GLOSSARY

The following is a list of words taken from Module 1. To help improve your understanding, research their meanings or find the definitions in the workbook. There is space to write the definitions. You could also look up how to say the word – most online dictionaries will demonstrate this.

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| WORD / TERM | MEANING |
| Alignment |  |
| Body (of an email) |  |
| Delegate |  |
| Email thread |  |
| External customers |  |
| Function (in an organisation) |  |
| Governance bodies |  |
| Internal customers |  |
| Interpersonal communication skills |  |
| Intranet |  |
| Key performance indicators (KPIs) |  |
| Key responsibilities |  |
| Legal structure |  |
| Line spacing |    |
| Mail merge |   |
| Mana |   |
| Mana-enhancing behaviours |  |
| Margins |  |
| Mission statement |  |
| Motion (in a meeting) |  |
| Organisational structure |  |
| Orientation |  |
| Out of office reply |  |
| Page breaks |  |
| Personal KPIs |  |
| Policy |  |
| Promotional document |  |
| Read requests |  |
| Sentence case |  |
| Tab stops |  |
| Text styles |  |
| Title case |  |
| User guide |  |
| Vision statement |   |
| Written briefing |  |
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