achieve the correct result. There are various levels of checking 
involved. In the end the day you have to understand what the RPL looks 
like and the change you want to achieve. Making changes must be accurate. 
There are various people that use the reports. If your signature is there, you 
are responsible.

Is the importance of the main message being correct shared by all in 
the distribution list?

What is your writing do you usually revise or edit (change)? You said 
small changes. I struggle with that. I don't know - typically dates. I 
put that a lot. Typically dates. Something academic. In the motor 
industry small changes are important down to the date because 
information comes in small packages in the first place so you have to 
really look at the detail and make sure the details are right. Everything 
has to be right. Otherwise if you put it together in a picture it 
might not make a lot of sense. That is the whole situation when you 
miss some detail you might affect the integrity because you think it is 
important but at the end of the day it is actually quite 
important. It often happened.

Is it correct that the integrity of the reports is often affected. What specifically 
affected the integrity of the reports most our?

What things do you usually do to revise or edit your writing? You said 
small changes. I revise it and add suggestions. How is this relevant? 
Read it and rewrite it or edit the message? If I find something silly 
they will give me a slip behind the 
head and ask why do you have two of the same there and the next thing. I 
will look at the detail and quickly change it. It is normally detailed. Usually 
you have to write down a lot of copy and lines and think Oh how can I 
see the detail. The problem at the end of the day when you are finished you 
will have if you left out something. I sometimes feel stupid. You want to be 
accurate and you don't have a lot of time to go over things.

If something is obvious or silly it is obviously you reflect the fact that you are 
crazy about something. You feel silly making a mistake and you know 
that you can do that done better. You do something and then you analyse 
what affects the quality of the writing and the act of the actual content. 
I referred to that. The way you present the content might be slightly 
important and you feel silly. You can see it straight away and you could 
void it if you thought about it more.

What enables you to know that you have left something out?

Why do you feel stupid? 

What usually classifies a report as final or complete for circulation? 
What will normally result in your boss's approval to a document? All 
correct information no mistake everything should be correct. They 
will rarely make changes. I will do all the changes.

How do you always do all the changes? You are always 100 percent 
responsible for the work that you do. You know that is necessary to what 
needs the manager do the review. There will be a discussion.

And what determines an acceptable report in your department. Direct 
knowledge your own or user. Anyone else? No. 
What achieves clear and meaningful results in a report? You said correct 
information. What influence would you direct supervisor have on a final 
report? Once they passed it as fine and it is published. They might come 
back but it never happened to me.

Is the connection is there between writing at school and/or tertiary 
institutions and writing in the workplace? You said getting the message 
out.
Across. What results in a message getting across in the workplace? Well having your information structured well, having compiled it in an appropriate manner, maybe using a multi-media tool to show a picture - a visual aid. What could affect getting the message across? I think when someone leaves out crucial detail. Sometimes something is so much part of you, you understand it so well but you don't put it on paper, it is so obvious to you, you understand it so well and it is the premise with which you argue. You make assumptions which the people you are communicating to have this knowledge and then you might not give them all the details and then they read it and they really don't understand it. Would you go back and insert the description that had been left out? If I got the opportunity yes.

14. What do you know if something in your report has not been understood? It can happen anywhere. Usually it happens just before everybody approves that you communicate.

15. When do you give the opportunity to change your report?

16. Would this be an important thing to do?

X what causes you to describe your boss as a pedantic pain in the neck? (Yes, did so that?) I could see the point, sometimes people complain about their writing, their arguments. I don't think pedantic is the correct word. Stupid is the correct word. I am not talking about unthinking, specific it was just an example please.

17. Explain why your boss is described as being rigid rather than pedantic?

18. What positive about your tertiary writing experience? Well you get advice about organizing your thoughts, sometimes writing according to a specific standard. That is followed by everybody in a specific environment and that is helpful. So you can see it in context. Where did you study? First I did my Diploma at the and my degree at . Did you finish your Diploma? Yes. What would identify as barriers you experience in the writing process? For example: time constraints, incomplete information. What would you describe as incomplete information? If you have to make out a picture and there is missing parts and you don't have the whole history. Where do you get your advice from? Sometimes you have to take something over from somebody, interface between you and the other person and when there is no proper communication.

19. What could promote more effective communication between managers and engineers in terms of writing?

20. How do you think of a possible way of reducing the amount of communication that you have to do? Right, it's the idea and making sure that you have the right kind of people involved and not everybody. If you don't have proper communication, you have a breakdown of the communication. As a result, there is no way to help yourself. You are busy and the result is a lot of frustration and the quality of communication suffers.

21. Do you develop insight and it would be good if you could document it as a procedure? That is something I often think about. I saw a comic about there was a man hunting an elephant. He shot the elephant in the eye. They are running and causing havoc and not achieving anything. In the same way, if you get a person to think with one single idea and they have no one look at each other and said we should have write that spot down. I think managers have realized that this is a problem and they are making changes to leave a trail. It is one of the things that I find the most frustrating. I had three people around me and if you asked them to help they don't want to help. They don't enjoy this work and struggle but I can't throw it back at them.

22. How is your typing? Well I don't type fast but I don't get frustrated I never have to type a lot. I don't really like typing but there is another writer who uses the software you use is difficult especially if someone else draws up the limited knowledge and it is in a certain format and you have to see it in a different format. Like using Windows 11 and now you are sitting with Windows 2000. The guy did his best for a year and now you have to put it in this book and you are stressed about a lot of things. But you can't do it. it will never be a decadent on the other side. Why not really. A good one. You define as good writing? I liked your comparison of writing not clear. You said the cleaner the glass the less your attention gets distracted by the glass. If that's a University gave out a little manual on language. It said good language use doesn't draw attention to the language it helps you focus on the content. There are always these things. The language and the content. The language always comes in front of the content and sometimes if the language is bad you focus on the language and you don't get to the content. Often people argue about the content instead of the content.

1. What is your response to the content / context argument?

23. What does bad language affect the clarity of the glass? You said if you examine the language you don't actually get the character of the language across.

24. What would you define as poor writing? You said tense, inaccurate facts, spelling mistakes, bad sentence construction, and poor sentence structure. What causes this? I think bad education. Bad schooling to a large extent. I think it is a very personal thing, it depends on your culture.

25. What about school and attitudes affects writing? Yes. Shakespeare as a good writer because he had talent. I am not a good writer because I haven't got enough talent. Do you have a good vocabulary. How do poor writing exist in the field of engineering? If you go out bad writing for instance you get this huge workshop manual that is written in 'cliche' because it comes from there but then they put it through the different translations servicing and they don't teach the content of it later on because they can't. They don't want to spend money on it or it is a professional and then they print it and then pass it on and we must check the integrity. But at this point it is so word jumbled, and the language is no book you can't even get to the content. I recently had it as a present. I was looking for something but I can't understand it and they don't want to spend money. You then just lose interest because you can't spend time on nonsense like that. What about . . .

26. Is the South African language generally used with English and because it is one of the official languages. And that brings us back to what you want to say right in the beginning. It is official and formal you make sure that it is correct, but if the rule of information come through an Internet automatic spell checker I just said so I am not going to spend time on something like that. At the end of the day you don't look at the content you don't check a huge manual's language if it is not done properly from the start.

Thanks so much for all your comments and responses good. They were very interesting. Looking forward to your responses to this too!
Interview 2 / 23 August 2005 / 14.00 / Clive
Based on research interview / 22 February 2005 / 12.00

Qualification: HD Mechanical Engineering
Department: vehicle engineering
Work experience: 4 years

Are you happy with the content? Yes.

As you are starting to look at what you have come from... Yes, and you come straight to SST contact... and it's your first place where you did the GIT... and did not do GIT I am a self-taught mechanic and worked on my own up to where I am now. That is the most important thing is the normal route that you took? I am not sure when I worked for quite a lot of years in the repair shop, I started off as a repair technician, then a design check engineer, then a quality assurance engineer, then I was in the engine testing section and sometimes I am a senior mechanic in power training as well as on the engine desk facility.

Have you ever gone back to continue to SSTech level? I thought SSTech but I just think I am... in terms of... I don't think SSTech will benefit me really, that is my personal feeling. And then join the MBA programme, yes. Will you have to get SSTech now? Not necessarily but your years of experience counts otherwise you will have to go back to college.

Did you go to school here? Yes. Not trying to get out of this area? Yes, I spent three years in Cape Town that was from standard 6 to 9 and came back to do standard 10 and 11 in SSTech I was not there where did you go to school?... Senior Secondary.

You mother tongue is English. Yes, we were trying to work on the number of English first language speakers in this section. The English guys are yourself and Goo. The majority are not English first language. Yes there are a couple of guys I think come from an English background. In my view student my colleagues are Afrikaans. One of the trainees is also Afrikaans. There are three other guys in my section that are English. On the other hand, the others do speak Afrikaans but his English is also very good.

What types of writing have you done/do you in your mother tongue? All my reports, projects, emails, letters etc are all in English.

Describe the writing instruction you received at school? How were you taught to write? You said it was structured. Your teachers taught a style of writing. It is difficult to say...at the time I get going it was just. It was just a general thing. The instruction was...it was good to read and write... According to the text. What about the types of writing? Not at the time I was at school. What about Afrikaans? I was staying with my dad and step mom we speak more Afrikaans. My stepbrothers and sisters is Afrikaans. I spoke to my father in English.

What types of writing do you do in your second language? Not a lot. Like I said I sometimes speak Afrikaans but hardly write in Afrikaans. If I received an email that is in Afrikaans I might reply in Afrikaans. I am quite comfortable with Afrikaans. When I stayed with my dad and step mom we speak more Afrikaans. My stepbrothers and sisters are Afrikaans. I spoke to my father in English.

Describe the writing instruction you received at school? How were you taught to write? You said it was structured. Your teachers taught a style of writing. It is difficult to say...at the time I get going it was just. It was just a general thing. The instruction was...it was good to read and write... According to the text. What about the types of writing? Not at the time I was at school. What about Afrikaans? I was staying with my dad and step mom we speak more Afrikaans. My stepbrothers and sisters is Afrikaans. I spoke to my father in English.

What will your manager usually change in your draft report? You said if anything needs to change I would do it. What normally needs to change? Maybe correct, out of body of the moment. Other is correct, correct, correct. The main thing that gets changed. It depends on who is doing the report. Maybe you obviously be in very tightky and I think that is different from the way he will say it. With Dave he is it is not so much on the way you say something it is more on the content. In terms of your two managers are you more aware of doing things differently or is it the same? It is the same. I try to present it as good as possible. But you can't say for the sake of getting things done - and the next person might not judge it they are only interested in the results. The main thing they read is the objective, results and conclusions to see whether the objective has been met. If there are recommendations they will obviously look at that. But I have looked at them before and the body and content is not as well populated as my reports. If your manager makes a comment how do you feel about that. I don't have a problem with that. If he marks and it should be fine it won't be changed but if he marks the same thing three or four times I will feel insulted and wonder if he can't make up his mind. But it had to come to that.

