



REPORTING WRITING



GOALS

1. To enable learners to understand the concept of report writing
2. Familiarise the students with the various formats of report writing
3. Use appropriate language and style for varied reports

LEARNING OBJECTIVES

- ◆ Identify types of reports
- ◆ Understand different formats for varied types of reports
- ◆ Use appropriate language and style
- ◆ Organise content logically and systematically
- ◆ State findings, report events, objectively
- ◆ Practice writing different types of reports



INTRODUCTION

A report is an account given of a particular event, issue, subject, especially in the form of an official document. It is presented after thorough investigation or consideration by an appointed person or body. It is written for a defined purpose and for a specific audience. Information and evidence is clearly stated in a concise manner.



TYPES OF REPORTS

1. *Newspaper report*
2. *Magazine report*
3. *Official reports for various organisations*



FORMAT OF VARIOUS REPORTS

Newspaper Reports: These are accounts of current events and happenings.

Title/ Headline

By (name of author)

Place, date (date is not always mentioned)

Body of the report.

Magazine Reports: These are written to give account of specific events that have taken place, for example, India International Fashion Week, School Annual Day etc.

Title/ Heading

By (name of author)

Body of report

Formal/ Official Reports: These are complex documents often of important projects and proposals. Example: results of studies and experiments, proposals for launching a new product etc.

Format -1

Heading

To:

From:

Date:

Subject:

Introduction:

Give details of the task and the reasons for it

Main Body:

Information, resources and material used,

Description of task

Results

Conclusion

Your evaluation and suggestions.

Format-2

1. Title page-include

a) To: name of person report being submitted to

b) From: name and department

- c) Date of submission
 - d) Acknowledgements: A list of people and organisations that helped you in collecting data, research and in other aspects of getting the report ready.
2. Table of contents: a clear list of all sections and subsections of the report.
 3. Summary: A summary of the major points, conclusions, and recommendations should be written to give a general idea of the report.
 4. Introduction: Explain the problem and make clear to the reader why the report has been written.
 5. Findings: Give details of the information collected, material used, methods utilised, and results arrived at.
 6. Conclusions: Include implications and inferences of your findings based on the facts described in the main body. The importance of the study is discussed in this section.
 7. Recommendations: Give suggestions and proposals based on information and data collected.
 8. Bibliography/References: Give a list of all the sources you have referred within your text.

