

Faculty of Computing | SLIIT

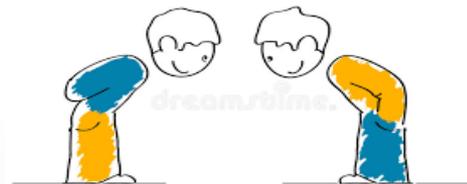
Academic Communication & Digital Confidence

Session 2 | Non-Bridging Orientation Programme



Today's Journey

Part 1: Politeness in Communication



Part 2: Email & Message Mastery



Part 3: Product Pitching & Presentations



Activity 1: A Truth and a Wish

What did you do last week to improve your English?

- Share ONE thing you did well with English this week
- Share ONE thing you wish to improve



Examples:

Watched a movie? Listened to a song? Sent an email? Helped a classmate? Read an article?



Activity 2: Is This Acceptable?

Discuss in your group and vote:



Appropriate



Inappropriate



Depends



Scenario 1



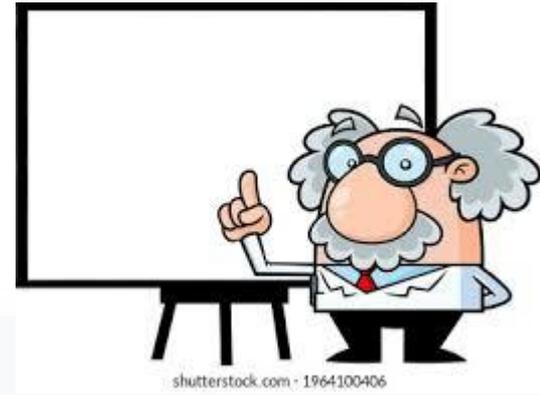
Texting your lecturer in the evening about tomorrow's assignment deadline

Appropriate

Inappropriate

Depends

Scenario 2



Starting an email to your lecturer with "Hi prof, what's up?" or something similar.

Appropriate

Inappropriate

Depends



Scenario 3

Leaving a WhatsApp group chat without informing your project team members

Appropriate

Inappropriate

Depends



Scenario 4

Using ALL CAPS in an email to emphasize your urgent request or type “URGENT” in the subject line.

Appropriate

Inappropriate

Depends



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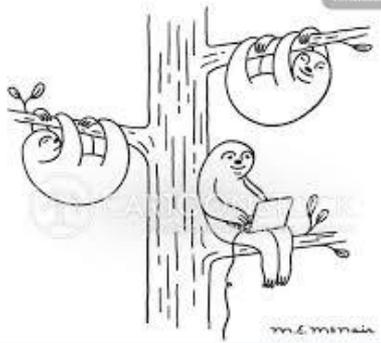
Scenario 5

Sending a friend request to your lecturer on Facebook/ Instagram

Appropriate

Inappropriate

Depends



Scenario 6

Replying to a lecturer's email three days later without apologizing for the delay

Appropriate

Inappropriate

Depends

Scenario 7



Using emojis like 😊 😂 in an email to your academic supervisor

✅ Appropriate

❌ Inappropriate

🤔 Depends

Scenario 8



Calling your lecturer by their first name in class
(e.g., "Rajiv" instead of "Dr. Perera")

Appropriate

Inappropriate

Depends

Activity 3: Polite or Not Polite?

Read the messages and vote with your colored cards:



You can rewrite the impolite messages in a more polite way.



Message 1

Email to Lecturer

Sir send me notes

Is this polite? Vote with your card!

Message 2

WhatsApp to Group Member

Where r u? We r waiting

Is this polite? Vote with your card!

Message 3

Email to Lecturer

I want to know about the exam

Is this polite? Vote with your card!

Message 4

Reply to Lecturer

OK

Is this polite? Vote with your card!

Message 5

Email Subject Line



URGENT!!!! PLEASE HELP ME NOW!!!!

Is this polite? Vote with your card!

Message 6

WhatsApp to Project Team

U guys never do anything. I'm doing all the work

Is this polite? Vote with your card!