If it is different from the school process, how do you do a specific content? You start with the title, objective, background information, your conclusions and your recommendations. I like it with sub-headings.

Which of the above would you describe as difficult and easy to do when writing a report? The text reports which do I pretty much set myself a set of standard format. Doing the report objective is usually settled before you do the test so that is easy. The body of the report is maybe converting what you collected is terms of the data and translating that into something that is readable and understandable by the other person of the requestor and to others on distribution. So maybe it provides a bit of work involved in converting that and what you measured accordingly, highlighting the essential stuff and not adding in all the junk. And then obviously your conclusions will be read on your results. If you met the objective yes whether or not the objective has been met in terms of meeting the performance requirements. If not, you explain that and if while you are doing the test you encounter certain things that you can list as recommendations to improve these things should be borne in mind while performing the test.
Top recommendations are not mandatory but it is purely based on your experience. Obviously, it is necessary to make sure that you are testing the right thing. You said you like it with sub headings - why? It is not structured. It is on the template and we try to stick to the format. You are a test engineer? My role has slightly changed now - I am now a support engineer. I am still supporting the testing, I just have more responsibility. Do you oversee the documentation? Yes, what you made it sound easy. Well I had to ensure that the working structure and procedures are in place for the whole test facility and all the work that comes through the test facility will come through me and I will allocate and prioritize items. At the end of the day if there are reports acquired, I will follow up. I have a trainee and I am training him in report growths. If there are hiccups while they are doing the tests, because I am not there personally as I would want to be because of my other responsibilities, but I will try and highlight what he should look out for. Don't take things for granted. I have two technicians. All three of them meet on a daily basis and I make it clear to them that before they add any information they must run it past me. They are two technicians and I have a specific tutorial on the application. Do you usually have happy with your report? Explain your answer.

What types of work do you usually do in the workplace? Test reports. It originates from what we call test and development documents. I test or work would come through the TMS. It is an automatic and it is a quick thing. It automatically generates a number. Each test request has a unique number. That number will be captured in the test report. So you can look at it at a later stage. We get component and vehicle engineering. Component engineering at times I am involved. They will spell out what is wanted. You will capture the template in the report and if you use equipment you will be logging it. That log data will be stored in the report. So the format could change from one page to a 10-page report. When I do my engine durability reports where the engine runs for 450 hours - between 0 and 450 hours we usually do performance tests on the hundred hours the data are in there. Your oil analysis every hundred hours are also in there. The body of the report becomes a little bit longer. The rest of the report will be based on the results and if it meets the objectives, if it meets the objectives and you can recommend something or advice I do the next. The engine engineer does that. You will still overwrite the documentation. You test recommendations and conclusions must be relevant. The changes are minor.

5. What changes are you referring?

How experienced are you in doing the types of writing described above? (choose your answer) You said you improved. On what do you base that? If I look back at the reports that I have written in the past there could have been more changes. Our report writing structure was slightly different at first. It was not bad but it could be better. There are the things that you pick up. As you become more involved the corrections become less and less.

What changes could your have to your report? With the... system, there was a company general template and your body of the report will be written in that. Your explanations and findings will be on the form and any accompanied information whether you did it in Excel or Access you would log it in one report. With the... system you are using Word as the basis. You need to copy images and graphs into Word document. So it was a bit difficult in the beginning. Which way do you prefer? It is always easier either doing it the other way and you don't have to copy everything into Word. It is a little bit more work.

Which report writing practice would you rate as better (... or ...) and why? You've answered that one.

Which report writing courses did you do? Off hand I attended a junior level report writer's course and part of it was communication skills like report writing. If I look back I definitely improved. If I got all the relevant information and there is no corrections and if all the relevant information are in there I will rate it as a good report. If there are no complaints then it is good.

How important is it to you whether a report comes back or not? Explain your answer. Not really, but it is an indication of how far you are in terms of getting the objective which was requested in the first place. One of the other engineers asked to do a test. During the test you might be unclear on something and you will discuss it with him. Depending on the report he will incorporate all that so that when he reads the report he doesn't have to ask questions. So you are trying to keep it with not too much data and graphs. It can be complicated if the specifications, data and graphs are not in line with each other. Most of the reports don't come back. It will be only 10% of reports that come back.

What assists you in your writing in the workplace? You said looking at previous reports. How often will you look at your previous reports? It depends sometimes the situations arise where you know that you did wrong in the past and I will then go back and look at that specific report and look at the conclusions. Just to get a bit more info. What would you correct or change in your reports of the past? It is difficult. Well, I personally think one can only get better as long as you have to communicate and deal with people and you know that he has to raise the bar again, not something in next level. What has raised it for you? I would say the use of terminology. I would try and identify specific things. But when the report is issued you can't physically change it. 10. Are reports never changed once issued? Explain your answer. No once it is issued it is issued. There is a system that is in place when it is issued it is locked. If something is wrong you can discuss it with the person who locked the report - you can ask him to unlock it. You can submit a new report and make recommendations on the one that is wrong.

What do you feel is difficult and easy when writing? You said when you try to convey a certain message and put it into words for everybody to understand. That is difficult. What is easy? Coming from a technical background I can use technical terminology and somebody that doesn't understand different department like accounting won't be able to understand. Or speak to someone in terms of engineering they will not understand. It is difficult to say but as times maybe certain engineers or programmers people might be focused on one specific area, maybe electrical might not understand mechanical. I am only in components engineering and it is still new to me. At times certain things are not cleared, speaking personally and also generally. When people come back to
I am not a person who will judge people if they don't understand. I see myself in my new job if there is something that I don't know I will ask. There is another difference. You work with different operations and you might have an idea on what to do but whether or not the process is correct it needs to be clarified. I don't know if how people may be judged if they don't understand? If you would have repetitive if you receive a report that is every time incorrect and the things are incorrect there is people that will say this is not giving us what we want. I am not critical as long as the information is there which I require that there will be a time... maybe supply more information too. If you give all the important information it might be no more than expected but it is in there. I tell the guy... there is no communication between the reporter and tester. For example, the tester then... I trust a report and expect the job to be done...and expects a report at the end of the day and he does not give... I am not sure if I do that is wrong. You must discuss it with someone. With me... supervising the test facility - I have guys coming to me everyday (and ask me to) all on this test. I tell them if the facility is complete in the test and if more additional information is required, etc etc.

2.2 Explain what is meant by at times certain things are not cleared, speaking personally and also generally. I think I was just speaking in general in terms of me submitting a technical report and maybe one of the marketing guys was on distribution. So I might not understand the technical aspects we discussed in the report. So I can discuss on how you make a report very technical or you can just use simple English and be clear concise to the point. Say otherwise not you met the objective. Some guys might give a 500-word paragraph on why they did not meet the objective. So do you know who the distribution list is when you compile the reports? It will differ depending on the reporter. Again if you try and keep a report very technical whether or not... we will try to keep it in a form where everybody can understand it.

2.3 What is easy? Obviously when you use models. Yes. Is it easy to access? Yes I normally keep my drafts so it is easy to go back. We have several data bases and the reports are archived. So you can go back and see what was based on the same platform. Historically a sale/function what you have to do when it comes to the writing of reports and documents. In terms of my reports it depends on the need and development report. Like myself in the engine testing aspect for the engine testing is performance related. Some is usability related and others will be testing exhaust. Obviously it is up to you to set your test according to if you can't put anything in the report I will go back to the engineer and advise him that it can't be done. We try and create the right report so that things are transparent. Not necessarily the report only but when GM took over we had to get our procedures in line so that it is clear and concise and it should be understandable to anyone who will come in and read it.

2.4 What makes reports clear, concise and understandable? The content and not being too technical and not adding junk.

In reviewing do you look at different documents? We did not necessarily look at them but we discuss the documents. It is basically my supervisor who is responsible for drafting it or issuing it and it is also emphasized that it should be understandable - the guy in the street should be able to understand it and not too technical. Obviously they need to know all of it but it must not be too technical.

I would like to know what people recommend or your report by email? Is there something on the report that you would like to have? Yes, say if you are doing testing or if you see something that doesn't look normal then by word of mouth or by email or if there is something that will jeopardize the operation, if it might cause problems or raise the alarm bells.

5. Describe what is done by word of mouth or by email if something looks at if looks normal. To me it doesn't matter as long as you get the information out. I think the email is better because you have a reference. How do you make comments? It is sent out in minutes. If it is after hours I will give him a ring if he doesn't have email.

In the situation is with... how do we continue or not depending on what the situation or the severity of the problem the decision will be made at that level.

If you find that styles changed and do you express yourself differently from what you put in your report? So we try to stick the procedure and guidelines and in doing so we avoid a situation your format and embellishments are the same. But in your writing do you usually revise or edit (change)? You said my usual way is very much and saying to be more concise. So that's in terms of more? Yes in certain instances. You are writing at the present but you are thinking in the past. But when I read it I will fix it. And to be more concise yes that is to say for instance if you want to say that the head is battered. You would have to say that the head was battered by so and so. I am more aware of that at doing revision and rereading past reports. When I look back at previous reports you get better because we go to a lot of meetings and you hear a lot of people speaking and sometimes they don't get to the point. They go round and round in circles without getting to the point. It is better to stay to the point and keep it simple and clear. So my writing also became more to the point.

6. How do previous reports benefit the writing of reports? You will use it as a basis. Most of my tests are similar in terms of the structure of the test so I will pull out one which was recent. I keep a copy of each for myself. I think it is a pattern which most use.

What things you usually do to revise or edit your writing? You said change names. Can you give me an example of the minor changes to have? What happens will be the things that are not concise and clear and I will take the irrelevant things out. When suggestions are made Albert will mark it in red. It is very easy. I will have to make those things. I will keep it as much as possible to do the final changes.

7. What suggestions would Albert usually mark on your report? That is KWD and basically in terms of labels on testing. It is simple things. At the end of the day the report might leave South Africa or to suppliers it is not a big deal but it needs to be good with no negatives. All the names will be on the report. Routing is a bit difficult? Yes there are more changes. I used to route to Albert, and he will give it to A who used to route to various departments. Now it goes to the various departments. Now what's that compiling the report, I will approve it - I am reviewing it myself. Then my usual way is improving it and scrutinizing it. What is the route back? If it concerns everyone it will go to everyone otherwise it might come back to me.

8. What changes would usually improve clarity and conciseness?

Not usually classifies a report as final or completes for circulation?
That connection is there (if any) between writing at school and/or auxiliary institutions and writing in the workplace? You need not two different. Yes, in terms of academic stuff, what I found is that each organization works differently. Each has its own structure, but in general engineering is broad and to say that you study in a specific area is a bit difficult. In terms of writing report at Technikon, you are going to X my previous director in a test facility still remains under vehicle engineering but I am in component engineering now. Therefore a couple of organizational changes now, and the test itself is also coming up with component engineering. We will still manage, which is also coming up with component engineering, and I will be at the superior that will be the final say and approve it. It is all based on how I compiled the report and performed the test. If there is any mistake in the results that is relatively easy, he will perhaps discuss it with you and make recommendations.