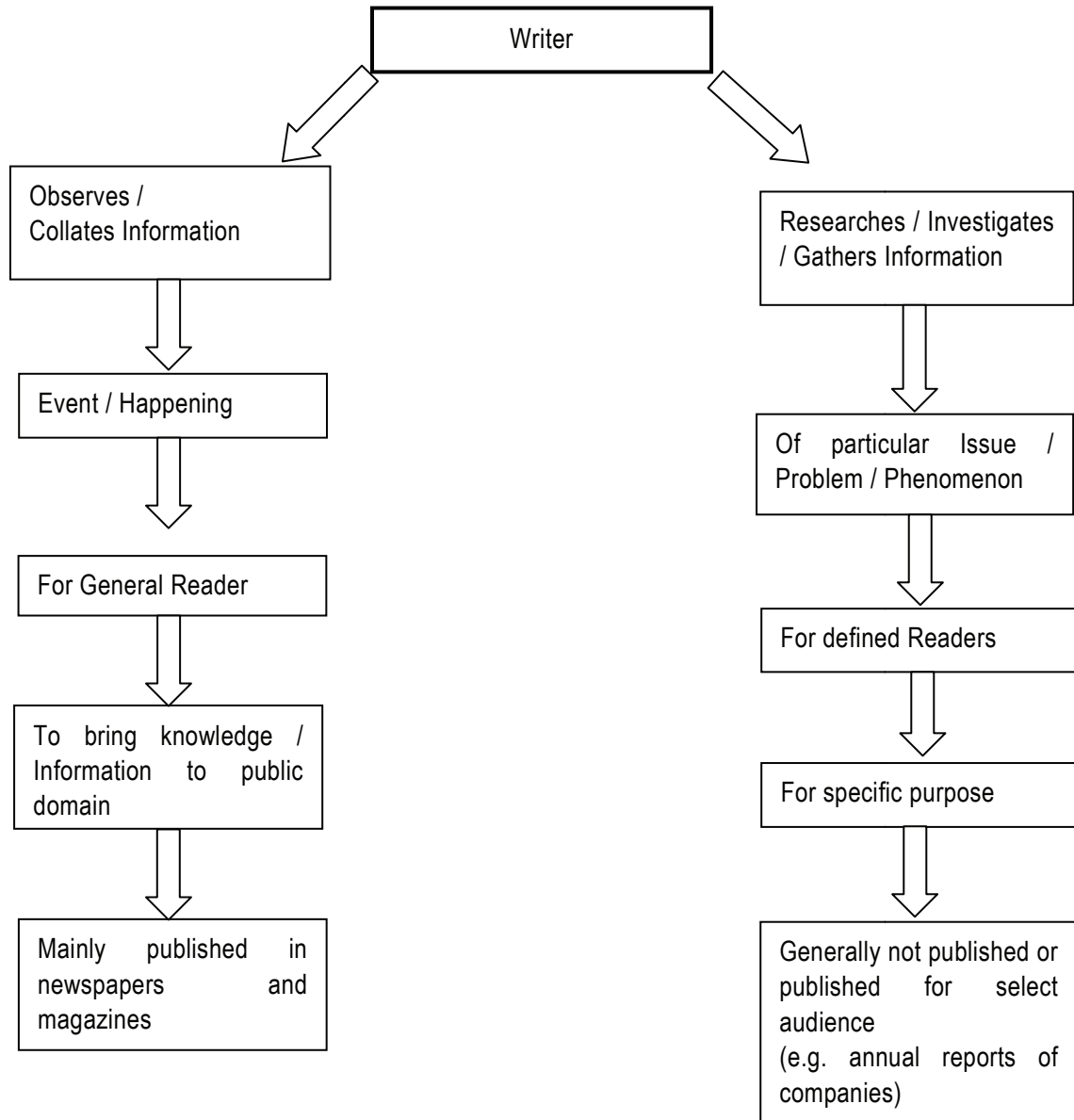
Official report writing as such **does not have a specific, fixed format**. Many organisations have their own formats and styles that are used by their employees. Moreover, there are differences in types of official reports, for example, company annual reports, audit reports, financial reports etc.



POINTS TO REMEMBER

1. All reports are **objective**. **There is no place for any personal opinions, perceptions, emotions and feelings in a report**. Your suggestions and recommendations should be based on facts and data and not merely on the subjective views.
2. **Keep in mind the target audience** and structure your report accordingly.
3. **Personal pronouns in first and second person** (I, me, we, us, you,) are generally **not used** in a report.
4. **Passive voice is preferably used** in writing newspaper and magazine reports. Active voice is preferred in official reports.
5. **Past tense** is mostly made use of in report writing since we are reporting happenings which have already taken place.
6. The **language should be clear, concise and to the point**. Long winding sentences, vague information and irrelevant material must be avoided.
7. **Technical jargon and subject specific terminology must also be avoided** as it would be difficult for everyone to understand. If including such terminology is necessary, add a glossary for it.
8. Information should be **organised logically and coherently**. Many reports are written in the **chronological order**, i.e., following the sequence in which the event occurred. A poorly structured report would not make sense to the reader.
9. A report **should not have any grammatical errors**. It is a good idea to get it proof read for accuracy.

Flow chart below explains the sequence involved in Report Writing



STEPS IN REPORT WRITING

All reports need to be clear, concise and well structured. A well written report requires planning and preparation. The essential stages of successful report writing are described below.

Step 1: Understand the purpose of the report

It is important that you understand the purpose and requirements of your report. Keep in mind who the report is for, and why it is being written. Be sure that you understand all the instructions.

Step 2: Gather and select information

Gathering information is a time consuming and onerous task. You have to choose appropriate sources, read through them and select only relevant information. Ensure that your sources are authentic and reliable.

Step 3: Organise your content

A great deal of information is collected during the research period. Sort out and select the content relevant to your report. Group together the points that are related. They can be put together under sections or chapters. Thereafter, decide the sequence in which they have to be presented. Choose an order that is logical and easy to follow.