Message 7

Email to Lecturer



Give me extension for assignment

Is this polite? Vote with your card!

Message 8

Response to Feedback

Whatever. I don't care about the grade

Is this polite? Vote with your card!





Remember:

**Respect and clarity matter
more than perfect grammar**

Academic vs Casual Communication

Casual (Friend)

- Informal language
- Abbreviations (u, r, btw)
- Emojis 😊
- Short sentences
- No formal greeting

"hey can u send notes? thx"

Academic (Lecturer)

- Formal language
- Complete words
- Professional tone
- Clear structure
- Proper greeting & closing

"Dear Dr. Silva, Could you please share the lecture notes? Thank you."

Structure of a Professional Email

Subject: Request for Project Extension - CS201

To: professor.perera@university.edu

Dear Prof. Perera,

I hope this email finds you well. I am Kasun Perera bearing the registration number IT115555, and I belong to group 2 in the February 2026 intake. I am writing this email to request a 2-day extension for the CS201 project due to technical difficulties with the database setup. I would be extremely grateful if you could consider my request.

Thank you!

Best regards,
Kasun Perera

The Subject Line: Your First Impression

✘ Bad Examples

hi

URGENT!!!!!!

question

(no subject)

✔ Good Examples

CS201 Assignment Question

Meeting Request - Final Year Project

Internship Application – Kasun Perera

Bug Report - Lab Management System

Email Structure: The 3 Parts

1

Greeting

Start with 'Dear Prof. [Name]' or 'Hello [Name]'
Never skip this—it shows respect

2

Body

State your purpose clearly in the first sentence
Keep it brief—2-3 short paragraphs max

3

Closing

Use 'Best regards' or 'Sincerely'
Include your full name and student ID

Common Mistakes to Avoid

✗ Writing entire message in subject line

✓ Use subject for topic only

✗ Using text speak (u, r, thx)

✓ Write in full sentences

✗ Vague subject lines

✓ Be specific and descriptive

✗ No greeting or closing

✓ Always include both

✗ ALL CAPS or excessive punctuation!!!

✓ Use normal capitalization

✗ Forgetting to attach files

✓ Mention + attach before sending

Quick Tips for Success

- Proofread before sending—typos look unprofessional
- Reply within 24-48 hours to show you're reliable
- Keep it concise—respect the reader's time
- Use CC sparingly—only include who needs to know
- Double-check the recipient before hitting send

Practice Makes Perfect

Before you hit send, ask yourself:

- ✓ Is my subject line clear and specific?
- ✓ Did I include a greeting and closing?
- ✓ Is my message concise and professional?
- ✓ Did I proofread for errors?
- ✓ Are attachments mentioned and included?
- ✓ Is the tone appropriate for my audience?

Message Makeover Challenge

Work in groups to transform these impolite messages!

Your group will receive 2 messages to rewrite. Use proper structure, polite language, and complete words. No AI tools allowed!

30
minute
s



Message Pair A

Rewrite these messages professionally:



Message 1: *"Sir send notes fast"*



Message 2: *"Why u give me C?"*

Work together to write polite versions with:

- Proper greeting
- Clear purpose
- Respectful tone
- Polite closing

Message Pair B

Rewrite these messages professionally:



Message 1: *"Meeting now"*



Message 2: *"I need ur help urgently"*

Work together to write polite versions with:

- Proper greeting
- Clear purpose
- Respectful tone
- Polite closing

Activity 6: Email Writing Practice



Pair Activity: Write and send a real email!

Your task:

- Work with a partner to write a professional email
- Your lecturer will assign you a situation
- Actually, SEND the email to your lecturer's address
- Your lecturer will provide feedback

20
minute
s



Situation 1

Clarify Requirements

You don't understand the requirements for the Database Project. Ask for clarification.

Remember to include:

- Proper greeting
- Clear purpose
- Necessary details
- Polite closing

Situation 2

Schedule Meeting

You need to discuss your poor performance in the mid-term exam. Request a meeting.

Remember to include:

- Proper greeting
- Clear purpose
- Necessary details
- Polite closing

Thank
you