Describe the type of discussion you would usually have with your superior if the results were sceptical. It is marked on paper and we will discuss it. If it is small changes we will not discuss it.

What recommendations would your manager usually make?

had you identity as barriers you experience in the writing process? You got here, you got, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process? You got here, you don't have, what you would have to hear choosing process?
and even Albert, at a time - there was times when he will comment and say this is a good email that was send to the suppliers and the information is good. Are those comments good? Yes it keeps you on your toes and if you select those emails and can compare and use that as a benchmark for your baseline it is good.

Any other comments about writing? Not from my side.

Thank you much for all this effort

Thanks so much for all your comments and explanations.

They are all appreciated.

regards
Interview 2 / 2 August 2002 / 16:06 / Face
Based on research interview 1 (no. 5) / 23 February 2005 / 14:15
Transcript response 6 July 2005

Qualification: MEng Mechanical engineering /54
Department: product engineering
Work experience: 12 years
CPA: Afrikaans

Your qualifications? What is 54?
That is the National Higher Diploma part of product engineering.
Your mother tongue is Afrikaans? Yes.
You said interestingly enough you never write in Afrikaans? No my report and every report was mostly in English. That was with courses at the Technikon and in the workplace everything is in English. Everything, meetings etc.
But types of writing do you do in your second language?
You said not writing and word documents. I wasn’t too sure what you mean. It is basically we’ve got systems where we track, like, the vehicles and the vehicle improvements and things like that. It also a type of reporting but it isn’t in a report form it is more in word-based format that is basically what I referred to. It is to change things and improve things on the vehicles. We do a lot of testing, especially in this section. For testing the local content and improving the products and testing the local plant components to see if it fits nicely in our environment. So yes there is a lot of testing and documentation will follow.
You said at writing you did basic report writing, memos, essays and different letter styles. Yes I was doing during my language skills. That is not necessary. Yes that was at tertiary level. You were at Technikon?
Yes I was at the Technikon for three years and then I came down to Vé where I completed it.
You said your instruction was where you learned the format of writing, layout and you said the focus was away from language skills. What do you mean by that? Basically it was more to do with documents. How do you present the document. It was more like teaching the document and I assume the norm is to teach English. They are basically teaching English speaking people. Because it is an instructional language.
In the middle of my career I took Mandarin and Chinese is spoken by the most people as their first language and English second language is used by 600 million people. Yes, my first year was the most difficult all my textbooks were English. The lecturers and colleagues were all English. I come from an Afrikaans background. There was a lot of self finding and struggling at first. My strong point in my field is mathematics but I failed it because of the language. In my second year it was a new lecturer and a lot more people were doing it now. Now I just basically do in the workplace reports and word documents. Yes it will all the Microsoft packages. Like PowerPoint, Excel. Yes as part my job description it is in different phases not necessarily in a report but it is part of my job description. Do you programme or set up structures in terms of the different packages? Basically I complete my portion of it. In a project document, some of them I create and some are already created.
How experienced are you in this kind of writing? Yes I work with it daily. Pinning my daily reports. Running meetings. I am involved with testing running the vehicles coming in and supervising of the drivers was with all that concerns I work with it basically daily and I will rate myself close to ten in terms of experience.
What is your management's role in your success and expertise? He is an English-speaking person and he is brilliant with English. He is left-handed. I have a new manager, and it is too easy to fall. But I must admit the previous guy was more clued up especially with the correct spellings. And he could pick up word and sentence structure which the normal engineer doesn't pick up. From his comments I was more successful. He normally commented where I could add or change things or make improvements. It was not the spelling it was more on how I converse with non-technical people.

1. Describe the role of your new manager if you consider the role of your English manager and your report writing?
My new manager is more a computer literate person and not as technical as the Afrikaans manager. He is also English speaking and will see it from an outsider's viewpoint. How does the change of managers affect your writing style? Basically the previous guy was more thorough to be in-depth. He went to the extreme and overboard a bit. My current boss is more a computer literate. The difference? Not in report writing. We have standard templates but now in the other staff he is more computer literate. It makes it a lot easier.

1. What would you describe as nit-picky stuff?
This is better wording or move in "play man's term".

1. What was your response when your manager picked up word and sentence structure?
I never saw it as criticism because English will always be my second language. This will only guide me the next time I want to express myself.

1. What type of comments would he make on your report?
Spotting errors or restructuring my sentence or deleting the sentence and replace with his own. What is your response to that? I am an easygoing person so it totally depends on the personality. We also point the hard way and will make the marks on the hard copy. It was more editing changes. What makes you think that you must add extra information? He thinks for it and I will add more information. It was more background information. If it is necessary for the purpose of the report. We will ask for the extra details.

1. Should these comments be written on your hard copy or given verbally?
This was on hardcopy then he or myself update the electronic copy.

1. How many non-technical people need to access reports?
People in marketing, purchasing or source plant persons. Israel, Germany, these English in another second language.

1. Describe how writing can be made more accessible to non-technical people.
We plain wording and explain to the foreman detail. Try not to short supply info. Rather give more than necessary.

1. Do you have a spellchecker? It is more your sentence structure and how to convey yourself non-technical people. When I converse with Germans, Brazilians or Portuguese I have to make myself clear. They are not always English first language speakers and I have to explain myself by using...
words, pictures, phrases and that type of stuff. You must be specific. Yes
it is a learning process and I improved.

What was your reaction/response to his comments?
I don't know that I am Attitude. There is a need to improve. I look at it
very positively. The longer I worked with him the easier it became.

1. What made it easier?
less and less sentence restructuring took place and I added info, which I
revised as less important.

After all is English speaking and I was developing through his
comments. As we progressed I learned a lot. The changes became less and
less.

2. He also told me at the last appraisal I really improved grammatically.

3. When in particular did he mean when he said that you had improved
grammatically?
less and less sentence restructuring took place and I added info, which I
revised as less important.

Then this question about what is difficult and easy when writing? You
told what is difficult is to put what you want to say in words. The
non-technical person is less good at that. 

If you speak to me in plain English, which is non-technical, or people who are non-technical. Overseas people
have to convey the message so that it is easy for them to
understand. When you order parts. They must basically look at it and
understand the request. What I fail is useful is what our boss suggests.
He e-mails us for photos in our reports. Because that is an idea to get
his message across more clearly. For a German example the picture
will work better. You Mosers told me that some people refer to a
picture while others refer to it as something else and when you have a
table. It is easier.

Yes talking about a table they will see it end game. This type of
thing. If you look at the photo they will know exactly what you are
talking about.

My next question is what will assist you in putting what you want to say
to your reader. Exactly that. With the direct manager, photos, hyperlinks and
information and can access additional information if they need it.

That is easy? You said to express myself and my technical background. Yes I
would say my technical side is stronger than my language side. To
understand the two is tricky.

10. What would you describe as tricky?

Understanding the technicality into words. The decision is always must you
start at the bottom or must you start in the middle. After you expressed
yourself you always wonder if the reader will understand you? Yes as long as
the writer will never know the answer or after question. Will the
reader be the start of conclusions? I don't think it is difficult. Yes he must
understand the technical part of it. You have to describe yourself in
language's terms. Your communications are not global. If a person
reads it for whatever reason they should be able to understand it. Most of
time on your data basis you have a drop-down of the meaning or
technical words. It is a general system the grammar they normally
use. The system tells you that certain words you can't use. Especially
the negative ones.

Your role is to compile the reports and forward it to your manager for
approval. Which will normally result in approvally

11. Will approval be the start of conclusions? I don't think it is difficult. Yes he
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the negative ones.

The problem is to compile the reports and forward it to your manager for
approval. Which will normally result in approval.

14. Do you give feedback to colleagues? If so, what type of comments
could you give?

I will say a feedback. If I find it appropriate. If I do not see the
need to change then I will not make the change unless my manager
recommends the change. Do you look at colleagues work? No I don't need to do
what is quite unique. Because it is flat-formatted based. Mayne the structure
will be the same but when it comes to the contents or testing it is quite
unique.

Your writing skills, you said you do have a template. I will write it, and
spell and grammar check it. What does the template do?

The template is similar to the mother company in June and
July we have standard report or memo templates for each documentation. With
... we had different templates, which was completely different to the...

For us we always use a global template. When we forward a
report for example to Mexico they will now exactly what document it is
because they are using it as a global standard.

You said you spell and grammar check it. What kind of grammar do you
normally check? From the report writing I learned from it is that
you need to be basic sentences. You don't use vague complicated words.

Finally I will do a spell check. If I can't spell a word I will go to the
thesaurus and find a word. But that is very seldom required because my
reports are plain and simple.

You said your sentence structure you will change as you feel is necessary.

What things do you usually do to revise or edit your writing? How often

Yes, I usually do revise or edit my writing. How often
If you read through your reports after completion, I think I agree with all my reports. I don't read it electronically. I will print the report and make a hard copy because you pick up mistakes easier on hard copy. Like page numbers or two dots after a sentence. I will then make corrections electronically. When it goes to the manager do you also give him a hard copy? Yes, what I normally do is I will print it, correct it and forward it electronically. If there are changes he will bring me the hard copy and I will process it. We share and update it electronically.

4. Describe the changes on the hard copy i.e., are they comments or changes (or both)? It's both. This changes is manually recommend on hard copy. Are the changes only recommended or can you decided when you change it? In this situation you will gather information with whom your supervisor suggest. The main manager at engineering will ultimately be responsible for the reports. It will come eventually back to me vis-a-vis my superiors.

This usually classifies a report as final or complete before circulation? You said approval by your direct manager. Yes. We skip him. With him he is not straight to X but that is only where there is no direct supervisor but my direct manager has the final say. He is the only one who will say a report is final.

5. Describe why this is part of the report writing system.

In need of approved due to questions raised must be answered by him or through my message be need to commit. Therefore he needs to look at everything to avoid lack of info needed higher up. If there is a major concern within a brainstorming meeting and they will act in a smaller period, it will distributed to all the relevant role-players. The superiors are the primary customers. The dealer can also ask for the two Dagmar and maybe they will go to my superiors. Once it goes to the superior he will sign it off. No one can change or alter it.

Then what determines an acceptable report and you said routine. Yes. The routine to the direct manager. Yes. The standard route.

How much is there between writing at school and/or tertiary institutions and writing in the workplace? You said between layout and literal editing still it is quite similar. Yes, it is basically the same.

