



conversation, it is important to be as concise and straightforward as possible. Summary of Clarification In reflecting, clarifying and summarising, speakers must be allowed to disagree with, and correct, what the listener says. They should be encouraged to express themselves again, if necessary, giving the listener another chance at understanding, and to check understanding until agreement is reached. Reflecting, clarifying and summarising are the tools used by active listeners to enable them to demonstrate understanding and encourage a speaker to talk openly. For effective communication it is essential that the listener and speaker both have the same understanding of the discussion. The speaker must, therefore, have the opportunity to correct the listener's understanding. Use clarification, reflection and summarising to help with your interpersonal relationships. Several Types of Clarification Letter Any letter written in order to confirm something, such as the details from a previous correspondence, or the code of conduct of the workplace, could fall under a "letter of clarification". Clarification letters are often used as written warnings to employees. For example a worker whose behaviour has been called in to question may be sent a letter to remind them of the rules and to notify them that if they continue acting in the same manner, they may be officially disciplined. A different type of clarification letter is also used in business to further explain the goals and finer details of a large project. For example if a hospital issued a contract for renovation and construction, they may answer the questions of prospective bidders in a letter, going over details such as the type of materials required, or how many electrical sockets are needed. This is sometimes called a letter of tender clarification. Similarly somebody offered a position with a new firm might write a letter of clarification to their future employer asking them to be more clear about what the role entails. A letter of clarification can be sent to employees when they are close to "stepping over the line". Their actions do not require a letter of reprimand or discipline yet, but a written notification that they are being watched closely. Since the letter is written, it holds more weight than a verbal warning, but since it is not officially a letter of discipline, it doesn't hold any of the negative vibes of being reprimanded. Sources: <http://www.skillsyouneed.com/ips/clarification.html> <http://smallbusiness.chron.com/examples-communication-problems-workplace-11243.html> <http://howtowritealetter.net/letter-of-clarification.html>

## Tasks

In the introduction of this chapter, we have already learned several types of clarification letter. In the task section, you are asked to make a letter of clarification. You may choose only one of provided examples. Then, you should share your own making letter to your classmates:). Letter of Warning Clarification Sample Letter of Clarification to Employer Sample Letter of Tender Clarification for Construction Sample

## Process

Following are the steps to do the task: 1. Read the essence of clarification process from introduction section 2. Learn the significant of each example provided 3. Choose at least one type of clarification letter 4. Make your own clarification letter based on the case that you build up 5. Show to your teachers as well as classmates 6. Share with each other how to make the clarification letter of your own case

## Evaluation

After making the letter of confirmation and sharing with other class members you may evaluate the result by using these following standards: Grammar and language style \*Your writing must be grammatically correct. If you're not sure, you may ask to your lecturer on Grammar class. The language that you use should be formal as well. The aim of the letter \*The aim of your clarification letter must be explicit. Remember that you need to clarify something therefore the message that you deliver must be clear. The format of the letter \*The letter must be typed as the sample. every company may have different style of formatting. However, at this stage, you should follow the provided samples. Grade Guidelines \*70-80: The students make the letter like the format but the aim of the letter is not well-delivered by the content and it is not a grammatically correct work piece. \*80-90: The students make the letter like the format, the aim of the letter is well-delivered however it is not a grammatically correct work piece. \*90-100: The students make the letter like the format, the aim of the letter is well-delivered and it is a grammatically correct work piece.

Category and Score					Score
				Total Score	

## Conclusion

In this webquest section entitled "Are you ready to clarify?", the students have already learned some important points: 1. The difficulties in communication. 2. Clarification goals and steps 3. Some expressions used in clarification process 4. Sample letters of clarification 5. How to make the letter of clarification by your own Hopefully by finishing all the materials, the students are able to apply the knowledge when dealing with their customers and hustling with work peers. You need to remember that clarifying information is very important in daily working communication therefore all the messages can be well-delivered and the possibility for

misunderstanding phenomena can be lessen.

## Teacher Page

Hello, it's nice to share with you about making letter of clarification. The task in this webquest is very simple as well as the assessment so I hope you can apply it easily in your class.&nbsp;

### **Standards**

### **Credits**

### **Other**