Step 4: Analyse your material

Prior to writing your first draft for the report, analyse the material critically that you have gathered. Look through carefully at the material, thinking about flaws and limitations in evidence gathered, conflicting data, verifiable conclusions that can be drawn from it.

Step 5: Write the report

After your material has been organised into appropriate sections and headings you can write the first draft of your report. Some people write the summary and contents page at the end when they know exactly what will be included. Write clearly and concisely. Avoid irrelevant, lengthy and confusing explanations or content.

Step 6: Review and redraft

Take a break before you review your first draft. It is essential to get an appropriate perspective on the draft. You may rewrite or reorganise certain sections after the review. Assess, the report without any bias, from the perspective of a reader in terms of clarity, simplicity and relevance.

Step 7: Presentation

Once you are ready with your final draft, check the presentation of the report. Make sure that the wording of each chapter/section/subheading is clear and accurate. Ensure proper sequencing in the numbering of chapters, sections and appendices. Verify that you have mentioned all your sources and references. Check your report for errors of spelling or grammar. Errors in presentation or expression create a poor impression and can make the report incomprehensible.

**SAMPLE NEWSPAPER REPORTS****Sample 1****Daughter of Gardener Tops Board Exam**

By Riya Sharma

Bhubneshwar, May 12: Suman Nayak, the daughter of a municipal gardener, Om Nayak, has topped the Odisha Board Senior Secondary Examination with 98.8% marks. Her success has been lauded by the staff members of her school 'The Government Senior Secondary School, Malkaganj', the Odisha Education board and the State Education Minister.

When the news was conveyed to Suman by her classmates, she did not believe them. It was only when the school principal called her that the reality sunk in. Suman's father, Om Nayak, is overjoyed at the news. He said, "Suman

was always a bright student. I have made all efforts to provide her with the best education despite my meager means". He hopes that she will be able to continue her education in spite of his financial constraints.

Suman attributes her success to her parents and teachers. She said that the school teachers had provided her with all possible help by giving her extra time and attention along with books and moral support. Her perseverance, dedication and hard work are spoken highly of by her teachers.

When asked about her future plans, Suman said she wished to become a doctor. However, she was unsure if she could pursue her dream because of financial problems. She hopes that she will be able to secure a scholarship and get funding by the government.

The Times Group has started an initiative to help Suman fulfill her aspirations. Anyone who wishes to contribute to Suman's education can send the amount by cheque to, 'Suman Nayak Education Fund', The Times of India, M.G. Road, Bhubaneswar.

Sample 2

Commercial tax department to train its officials and industry participants

TNN | May 6, 2017

INDORE: With an aim to become well equipped with the new Goods and Services Tax (GST) and address concerns of dealers, the commercial tax department started to train its officials and industry participants from Friday. The department has selected 25 locations in the state, covering 23 cities on different dates.

Manoj Choubey, deputy commissioner, commercial tax department said, "Our aim is to be fully prepared to handle GST from July. We started a training session from Friday that will most likely extend till the end of the month across Madhya Pradesh."

Initially, the department will train all its officials and then conduct interactive training sessions for dealers.

GST — to be implemented in the country from July 2017 — aims to provide a single window tax structure across the country, simplifying tax refunds and inter-state transfer of goods and ensure merchant compliances.

According to the tax department, about 2,200 of its officials across the state will be trained by experts. In Indore, two locations have been set by the department to conduct training sessions.

There are about 3 lakh dealers across the state registered with the commercial tax department of which close to 50,000 are from Indore, tax experts said.

"We plan to conduct corporate training as well under the session. Training session will bring clarity and technical knowhow about dealing with tax returns and other things under GST," Choubey said.

Industry participants have raised serious concerns about various norms under GST stating the lack of clarity and training will lead to difficulties in handling GST. This will prove especially true for small units that are not tech-savvy and do not have access to internet.

They said small industries are not computer literate and they will have to employ additional manpower to file returns every month.

(Source: The Times of India)



SAMPLE MAGAZINE REPORTS

Sample 1

St. Agnes Public School Celebrates Annual Day

By Manoj Upadhaya

St. Agnes School, Green Park, celebrated its annual day on 2nd May with great fanfare. Mr. Arvind Kejriwal, the Chief Minister of Delhi, was the chief guest at the function. The programme began with the lighting of the lamp by the chief guest. It was followed by a welcome address and the presentation of the school annual report by the principal, Ms. Swati Mehra.