6. Describe why you called expressing technical details in understandable English a sensitive issue?

In based on there is no rush. Explaining a German or small speaking person to understand not only the language but the technical language what makes it sensitive? Like words or problems concerned people can interpret it wrongly. Say for instance bolts on the vehicle on his suspension. A non-technical person may not understand it. You know the suspension is mounted to the chassis. For a non-technical person it may be sensitive. You will not say a bolt came loose. You will rather say he the suspension. You have to use the right terminology. If you try to meet and how that person will understand. You keep it simple. Look at we are all technical people and where translation come in can never be sure that it will be understood. Specially a person from different language background. For example Portuguese or especially when they use different words on the same thing or component you can never be sure. If you look from a purchasing side yes there will be terms that we are not familiar with. From an electrical point of view there will be different words but you won't be sure that they will understand it. It is a difficult question. I don't know. Yes there are times that we do not always be understood. Are there other barriers? Yes. Maybe from a different side. Say for instance if you say the current is flowing from point 1 to point 1 they won't see it. They are coming from a different perspective. They will accept how I suggest but they will ask questions.

7. What effect do the various perspectives have on the report written?

Four questions will be raised. Unnecessary teleconference calls, which are expensive, will be required. In order to answer these questions are not normally raised. All the role-players will discuss the report and if certain instance the concerns will be distributed. I have had a report coming back to me. From it goes to my direct manager. So it all rarely comes back.

8. What about your expression is accepted?

The general expression understanding. Not necessary everything but to some extend the technical side overshadow the bad expression.

9. What type of questions is usually asked?

Why did you do that and how did you do this?

10. Will the report be changed to accommodate the questions?

For once in a while the rest of the questions will be addressed in different areas. Say for instance the concerns are supplied in the recommendations. It will be explain further detail in the background section.

By instance there are differences between mechanical and electrical. For instance breakaway torque. For them it is loose instead of breakaway. The breakaway torque is never directly in the calculations. It is only as how much can be done quite than it will be understood. It is better to have pictures but you can't have pictures for everything. We can take the same stuff you can't enough time detail you can't notice that it will be understood. Light what will you define as good writing? You said writing your report as well as is clear to you're manager. When no updates are required. Yes then it is basically clear to him and he feel it is complete and explains everything. All the information is there. Now how long does that take? If I say on a point of months to it is a small percentage that needs to be revised and I always do the revision. It is always. I will say two or three correction. I don't usually need to be revised in a report.

What would managers usually review?

The sentence structure or simpler wording used.

Yes poor writing exist in the engineering department. I would say
Definitely yes. Depending on how you look at it, it is something mechanical. I will look at it and find fault or vice versa. Or if I look at somebody out of our organization say for instance a Brazil report, I will find concerns. That will be both technical and language. With regard to all aspects. With sentence structure or spelling. For instance they will talk about a type and spell it tire. You know that type of thing. Or they will call a component completely different. By the time you see these reports they are already in production. Yes it is already in production. It is reports from days in a different section in our own department like design check which somebody else issued or austrian report or a German report. What happens when you find there is something problematic at that level of production? If it is a concern look we have different platforms. I am responsible for a certain platform.

13. What is a platform?
Platform will be a couple of vehicles in a series (that means pick ups in ... or pick ups on ... that means passenger vehicles in ... or passenger vehicles in ...).

14. What is required of you when you comment on a specific platform?
In depth knowledge of the product gain through experience over the years.

If it consists of life, depending on the outcome of my platform results we’ve got ... and we got all the import units like it is different platforms. Each engineer is responsible for that specific platform. If it entitles correcting something in my platform, which will give an end result to maybe the customer, yes I will certainly comment on it. If it something out of another database something I am just referring to and if I use it as a background or specific concern, yes then there is nothing I can do. Any other comments?

I don’t think there are any major concerns. The main thing is improving in the report like you learn in the report-writing course. That really assists a lot and basically your immediate superior. The normal reporting system is effective. We are global now. It goes a step further where source plants and other countries can read it is one step bigger. There is more people that can comment and reply.

15. What effect does the reporting system comments and replies have on reports?
You are now on a wider global system and not just internally info and comments will be experience.
Thanks for all the effort. Your comments and explanations are really appreciated.

regards

any other comments?
Are there any problems with the transcript and the interview or my comments? No, I did not have time to go through it once it was sent through. It didn’t go through any of my hands. No, you have been working for years. Have you had any? I have a degree in mechanical engineering, and immediately after that I started as an engineer. What school did you go to? I was at... High school and straight to university. What types of writing have you done do your mother tongue? Obviously your mother tongue is English so everything is done in English. Yes, all my writing is in English in the office. We draft component, whatever text we have to get our findings and recommendations, drafting test procedures, etc. We check the test procedure, etc. We check the test procedure. Draw up the procedures for safe... Diesel engines. Sometimes we also have to draft working procedures for test procedures and safe handling or something in the work environment. The same is true there. There are templates of other working structures, but we have to draw up.

Chemical procedures. Did you do templates exist in the writing of reports? Basically when it is a test the first time you do it you will state what you did and put out the results in and when you do the same test again you just change the table for the new results. The description of the procedure will stay the same. It is not a fixed template. You can change anything you want to do it as it is easier to work from the template. You are free to edit it, everybody will use the templates. It is not standardized.

What would you class as your second language? Afrikaans, but I do not do writing in Afrikaans, speaking a little bit. Not much. Did you enjoy writing at school? No, I didn’t. I’m not just not a very good writer. I can’t express myself well. I don’t have so many words to express myself.

What do you mean by saying you don’t have many words to express what you need? When I have to write a composition of 500 words about something else I would end up writing 500 words. I would never be able to write the exact words that are needed. If we do something new we don’t have to write an essay on why we did the test. You don’t have to give the history of it. The detail is here.

Technique procedures. Then it is facts and it will be much easier because it is facts.

What makes documenting facts easy? You think about the process, the steps and write it down. You have a picture already in your mind of the steps you have to follow to write it down. Some people do it, sometimes it happens sometimes. Sometimes the reader reads it and just skips the text report in itself. Most people don’t really bother or they don’t care. The only thing is the person who spends the most time reading the text report is yourself. Most people don’t really bother or they don’t care.

Did you feel the same about literature as well? And oral presentations? Bored or not different thing. If it is a presentation, I will take something technical, but I can give a presentation quite easily. I’m not creative at all, don’t have to do it quite often. What types of writing do you do at school and did you enjoy writing? No, you don’t need any specific instructions on how to write. I just remember the head body and all of a cat. I remember brainstorming. I refer to marks. I suppose I am just borderline.

How do you describe yourself as a borderline in terms of marks? How would I describe myself? Don’t know. I don’t know. Most of my marks are now better. Practice makes with results. I have managed to get a lot of work reports at... but most of my reports are now better. Practice makes with work reports. I need to have data on the sentences and I found it difficult. The structure and examples for some reason it is difficult. As it the schooling system that did not prepare you? No it is more in mind. How my brain works. I am more a technical person and like to work with numbers.

Workplace engineering test reports. What type of reports? You find that then you have to start with a test where you’re testing different component and by doing it, you collected data maybe temperature readings, performance of a certain component, you normally have to use Excel to put the data and compare the components and measure the different performance to the standard, the exhaust. You do that for all the different tests and compare the best level then put all that together. It is data, once the data and charts are all together at a presentable format where someone can make sense of it. We have to discuss it. That becomes more descriptive than what is known before. I have to make the report clear. I normally do it all at once. I have the assistance from the technician, then I do the report.

What makes it difficult is that the reader can make sense of what you have written? Will see if it makes sense. I try to distance myself from it and read it from scratch to see if it makes sense.

I explain it becomes more descriptive than what is done before. Once I have written it, I might change certain things. It is a difficult question. I will add more detail, subdivide more but it depends. I might also take away unnecessary explanations. If I want to elaborate I will give more detail on that. I will sometimes change the grammar and order.

What role does the technician have in the writing of a report? I lost it now. I don’t know what I have done. Inc new to me this mentioning of a technician. I think I will do that later. The technician that I have when I go to repairing the vehicle or measure the temperatures but when I do the report I do everything. When I come to the preparation of the vehicle he does it.

How experienced are you in doing the types of writing describe in 9? You will be recently experienced. How would you rate yourself? As far as I am. I believe that you are more than acceptable because maybe it is a competitive thing. It is readable and meaningful.
A brief note about my experience with writing reports:

1. Do you write reports a lot or just occasionally?
   - I write reports quite frequently.

2. Do you usually write reports on your own or with others?
   - I often work on reports with colleagues.

3. How do you structure your reports? Do you follow a specific format or style?
   - I usually follow a standard format, but I also tailor it to the audience.

4. Do you prefer to write reports by hand or on a computer?
   - I use a computer, as it allows for greater flexibility and ease of revision.

5. What tools or software do you use when writing reports?
   - I use word processing software and sometimes spreadsheets for data analysis.

6. Do you find writing reports therapeutic or stressful?
   - Writing reports can be both enjoyable and challenging.

7. How do you prioritize tasks when working on reports?
   - I prioritize tasks based on deadlines and importance.

8. Do you review and edit your reports carefully?
   - Yes, I always review and edit my reports multiple times.

9. Do you use a thesaurus when writing reports?
   - Yes, I use a thesaurus to find synonyms for words.

10. Do you ever use a grammar checker?
    - Yes, I use a grammar checker to improve my writing accuracy.

In summary, I find writing reports to be a valuable skill that enhances my ability to communicate effectively.
at 1:30 PM. Is there any difference between the report writing ability of University graduates and others? Why? Yes, there is a difference. You spend four years at University and at the end of the fourth year you are not a professional writer. It takes six months to learn how to write professionally. There is no incentive. What you get is not the same. It is more than four years. There is no incentive. The people who write reports are not satisfied with their work. They have the ability to do better. They are not satisfied with their work. They are not satisfied with their work and they are not satisfied with their work. They are not satisfied with their work.

<end of document>
Sometimes you have to read reports more than once to understand it. You can't immediately tell what the person wants to bring across. If it gets approved it stays bad writing. It stays forever in the system as bad writing. I guess these could be bad writing that is passed and gets into publication. You just have to cope with it and get on with your job. Good writing does exist in this institution.

6. What makes it difficult to read something? I'm going to leave this.

7. How often are poor reports approved? Yes sometimes but most of the time the manager will request the writer to make changes or make it more clear. It depends on the person writing the report and the person approving the report and also the person receiving the report if they are happy with the report nothing will happen.

8. Did your manager change? No my manager is still the same person.

My other comments? I can't think of anything. More comments? I think I said everything I could say.

Thanks so much for your comments and responses Greg. They have been so enlightening!

regards

My other comments?
The text appears to be a discussion on writing and editing in the context of technical documentation. It includes references to templates, report structures, and the importance of correctness in writing. The document seems to be a part of a larger discussion on writing processes and the impact of feedback on improvement.
writing is a simpler format for non-technical people to understand.

