

**ENG2962: Communication Contexts**  
**Spring 2009**

**Reading Response Memo**

**Due:** In class, Week Two

**Format:** Professional Memo

**Audience:** Michael Moore

**Length:** 350-500 words (1 1/2 - 2 pages)

*"How people work is one of the best kept secrets in America."*

In her article "Making Work Visible," Lucy Suchman writes that, "Not only do representations of work involve perspectives and interests, but work has a tendency to disappear at a distance, such that the further removed we are from the work of others, the more simplified, often stereotyped, our view of their work becomes (59)." One of the purposes of our class, and our conference, is to unpack the implications of statements like that: implications for your own professional development and implications for the communication practices of your Enterprise Team.

You can help us get started by responding in a memo to Suchman's article with these questions in mind:

- What's new and interesting to you in this article?
- If Suchman's emphasis is on design and technology, how do you think her argument can be – or should be – applied to professional, technical, or engineering communication practices? Or to your Enterprise team's communication practices?
- Which of her observation techniques seem to you most applicable for someone researching the culture and dynamics of your Enterprise team?

Whether you agree or not with Suchman's article and her conclusions, your memo's tone should be professional, informative, and reflective.