The first item of the cultural program was presented by the primary wing. It was a musical drama on the necessity of protecting the environment for the future generations. The little children expressed themselves brilliantly bringing out the perils of destroying our planet.

The middle school show cased the culture of India through folk dances. Each dance was preceded by beautiful audio- visual effects, depicting the main cultural features of the region. The colourful dresses of the graceful Garba dancers, the vigour and energy of Bhangra dancers, and lilting music with elegant swaying movements of the Bihu and Hajiri dancers from the North East, enthralled the audience.

The senior school pupils enacted a play depicting the dangers of internet and social media addiction for adults and children. They brought out the message poignantly. Every child and adult was moved by the acting and story of a young life ruined by social media addiction. The audience gave a loud and long round of applause for all participants.

The grand finale was the speech by Mr. ArvindKejriwal. He highly praised the performances by the children and appreciated the thought provoking themes chosen by them. The programme concluded with a vote of thanks by Sagar Mehta, the school head boy.

Sample 2

Almost 900 H1N1 cases reported: WHO

Headlines Today

Geneva, May 4, 2009

Though the World Health Organisation's (WHO) alert level remains one short of a global pandemic, 18 countries have now reported laboratory confirmed cases.

The number of suspected H1N1 flu cases across the globe has touched 898 with 20 confirmed deaths so far. Though the World Health Organisation's (WHO) alert level remains one short of a global pandemic, 18 countries have now reported laboratory confirmed cases.

Colombia became the first South American country to report a case. However, US health officials are cautiously optimistic that the flu isn't as dangerous as it was first feared.

Mexico remains the worst affected with 506 cases and 19 deaths. However, the country's Health Secretary feels that the epidemic is now declining.

But the WHO is not dropping the level five alert just yet.

(Source: India Today)



SAMPLE FINANCIAL REPORT

Financial reports are very long and complicated with complex data and figures. A short report is being given as an example.

Sample

Nuvo Pharmaceuticals™ Announces 2017 First Quarter Results

Reports Q1 Revenue of \$7.0 million and Net Income of \$2.2 million

MISSISSAUGA, ON, May 10, 2017 /CNW/ - Nuvo Pharmaceuticals Inc. (Nuvo or the Company) a commercial healthcare company with a portfolio of commercial products and pharmaceutical manufacturing capabilities, today announced its financial and operational results for the first quarter ended March 31, 2017.

First Quarter Financial Summary(1)

Total revenue for the three months ended March 31, 2017 was \$7.0 million compared to \$7.8 million for the three months ended March 31, 2016.

Adjusted EBITDA decreased to \$2.3 million for the three months ended March 31, 2017 compared to \$3.0 million for the three months ended March 31, 2016.

Net income from continuing operations was \$2.2 million for the three months ended March 31, 2017 or \$0.19 per share compared to \$1.9 million or \$0.17 per share for the three months ended March 31, 2016. Cash and short-term investments increased to \$18.6 million as at March 31, 2017 compared to \$17.6 million as at December 31, 2016.

- (1) The financial information presented herein reflects results from continuing operations with Nuvo's previously disclosed segment, Crescita, presented as a discontinued operation.
- (2) Adjusted EBITDA is a non- International Financial Reporting Standards (IFRS) financial measure defined by the Company below.

First Quarter Financial Review

Table of Selected Financial Results

For further details on the results, please refer to Nuvo's Management, Discussion and Analysis (MD&A) and Condensed Consolidated Interim Financial Statements which are available on the Company's website (www.nuvopharmaceuticals.com)

	Three months ended		
	March 31, 2017	March 31, 2016	Change
<i>(from continuing operations, Canadian dollars in thousands, except gross margin)</i>	\$	\$	\$
Product Sales	6,653	7,325	(672)
Gross Margin % on Product Sales	58%	57%	1%
Other Revenue	329	517	(188)
Total Operating Expenses	4,716	5,378	(662)
Net Income	2,196	1,928	268
Adjusted EBITDA	2,298	2,989	(691)

Total revenue, consisting of product sales, royalties and contract and other revenue for the three months ended March 31, 2017 was \$7.0 million compared to \$7.8 million for the three months ended March 31, 2016. The decrease in total revenue was primarily related to a decrease in product sales.