What would describe an easier way to do it or could you find an

or way without feedback? I think you can you put some down one way
d normally someone questions you you might find a different way of saying

there anything that is easy in writing a report? As long as you have a

or to follow but it doesn't come easy. It depends on what you have to

or, if you have to think about it, it is not easy. If I do what I am

or do I don't think about it. It is easy. When you have to

or, it is not that easy. It is the same with writing, or is it

or, how much you talk to them about it. They said, no

or, mail, voice and if you call them. You are doing the talking or involve

or, from the person you are talking to. Yes I am the easiest way, it is

or, they are not involved. I will dominate the

or, the template and do all the form.

or, and you send it to the manager. Once it is OK by the

or, to the person in charge. All depends on which person it

or, if you think about it. They wanted to know what was the

or, to the person in charge of the report. And once it is OK'd by the

or, if the person in charge of the report is OK. If it comes back to us and

or, what they want it to be. The person in charge of the report is

or, if you are interested. If they wanted to know what was the

or, the report is due. We have to check the

or, to say things are not right. Or I it is not language, it is not

or, if the person in charge wants it to be. We just processed what is questioned in the

or, in the engineering section? What is usually questioned in the

or, as a result of the test. Sometimes why a test was conducted in a

or, for example, as in

or, you don't have to do anything else as someone else might say that

or, something else. You can issue another test procedure as

or, as the things you want it to be. You should not wonder it

or, but rather positively. So the communication should be positive.

or, and there is no reason why this part could not be used. So I had to change it. For example you must

or, how good you will interpret. Anything that is negative, example as

or, as being wrong. You just have to wonder it

or, the person in charge. I never had feedback to say things are not right. Or

or, if the person in charge has it. We just processed what is questioned in the

or, on the last report through a month time. Albert would have

or, if the last report. I have never heard any

or, the next report. So there can be

or, the report as final and complete? The group engineer has

or, if speech is not made. It is normally to do with aspects, which could

or, the text. It is normally technical. Quite often what happens in a test or a component fails, the people who receive it might

or, if the text is correct or if the text is not correct. And you have to follow it. We are responsible for our

or, the group. The supervisor is the go-between the senior engineers and us

or, a report? Writing is it? We are described in the

or, if you say to follow it which is written out by

or, if I have to write down whatever you have to follow it. We are responsible for our own

or, is 7. You have also the group engineers and below them the

or, we have vehicle engineering. The senior

or, in my department, we have vehicle engineering. The senior

or, what is the final day but he also is not necessarily interested in what

or, what the group engineers said.

or, if the text is correct or if the text is not correct. And you have to follow it. We are responsible for our own

or, an estimate is too. We are described in the

or, the report as final and complete? The group engineer has

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or, if speech is not made. It is normally to do with aspects, which could

or, the text. It is normally technical. Quite often what happens in a test or a component fails, the people who receive it might

or, if the text is correct or if the text is not correct. And you have to follow it. We are responsible for our own
A report could be sent to a supplier approving / condemning a tested part. It is very much dependant on what the report was about.

1. How could this affect the actual report?
   - it might make it easier for the reader to understand. The technical staff is likely to use the computer. If you want to identify in the writing process? You said limited vocabulary as lack of experience and lack of training. What would assist in overcoming these barriers? I would say the more you read and write the easier it gets. How many words does the average person use? It is very small as opposed to what the number of words in out there and if you are not in an environment where you use it you lose it.
   - do you think there are any other barriers in this environment? The people are used to people here that use a second or third language. (Best is unclear)
   - What makes a second or a third language a barrier in the workplace? I find it difficult sometimes to understand what is being said and others might not understand what I am trying to convey.
   - Have also observed this problem in educational institutions where people either being taught or trying to teach it a second language have to overcome certain problems. It occurs on the instruction from the other person. I have noticed that we get here are pretty well educated. ... because of the understanding factor. If you explain something you must make sure they understand it. It will take time. I learned years ago and every now and then there was a lack of understanding. Some of the staff have said. Here I am not that bad. Basically people do understand quite well.

The feedback system they have here does that help? Yes. The more feedback is good. If someone comes into this business they will be shown how to do it and get the training. That would you define as good writing? You said it depends on the subject. clear, concise and when it gives a good mental picture. Yes I realize it. If it is not good writing and it means nothing.

That would you define as poor writing? You said when it makes me to think about how to interpret it. Does this exist in engineering? Are some of the takers you get from America they use language that is correct but is not clear for us. It is open to interpretation. In my work environment if you do something that does not make sense you might find someone that have more experience in a particular field. The reports and most of the documentation here are good writing. It is straightforward and we use simple language.

Any other comments about writing? I wonder how much is been done by me to let employees know how to do it and better trained. They know that sort of writing employees in the workplace require. Excellent subject marks in my profession do not automatically make one skilled in communication. Probably quite the opposite. What can be done to bridge this gap? Well I think there should be presentations at school. Kids are doing projects where they are told how to do things and they do it in the right direction. I think that some of the technical people should concentrate on the technical fields and what the workforce comes. You should be able to learn from someone that comes from a work environment to present stuff. In the engineering field we should concentrate on how to present stuff.

Describe the type of writing needed in the workplace that should be focused on in higher education and schools.

In each industry has different requirements. It is up to industry to inform the educational institution as to their differing needs and the education departments to implement the required standards. Anything specific to help the engineer in terms of writing? In school there were no lessons in writing. Most of my experience was on the job learning. The education system has changed now. The children learn to write reports. They are taught how to do something and then present it. But the standards are dropping. Did you read the article in the newspaper from a company that complained about how bad the people that apply for holidays can't even fill in the application forms.

In your opinion shared by most engineers? I think so. Most of the people I spoke to who have done some studies just to get those guys to write a report is difficult. Often handwriting is terrible and the language is bad. It is easier to explain in words than to write for most of the guys.

What makes it easier to explain in words than to write?

These guys are not forced to write in their second language. The gap is huge. For example very few people that go to the electricity department work in a form half the time they don't even read the documents. If you ask them what it something means you find that even they don't understand it. If the examples are wrong you just perpetuate the problem.

Thanks so much Gus! All comments and explanations appreciated!
Marvin: Thanks for meeting with me again. Before we get on to the usual questions about five or six of them. I just want to ask your opinion of the transcript was there any problems with it? I think there were a couple of problems but I can't think of them right now. If the questions were not clear of some kind?

Me: I didn't notice any. At the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...the...
a balance between what's work or what has not work in terms of
advice? Yes you need to get both sides otherwise you won't improve
on my writing. Do most of your reports presented? Not all of them - it is
your reports that managers feel that the report doesn't justify what is
needed or recommended we test for different departments then we call
up these results and explain our position why we commented or did not
comment.
all the comments influence the report? It depends sometimes it become
a joke and a certain manager will defend his department we always
like everyone feel that they can make changes but if something happens at
we would not get their fault.
Who are the other people who comment on your reports?
managers and engineers from your department and other departments.
what types of comments are made about reports?
not assist in your writing in the workplace.
ask about your supervisor/manager he is a very good writer. He writing
is concise and clear. What assistance does he normally give you? My
superior has few things in a simple form. He will break it down so it is
easy. That is words and sentence structure. As I put it in to the
English in my first language and sometimes I lack vocabulary and
that is where he helps.
12 describe a simple form.
using a couple of small paragraphs instead of describing or explaining
various things on one chunky paragraph.
what helps your "lack of vocabulary"? I use Thesaurus on Word or I will
explain it to my colleagues or ask them for the correct word.
face said there is a drop down menu on sound. Do you have that? Yes - it
is a great tool especially for me.
5.0 What effect will a lack of vocabulary have on writing simply?
it impedes creativity
that do you feel in difficult and easy when writing?
You said what is easy in report writing / methods and results.
that makes this easy? If you knew what the object is about what you
want to write about that part should be easy. You know exactly what you
want to write difficult. You said conclusions. What is difficult about drawing
up conclusions? It should make sense to someone. You must have a way to
that should direct the reader. Our reports are technical and the people
that are not technical should be able to understand it. Like our buyers
and finance people that have to make use of the reports.
12 describe what makes reports more understandable for non-technical
audiences by using engineering jargons. Using illustrations/pictures.
Describe your role and function when it comes to the writing of reports
and documents. You said: After conducting a test I write a report to the
regulator and then send it to my manager for approval. What is the
regulator's role in the document? The regulator is any person that ask
for a test will tell us that there is a problem and we have to write a
report and then I will send it to my manager. We will distribute it
everyone involved. I might sometime call the regulator to find out more
or change something.
what ensures your manager's approval? I think it is standard that you
have to go through your manager. Some of the reports that don't have too
much detail will go quicker. It is not about being short or sometimes we
just thing that are more complicated to understand even the senior guy
find it difficult to understand. It is those reports that will take
longer for approval.
10 Explain why a longer report may take longer to get approval?
in most cases the approver is struggling to shorten and simplify the
complicated report.
Who is the "approver"? What is your role in this process? My supervisor.
is not to say but sometimes he will come back to me if something is
not clear to him. But I get no influence what I find out is what makes
the report longer sometimes you test one component and four derivatives
and it is difficult to consolidate all the results in one report. It
takes the report bigger. If it is a complicated topic it can take days
even weeks. I prefer to put it in a way you can understand it. Sometimes
test components completely differ and sum of them they are not even close to
that in the num and you have to make sense of that. I sometimes split it
to two reports but you can't run away from it. I can give you an example.
This one time I inspected a carpet on a baggie it is usually the carpet
at the back behind the seat. We rest it the bag baxike and four different
tests with four different adherences and all came up with different
test characteristics it changes the noise and the sound of the carpet.
it becomes complicated because you don't know why we are not adhesive
exper. We don't know what the qualities of that are.
11 Define quick and slow in terms of a time period.
quick longer
how up to a month
we have to put our facts straight so it doesn't come back to us. The
standards have to meet every one's requirements and the specialists
in that field.
what writing steps do you usually follow when writing a report or
documents? Is it normally the method, results, conclusions and
recommendations? I don't go in that order when I write technical reports. What
I will do is to the objective first and then the body and discussions
of the results and then do the other parts like graphs etc. Do you make
recommendations? Yes the recommendations will come before the
conclusions, because I know exactly what - the test tells you exactly
that needs to be added or what is lacking.
that in writing do you usually review or edit? you said yes, you
didn't because usually when I read the test I will do the discussion
part and the graph analysis usually in the afternoons because I do the
test reports in the morning and leave it. In the morning when my mind
is fresh I will do my conclusion. After that I will re-read the whole
report again. I put myself in another area how like it was.
how the report and I will check the grammar and spelling etc.
12 How effective is your grammar and spelling checking?
it is good and effective but not perfect.
what in the grammar do you normally review? I will review nouns
and spelling mistakes. What causes you to focus on these even since
I started to write other things I find out where the problem is in my writing
10. I have to look at the whole report and check everything. At this point I will have someone else comment on it. I do that most of the time, but for the final report I try to talk to an Afrikaans-speaking colleague. When I have problems I will ask him to read the report and make sure it makes sense or ask him to make comments.

11. Are you effective in your colleagues giving you feedback? I am always keen to help and give constructive feedback. What type of feedback is given depends on the job. It can be technical or non-technical. My English is far better than yours. They are always helpful.

12. Should you make use of an English-speaking colleague? Yes, I would if there was one closer to my desk.

13. Sometimes I will go to my boss, write the report, print it out and ask him for comments. What determines an acceptable report in your department? Yes and your manager. What will result in his approval? He goes over it and he will take it further.

15. What is meant by taking it further? Distribution of the report to relevant parties. He is the one who has the power to distribute the report to the people concerned. It is a trial test solely for our record keeping or something like that. We don't want it to be distributed to the relevant people. He will do it and send my name is still on the report and I will copy it as well. He will deal with my questions. Sometimes it will go straight to him and he will copy and ask me to please answer or explain.

What changes are usually made to reports?

16. When you're in the writing process, will this happen? When the final draft is complete there is no - we will just check it for completeness. You also said it must contain the relevant facts. Yes and it should make sense. What connection is there between writing at school and writing in the workplace? You said the basics - writing in the past tense, did a report for the laboratory practical. Would this describe the only similarity? It is similar but we did not concentrate much on reports but it is very similar. Except here we use a Cambridge and more. Sometimes it will still be on the report and I will copy it as well. He will deal with my questions. Sometimes it will go straight to him and he will copy and ask me to please answer or explain.

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I just want to ask you did you read the transcription? Yes I read through most of it, but did not finish it all. Did you have any comments on what was said? How was the meeting? No not at all. Are you quite happy that it was a true reflection of what we said? Yes I can’t remember all we said, Nor do I. There was two questions so that was that and what in terms of could we get people to give responses on getting people to respond to things like interviews and questions and what would you say is the most problematic thing? I do not know what like you in the work place you actually do something like this? I think making time where you can sit down and concentrate long because this is quite a document to sit and read through it and get over it and not going off and start gibberish or even be sarcastic you have so much distractions and the only time you can do this is after your where you can do this on your own. So it is a practical thing more than politics or not being able... Is it more practical? I think just because I have such a work load for something like this it comes to mind, but this is a thing that one can wait and if you wait you will wait forever. Thanks for that. You will see on page 2...

more did you study?

what types of writing have you done in your mother tongue? In the academy? Lucky the people working under me are all Afrikaans. I am not speaking Afrikaans. It is just at official meetings that we speak English. Email will only be in Afrikaans if it is sending out to people in the discipline. I normally have to write in English. I’ve got a spelling gymnastic problem and working for four years straight in English makes me as much better to complaim in English than in Afrikaans. It is easier for me to spell correctly in English than in Afrikaans.

1. What types of writing do you do in your second language? I am an expert. I communicate mainly via email to give feedback what is currently happening. So that all happens in English because I speak to German people all the time who work related except speaking in Afrikaans.

1. What type of writing did you do at school?

You said normal language report writing. English second language it would be report writing in the sense of essays, writing reports on books and the letters. Hamba is totally Afrikaans. I am totally South African.

1. Describe the writing instruction you received at school. (How were your taught to write?)

You mentioned styles of writing letters, short stories, essays and reports What styles were taught? In English we just wrote letters that is only one part of the curriculum the rest was Afrikaans. You had your project work the styles were exactly the same.

1. What types of writing do you usually do in the workplace? Reports and a lot of what you do is once a month. I have to write basically a summary report about everyday of what I do. It is normally about five pages. The writing part is very technical. We make a report for every vehicle. I use templates. Once a month I will write a proposal. My line of work is purely technical.

1. Describe a typical technical writing style. Can you try and describe what goes in technical writing? Oh a technical writing must be short and to the point. There are a lot of abbreviations. Are they standard abbreviations? Standards in... we have a 23-page document of all abbreviations in... alone. So that is an international abbreviation and if you use it anyone will know what you are actually talking about. I am not sure I don’t think so. But they have got access to it. Everybody is supposed to have it. But you don’t use abbreviations in a document in that it is used worldwide unless, of course... You think that abbreviations in terms of technical writing. In English I will use the full terms and use the abbreviation afterwards and from then onwards I will use the abbreviation. Do you use the same technique? If you are going to use an abbreviation more times in a sentence to do something, you, I will usually use that. Are there any other non-standard forms of abbreviations besides your official listing? If I think especially in the technical department there is quite a few that all overlap with the financial guys and you will be using the same abbreviation for different situations. That’s for including things like dates, rates and that kind of information.

1. How do templates assist this writing style? Man because we are using those templates it gives you a guideline what to write. And also it is limited to space and how it is limited to space and characters you already know how to format your sentence and the objective is a paragraph and it gives you a very good guideline. Did you ever read a template or report that was so concise that you could not understand it? Yes that is a big problem with as because you are forced to use the template format and being to the point. Two departments can be next to each other and use different abbreviations and wording and you will lose the whole meaning of the sentences because they use words so technically. If you have a word like heterodyne for your own department everyone will know it but the other department won’t know the word. That car suffers from heterodyne and you can’t?

How to change? What is it? That is when your very set to a frequency. When two frequencies match up. And you are driving it is just a peak normally from the wheels. Did the car go through a shudder and nothing changes? A lot of frequencies just tailing packed together, so that is the fancy word.

If I noticed that... the one report that I saw the time when you done
1. How experienced are you in doing the types of writing described?

Spelling problem causes me to rethink sentences

Before I do my spell checking, I write as I say it. I don't spell it out and then look it up. I do not use a dictionary but I look up words I am not sure of. I do not use a spell checker.

2. What do you think of your spelling abilities?

I am not good at spelling. I often write words incorrectly. I use a spell checker, but I still make mistakes.

3. What do you think of your grammar abilities?

I am not good at grammar. I often write sentences that are poorly structured. I use a grammar checker, but I still make mistakes.

4. How do you think your writing ability compares with that of your colleagues?

I think my writing ability is about the same as my colleagues. I use a spell checker and a grammar checker, but I still make mistakes.

5. What do you think of the feedback you receive from your colleagues?

I think the feedback I receive is helpful. I use it to improve my writing. I also use it to improve my spelling and grammar.

6. What do you think of the feedback you receive from your instructor?

I think the feedback I receive from my instructor is helpful. I use it to improve my writing. I also use it to improve my spelling and grammar.

7. What do you think of the feedback you receive from your peers?

I think the feedback I receive from my peers is helpful. I use it to improve my writing. I also use it to improve my spelling and grammar.

8. What do you think of the feedback you receive from your instructor?

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24. What do you think of the feedback you receive from your instructor?

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25. What do you think of the feedback you receive from your peers?

I think the feedback I receive from my peers is helpful. I use it to improve my writing. I also use it to improve my spelling and grammar.

26. What do you think of the feedback you receive from your instructor?

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30. What do you think of the feedback you receive from your instructor?

I think the feedback I receive from my instructor is helpful. I use it to improve my writing. I also use it to improve my spelling and grammar.
What would usually give you a different perspective if you don’t agree with the report? It is always easier to go to someone who wrote a
similar report or understands the concerns that you are wording, because
are trying to relate the people in the department so there always
have done a similar report. It is always easier to speak to
one who has done it. Are they quite accessible to you? Yes quite
person to be very open you can speak into anybody’s office and ask what
I think.

What is the difference between wording and facts? The grammar and not
textual detail. That is normally the problem.

What do you find is difficult and easy when writing?

Difficult: reports must be written in the way your manager
direc 

What does your manager require in a report? (How does he think a report
be written?) My manager is English he thinks in a different style
say: he has to get into his way of thinking otherwise he will
your report to pieces and you have to write it over and over again.

Have to get more information and I come more in line with his
and I think it is the same structure. And I make sure the structure is the same.

What does the manager think is it first what you want to achieve with the report. For
sometimes the essence of these is something if he report that he won’t see the way it. He sees it as it as something down the line that
in a way in a warranty claim. He does see it in the long run. So he

1.0 What is your response to your report being ripped to pieces? It is
said it depends on the mood I am in. Some days I can take it
my mistakes and other days I fight a bit I will go for the frustration. Would they discuss it with you or would
report in red pen? It depends on what time they have to review it and he
will sit down and use it in a red pen. Other times he will just glance at
and not make sense he will throw it back to you and ask
rewrite it. There is no standard way? It all depends on the time
and you.

1.0 To what structure are you referring when you say make sure
structure is the same? You said once you stop on writing you make sure
that your structure is the same as his. Yes I think it is the way in the way
sentences we are grammatically and the way he thinks. I will respect
is background and it is then easier to structure your sentences and the
spans is on he is concerned about.

he wording you have different companies working together. For instance
writing in south Africa we talk about the fifth door and other
people call it a boot. Or others call it boot level and you have to get
so that the manager will accept it.

What is difficult about wording? It is written report research, as a case-page summary is difficult. Because I hate losing into
I may be pictures and detailed and no one is expected to put it down in 1 sentence as general comment on the
I have come better at that. After writing so many reports I
learned in how to accommodate and writing all the major concerns.

What about writing many reports makes you a better writer? It is more
name where you do not have to think where to think where you
so will start writing that way. Moore will you some new one as a
engineer who doesn’t have the background. Two the new girls get thrown
the deep end and it normally depends on the manager, it all depends on
ich manager he is.

You also said writing a bad report as not to offend anyone. What is a
report? Meaning testing the component and it falls. You cannot offend
a guy who has the parts tested.

What if the guy who tested the parts? If you write a report
about poor design or failure it offenders. You are supposed to write
part didn’t past the test. You are not blaming the person who
of the part you blame the part itself. Many times this is bad because
someone in the manufacturing process made a mistake. And now if
my design and it wasn’t that you will take offense to it
specially in this company where you never know who is in your manager.

In parts people don’t like failure you are not even allowed to use a
negative word like failure. We have been requested not to use the word
all or failure because of legal reasons. This is only in the last month.
The fact that something did not pass, people take it very personally. It
some extra work for the person. It keeps the whole project back. I will
try to avoid it and feel a bit for the poor one - give a person a chance
so it is not so blunt. It is in my style to be blunt I don’t like to
the Bush. I will rather use the word deficient instead of
failure.

Describe a blunt writing style. You said you prefer staying it like it is. In
at on how people like hearing around the Bush. Many times it might be a
stabilisation of personality and some personal experience it will know it
the writer of the report will say how do you know it is poorly designed
the small things. I will just come out and say it.

Easy: rough outlines

What is easy about rough outlines? I work very structured I normally
never prepare an outline to see things that are grown to work, my reports
14 pages are structured. I did the first one they way wanted it.
then later in the report put the stuff in I want to. I will go the
technology available, so far they are impressive

\end{verbatim}
Describe your role/function (what you have to do) when it comes to the sitting of reports and/or documents.

I review all the reports that come from the various departments. I check if the information is correct and if it is in line with the company's policies. I also look for any errors or inconsistencies in the data. Finally, I forward the reports to the appropriate departments for further action.

Describe your proofreading / Describe proofreading by others

Proofreading is done to ensure that the document is accurate, clear, and well-structured. It is usually done by a professional editor who has expertise in the subject matter. Proofreaders check the document for grammar, spelling, punctuation, and formatting errors. They also ensure that the content is clear and easy to understand.

What are your comments usually made on your drafts?

My comments are usually made on grammar, spelling, punctuation, and formatting errors. I also provide suggestions for improving the content and structure of the document. I try to be constructive and provide specific feedback to help the writer improve their skills.

What topics do you usually write about?

I usually write about technical topics related to software development and computer science. I also write about business topics related to project management and team leadership.

What are your goals in writing about these topics?

My goal is to provide clear and concise information that is easy to understand. I also try to make the writing engaging and interesting to hold the reader's attention.

What challenges do you face in writing about these topics?

One challenge is that technical topics can be complex and difficult to explain. I often have to simplify the information to make it accessible to readers who may not have a technical background.

What experiences do you have that help you in writing about these topics?

I have experience as a software developer and project manager. I have also written technical articles and blog posts for several years. This experience has helped me understand the terminology and concepts used in technical writing.

What do you like most about writing about these topics?

I enjoy the challenge of explaining complex ideas in a clear and concise manner. I also like learning new things and sharing that knowledge with others.

What do you like least about writing about these topics?

The most challenging aspect is that technical topics can be dry and difficult to make interesting. I have to work hard to make the writing engaging and keep the reader's attention.

What tips do you have for someone who wants to improve their writing skills?

I suggest practicing writing regularly, reading widely, and seeking feedback from others. It's also important to pay attention to grammar and punctuation, and to be clear and concise in your writing.

What is your favorite activity when it comes to sitting of reports and/or documents?

I enjoy reviewing reports that are well-written and well-structured. It's satisfying to see the hard work that has gone into creating a high-quality document.

What is your least favorite activity when it comes to sitting of reports and/or documents?

I find it challenging to proofread reports that are poorly written or poorly structured. It can be frustrating to spend time reviewing documents that are difficult to read.

What do you think is the most important skill for a writer to have?

I believe that the most important skill is the ability to communicate clearly and effectively. A writer should be able to express ideas in a way that is easy to understand, and should be able to adapt their writing style to the audience they are addressing.

What do you think is the most important skill for a proofreader to have?

I believe that the most important skill is the ability to pay attention to detail. A proofreader should be able to catch errors in grammar, spelling, and punctuation, as well as inconsistencies in style and tone.

What do you think is the most important skill for a manager to have?

I believe that the most important skill is the ability to communicate effectively. A manager should be able to convey expectations and goals clearly, and should be able to provide positive feedback to motivate employees.

What do you think is the most important skill for a team leader to have?

I believe that the most important skill is the ability to lead and inspire a team. A team leader should be able to set a vision, motivate employees, and create a positive working environment.

What do you think is the most important skill for a technical writer to have?

I believe that the most important skill is the ability to understand and explain technical concepts. A technical writer should be able to break down complex ideas into simpler terms that are easy to understand.

What do you think is the most important skill for a technical reviewer to have?

I believe that the most important skill is the ability to provide constructive feedback. A technical reviewer should be able to identify areas for improvement and provide suggestions for how to improve the content and structure of a document.

What do you think is the most important skill for a technical editor to have?

I believe that the most important skill is the ability to provide clear and concise feedback. A technical editor should be able to catch errors in grammar, spelling, and punctuation, and should be able to provide feedback that is helpful and actionable.
Who and what determine an acceptable report writing in your plant?


2. Why? To give his reports to the other group managers and it also goes company.

What connection is there (if any) between writing at school and/or informal situations and writing in the workplace?

1. Use a lot of nonsense to prove that you know nothing at school.

2. Work as few words as possible are used to show that you know what you know you are talking about and just enough so that other people do not know that we are talking about the subject at all not to worry you. Yes it is like a comprehensive look about you are supposed to write sentences to show you know what you are talking about.

What proves that you know what you are talking about to all audience?

1. What could affect getting the message across?

2. What is "a lot of nonsense"?

3. The person that think he knows more than you and you will always find the person that think he knows more than you and you will always find the person that think he knows more than you. That person will always find the person that think he knows more than you and you will always find the person that think he knows more than you.

4. How many sentences in one sentence show that you know what you are talking about and just enough so that other people do not know that we are talking about the subject at all not to worry you.

5. Yes it is like a comprehensive look about you are supposed to write sentences to show you know what you are talking about.

1. What would usually offend the guy who designed the mud flaps? Again I am not saying that it is a lot of nonsense, but I am just saying that it is a lot of nonsense.

2. How many sentences in one sentence show that you know what you are talking about and just enough so that other people do not know that we are talking about the subject at all not to worry you.

3. Yes it is like a comprehensive look about you are supposed to write sentences to show you know what you are talking about.

4. How many sentences in one sentence show that you know what you are talking about and just enough so that other people do not know that we are talking about the subject at all not to worry you.

What would you define as good writing?

1. I am not saying that it is a lot of nonsense, but I am just saying that it is a lot of nonsense.

2. You could say I am not saying that it is a lot of nonsense, but I am just saying that it is a lot of nonsense.

3. Yes it is like a comprehensive look about you are supposed to write sentences to show you know what you are talking about.

4. How many sentences in one sentence show that you know what you are talking about and just enough so that other people do not know that we are talking about the subject at all not to worry you.

What would you define as poor writing?

1. I am not saying that it is a lot of nonsense, but I am just saying that it is a lot of nonsense.

2. You could say I am not saying that it is a lot of nonsense, but I am just saying that it is a lot of nonsense.

3. Yes it is like a comprehensive look about you are supposed to write sentences to show you know what you are talking about.

4. How many sentences in one sentence show that you know what you are talking about and just enough so that other people do not know that we are talking about the subject at all not to worry you.

What makes a blank expression? I think as engineers we must do something that makes sense. The report starts turning, you look up and thinking I could do it this way. If it doesn't start the gears turning then I know I will have to start explaining.

What are your other comments about writing? No research is not a problem as the writing you should go on the report writing course.

Thanks so much for all this effort. Thanks so much for your responses and comments. They have been such a help.
I see that you've got all these languages that you speak. I think your mother tongue must be Venetian, is it? I'm sorry, the Venetian language?

So the first question to you is what kind of writing do you do or have you done in your mother tongue? Well basically it was more like classroom essays and exams and it was mainly a way of doing it. I mean writing in my mother tongue from school in my Primary school and it was also that it was mainly first language in English. Did you do more essays or exams in it? And then we'll answer it so that was mainly first language in English. Did you always write in English and then you would write it in English or would you make it into a second language?

My second language, I would regard English and French together. I speak a lot of French and I speak a lot of Venetan as well. It's basically changed. Okay, that's from your area? It's from my area and English is more or less what I speak now on a daily basic and there's a lot written in Venetian. However, I spent most of my time here at work and if you bring it down to writing? Well, down to writing, it's mainly English. Would you use Venetian or French or English?

Okay, I think you've mentioned some kind of writing did you do at school, it's not that you can't hear about it. And here, this is basically in English most of the time. Was it the time, English did you use Venetian language to answer? It's did English first language? Now, this takes that you back to school, how would you describe how you used to write at school. Think about an essay what would you actually have been expected to do? In my essay, is it in any kind of topic or if they said to you write this essay what would they normally expect you to do?

Okay, if you're referring to a topic that should be an introduction to the topic and the main body where you break everything down and after that in a quick kind of conclusion that just close up or summarising something you're writing about. So that's the most instruction you got in terms of (can't hear) and pay attention to how you structure your sentences and grammar and basically the tense. Don't mix them up, you're going to use past tense then use present tense and if you're going to change fluent does then you must make it clear that you're changing over. It shouldn't be a case where somebody is reading down the paragraph and they're like oh now we're in the present tense. Okay, so there is the consistency in your writing and. Okay. I'll see a lot of that coming in what you say later as well.

You mentioned the kind of writing you do in the work place, you said presentations, parts and drawings, releases and other documents, can you just describe what releases are? It's mainly when you have to release a part. Is it for instance there's a part coming in or you're inventing a part so it would feature on the part then you sort of like have to have document put to notify everybody involved and everybody who works with the part starting from (can't hear) that gets the part list together. You're basically trying the reason why that thing is being revised and well in this instance you don't really have to specify exactly what's going to be released because it can't usually fail and then (can't hear) will allow what has changed. It's basically to give an idea of what it is the reason of change of (can't hear) and filtering through to the people in that department so that they know exactly what is changing. And then you give, you basically give what it is that you do, whether you're reusing or changing or deleting or adding something new and you give reasons as to why you're doing it and how it should be done and in which model lines will be affected. (Can't hear) you think about your sentence structure and the way you've mentioned all those specific details but would this be done in a listing format or in a sentence format or phrase out? Okay, the reason should be given now in a sentence format because that's where you should give a clearer description of the changes or revision.

If you do not use numbers, you just tick things and?

There are. There's like a default form that is common to everybody and when you use that form to fill in all the information where you have to fill in that info but mainly the change is basically something that comes from you. It's not something you've got default questions or something like that. You explain exactly what it is that you're doing yourself. Why that would actually be what you generate on your own? Is on your own.

Interesting presentations that would be interesting? As you say for instance if you want to introduce a change or something new, you call in from everybody from the front all the departments whoever is involved in that issue and then you prepare a presentation and in that presentation you basically give it in the background and (can't hear) adjust your current design that you're going to introduce and you present that first and then you may or else explain how it would work and then you could say in from production whether they'll be able to fit it into their construction line and whether it's going to work for everybody. That's how you call in all those different role players.

But you use overheads and power point?

Overheads and power point maybe power point. I prefer power point. So your structure there would basically be the point and you'll talk around it. Talk around it is.

Not a presentation not something formal. Would you ever document that in your piece of writing or would it stay as a presentation format? And then they would say it into it or whatever. Is it written into it and usually you present and then you discuss around it and then you minune all the evidence or the concerns and then after you need to leave out minutes.

Why so like a meeting type of thing? Meeting type of thing.

And one of my questions is what is it, you say how experienced are you in doing this kind of writing and what would you say has made you experienced in doing this kind of stuff that you've been doing?

This kind of stuff? Would you say you are?
speaking in public and you've all these eyes looking at you and if you're going to get a message across so that everybody understands, you shouldn't be in a situation where you feel intimidated because it's going to restrict you on how you can explain it or how you convey the message so in that I would have the fact that in high school I did public speaking and I would say that something that was built up from an early stage and as you grow as you grow more often you do it you gain that confidence and it just makes the whole presentation more effective.

Describe what usually gives a presenter confidence. Well you just get used to thinking about what you do something over and over. It might be presenting different things but then you basically the structure and then you get used to your own style of presenting and you tend to get used to your own way of doing things and the more you do it the more you feel comfortable doing anything that you are doing. And I also find that in most cases you are presenting to the same type of people and you see the same familiar face. It might be management or it might be how you interact with in a daily basis or weekly basis and that helps in gaining more confidence. You know your audience. There might be one or two new faces but the majority is basically the same people. It is repetition and the audience. The more well prepared you are the better obviously. So you find that the preparation gets easier? What I have experienced is that you can be however prepared when you go in and there and present it will never go out because you have planned. You know and always have the end person who wants to ask questions. Even if you are saying that you are not presenting to people or any clarity. There is always one person who wants to get clarity in between and that also makes you deviate from your plan so how you had intended to present. That also prolongs your presentation.

Describe what you do in terms of preparation then you are better prepared for questions that will come your way. Whereas when you are not prepared and you don't know what you are presenting you will be caught out.

Practise? Or practice basically. And would you say doing the rehearsal is the trick? Doing the rehearsal is on the job because from outside from certainly wouldn't have known that I would be doing releases and school i wasn't sure. You wouldn't have known in which environment I would be working at so but would be on a job and I was sure that comes with work experience because at first you would have to know how to structure the presentation. Okay you have an idea what you're going to do and you have to do which familiar format you're going to follow so that you can prepare as you do it the more you do it and...

Describe the format you followed. On presentation. It is the normal structure. And if you have recommendations it is more personal.

Here you have to find or did you have to find to follow in terms of thinking about the releases again doing models for you or examples?

Examples. It's the way that sort of guides you as a team in (can't hear) you should fill in a form like they say it's a generic form for everybody so but the structures you would come from you where you sort of phrase something it is as the way you phrase something. The structure is guided by the form itself but than the fill in the reasons and explanations. Let's go to number seven. What would you say assists you in doing these things? In this place? Do you ever say what you have been your assistant? What has helped you?

I come in on (can't hear) the hang on about things put then it's mainly ex-employees because they know how to put it in and all of these documents where I finish it, my senior engineers have to see it and they don't see it they also come back if they get questions and they give suggestions as is instead of doing it this way don't you do it this way. This also helps.

What questions are usually asked about your work? It's normally more clarity or more background. At what point will this be? In most cases they don't really get to see my presentation beforehand. Well they will ask how far are you? And if something comes up they might ask if I included it in the presentation. In most cases when I present that is when they see the presentation. Most of the questions will come then. Do you more the questions? It is normally questions to get clarity and not to make changes.

1. What would result in work coming back?

1. What does the senior engineer and your manager usually suggest about your reports? There might be times when they want to implement something in production then and see what it is we want to do but you might have recorded some of the processes that happens after like I am in charge of I am more involved with the body shop people. And after body shop it goes to the paint shop. Let's just say for instance we want to add another role into another panel and it is a certain size. And I overlook the fact that when it gone to the paint shop there are other layers that are added to the role that might affect the size then they might come back and say did you look at that then I will have to go back and consider that.

Describe your reaction to these comments. Is it constructive then it will be happy with it. If it is negative where you got to feel that someone is able to help you but out to let you feel that you did not do your homework I don't appreciate that. I guess it is also in the thing that they come to you. I easily pick up different attitudes you can pick it up if the person is there to help or just there to break down. If it is positive I can work with them.

Way. And basically I mean if I don't know how something is done he always helps me. I go out to people who've done it before.

2. Would you say going out to people in the usual practice for you and your colleagues? Is it usually the practice? Usually yes. If I don't know how something is done I will go someone who has done it before. I am a person that I know is experienced enough to help me. So I how we work here. Every engineer has a certain responsibility. In my case I am with the body of the vehicle. That is linked to other parts that other people are responsible for. They will come to me as a body engineer to find out if I have information that might help them to make their decisions. We are in sync and work basically together.

You've done it before Ohm, and they sort of like guide me as well.

Describe the guidance you are usually given.

One had in this one question you had very nice thing the way you said that is difficult in writing okay you have a nice explanation and one of the things you said is difficult is being highly specific and maintaining specificity. Why, what would you describe as being highly specific?

Technically put it that under the category of difficult to be very specific. It is very. I could say for starters and technical
Explain writing that is written in a simple broken own format.

And the reason for this is because it goes out beyond your field. Is that key? Is it going out? I love different role players as team members. Usually in a team and a team that includes the quality guys and the boyer and the engineer who you should be there, to have the different role players. And you have to know exactly what is the importance of. And the main issue is giving them a vague idea, I really can't help them. That's why I'm saying I have to be right, so that they can take your information understand it and just deal with it. Oh, I think it's going to get the correct information back. So, that the simplicity that you were speaking about as well, that is for the people beyond your field so that they would understand. Now you've been recently mentioned that in this question in a way. The people that typically read your writing would be, please mention that list again if you would typically read what you write. Material costs and research analyst (not sure) and the (can't hear). So you've got to. Do you think about than all the time when you are writing? Is especially, when especially when it's in a new release and a part that has to be developed locally. Okay. So, then I think they have to think about all the time because you have to do that. They need to take the information that I gave them and apply it to whatever it is that they have to do. Okay, Right. What would you define as an easy message to convey? What would be easy for you to convey?

Straight forward. Well, especially when you know everybody is on the same level and we're talking about something that generally everybody would understand. That would be easy to convey. I don't know more like I'm touching just touching on something that everybody already knows. Especially in your field, you can do the jargon stuff. But we can do the stuff and they will know exactly what I'm talking about. And that's the easy messages, say, you said here, what understanding are you referring to when you asked? The main understanding one has the easier it is to put the message down. What is the understanding that you're referring to? I think you said here, "The same understanding one has with all the information, the easier it is to convey message to the next person." If you could just try and define what that means, especially if you were talking about this. Okay, When you know exactly what it is that you're talking about or exactly what it is that you want, then it's easier to pass on or say this and this. This is how I exactly how I want it done. I don't have doubts and I'm able to be more specific.

What makes writing something you have knowledge about easier to cite? If you have knowledge about something you know exactly what you want to say and to explain.

How is this knowledge gained? Interacting with people more, in stead of closing yourself off - when you interact, you tend to have the feeling on how to present whatever subject to different people. It helps quite a lot in communication when you interact.

Here you're able to say I've already done all the investigations and now you're basically what the conclusion is. I've come to this conclusion. I now what I want and you put it down on paper and if you've got a thorough understanding then you won't have doubts because you've already dealt with that part so it's easier to actually put it down and say this is what I want and this is how it should be done. It's easier to come to that understanding part. Well, it's not always easy. I know. You said you don't often write reports, do you ever write reports? It's we're actually broken down as in the test procedure and they usually do all the testing and the report backs. I just think about even the presentations in your (can't hear) is formal. I don't know what to speak on the basis of giving background and you're sort of using information out although you might not get the conclusions in some of what the meeting discussed. Although it's maybe not the normal structure of the report but it does have some of the basic characteristics of a report would be. So it does.

At some coming to, you were talking about corrections and your revisions and so on and you said, when you've re-read your work and you then make corrections. If you can, can you try and sort of say what kind of corrections you would normally make? In what way I structured my sentences.

I'm assuming you don't usually make to your sentences? The way I structured the sentences. When I read it again and it did not come across how I intended I will make changes. Do you read while you are busy fitting? I often read my own typing and make sure that I read it again.

What else is also usually corrected? Sometimes the spelling as well.

I go back to that thing of putting things in the shoes of somebody to the - don't know what you're talking about. And if I didn't know that the person is talking about would I be able to understand what is that I'm reading? Do I sort of look at you and not you and still like have to come back and do it in other way around you know. So while I'm going about doing that then I'm getting corrections to make it sound more specific, clearer and easier to understand.

Do making corrections usually done independently based on your own mentorship? For your own mentorship. Mostly do it myself. The comments my work are normally good.

How often would you say you re-read a document, if you were working on it? I re-read it. Do you mean how many times or...? What does re-reading your work achieve? And why would you not asking needs to help? No I don't mind somebody checking my work if I asked...
...after you... it was a problem for companies.

1. If you can sort of once twice, many times (laughing) okay, not too any times cause sometimes there isn't much time to actually re-read all the time, but once or twice. Would you say you read it during and after in you try and remember when you're actually reading that reading me, I would say okay sometimes during and after but definitely trust. If you think it is worth reading.

2. What would be read specifically during and after your writing?

3. Describe why colleagues are asked to read your work. You said everybody in your group. They will have an idea what the work is about.

4. What type of feedback do you usually get from your readers? Yes they do. It is mainly the details and maybe the way I structured it, sometimes when you got too much detail in the slides people tend not to listen so just keep it as simple as possible.

5. Because they've got the other information, they've got the information, 6. It's good. You would always do this of all the time. I think if you really want to do something important you would give them feedback.

6. What is the main reason why you let it to them anyway so I mean if my come back with constructive comment then I would most definitely use and whatever it is that (can't hear).

7. Define constructive comment. If it adds value and the way the comment made if it is relevant and the person had a good attitude about it is constructive.

8. Say, do you feel negative, glad or?

9. It's positive and I see that it works then I'm not unglad. Any. What usually your report or any kind of documentation that's final, complete would manage to show satisfaction, how would you say, well management is now satisfied with my document. What would bring you to set condition for any piece of writing that you do your.

10. Sometimes I'll say isn't it's saying doing a presentation. Sometimes a post back comes back saying how you presented that one and I could say at that point motivates you come more you know. At least I'm doing it right when you know that you're doing it right. And sometimes it's like I need to work on that. You know you usually, if you don't have a lot of discussions.

11. You know (can't hear) not much conclusion but in the same fact that there's still so my questions maybe there are loopholes that you never covered.

12. In terms of documentation, do management also give you comment on losers and things like that? They do like for instance a document I might (can't hear) something to then in good making in the internet. It goes through it, it goes through my manager, it goes through the higher managers. If it goes to a (can't hear) analyst cause they actually log it in to the system. If you don't have it then you know it is (can't hear) form. Does it ever come back?

13. Does it. Does it. When you know it comes back when you know. It comes back, does it come back for a specific reason?

14. Unusually come back for a specific reason. Sometimes they may need to re-clarity what it is that's happening and once you explain to them, very fine and then it goes.

15. Would an explanation all that could be necessary? An explanation is efficient. An explanation is sufficient. Once it is presented I get other chance for the final review. I will add other things. If it is a structure I don't get another chance. After the presentation I'll have a verbal understanding and I then just use the other items. I do electronically? I would have a presentation and I will draw up a minute for all the activities we have to do. If it is just me I will do draw up. And if anyone come with questions they can cut it from where you work.