Total operating expenses for the three months ended March 31, 2017 decreased to \$4.7 million compared to \$5.4 million for the three months ended March 31, 2016. The decrease in operating expenses was primarily attributable to a decrease cost of goods sold (COGS) and general and administrative (G&A) expenses, slightly offset by an increase in research and development (R&D) expenses.

R&D expenses increased slightly to \$0.3 million for the three months ended March 31, 2017 compared to \$0.2 million for the three months ended March 31, 2016. In the current quarter, the Company incurred R&D expenses related to the 2016 Pennsaid 2% Trial for the treatment of acute ankle sprains.

G&A expenses decreased to \$1.7 million for the three months ended March 31, 2017 compared to \$2.1 million for the three months ended March 31, 2016. In the current quarter, a \$1.0 million decrease in stock-based compensation (SBC) expense was partially offset by an increase in regulatory consulting fees and an increase in general corporate costs due to the allocation of certain corporate G&A costs to Crescita in the comparative quarter.

The Company earned net interest income of \$38,000 for the three months ended March 31, 2017 compared to \$56,000 for the three months ended March 31, 2016. The decrease in net interest income in the current quarter related to the significantly lower cash balances as compared to the comparative period whereby \$35.0 million was transferred to Crescita on March 1, 2016 as part of the reorganization transaction.

The Company experienced a net foreign currency loss of \$0.1 million for the three months ended March 31, 2017 compared to a net foreign currency loss of \$0.5 million for the three months ended March 31, 2016.

Net income from continuing operations was \$2.2 million for the three months ended March 31, 2017 compared to \$1.9 million for the three months ended March 31, 2016. In the current quarter, the decrease in gross margin and a slight increase in R&D expenses were more than offset by a decrease in G&A expenses and a decrease in foreign exchange losses.

Adjusted EBITDA decreased to \$2.3 million for the three months ended March 31, 2017 compared to \$3.0 million for the three months ended March 31, 2016. In the current quarter, an increase in net income from continuing operations was more than offset by a decrease in SBC expenses.

(Source: Medical Pharmaceuticals)



SAMPLE FORMAL REPORT

Ganga River Cleaning Project

To: Mr. Sunil Gupta, Joint Secretary, Ministry of Environment

From: Mr. Nilesh Upadhaya, Research Officer, Ministry of Environment

Date: 15th April 2017

Subject: Cleaning the Ganga River

Acknowledgements

I am deeply grateful to all the people who extended their invaluable help and support in the research and writing of the report. I wish to especially thank Mr. Sushil Dhar, Mr. Premnath Singh, Mr. Rajiv Kumar and Mr. Pramod Bansal.

Contents:

1. Introduction
2. Causes
3. Effects
4. Solutions
5. Conclusion
6. Bibliography



SUMMARY

Our National River, the Ganga, remains one of the most polluted in the world, denying vast populations of their rights to clean water. The problems associated with pollution of the Ganga are numerous. It has multiple causes related to the issue. The contamination of the water affects humans, flora and fauna as well as the ecology of areas along the river. However, there are solutions and remedies which can be implemented to save the dying river.

Introduction:

The river Ganga is often referred to as 'the dying river' due to its continuing pollution for decades. This report attempts to state the current situation and the damage to the environment and ecosystem being caused by pollution of the river. Several solutions to clean the river have been suggested to restore the river to its pristine state.

Causes:

1. Over exploitation- Exploitation of Ganga's waters have rendered long stretches of the river completely dry for much of the year. Almost 80% of the water is diverted for agricultural purposes.

2. Dumping of sewage waste- accounts for 80% of pollution in the Ganga River.
3. Discarding Industrial waste- Toxic industrial effluents dumped into the river account for 20% of the pollution.
4. Agricultural pollution- Water intensive farming and run-off from inorganic farms, including dangerous chemicals like DDT and HDH, add to the pollution.
5. Disposal of solid waste- Tons of plastic, polythene, images of gods, and other trash are thrown into the Ganga River, choking her waters and blocking existing sewerage systems.
6. Harvesting electricity-The varied dams built along the Ganga have affected her flow, thus effecting the ecology of the river.
7. Ecological degradation- deforestation, encroachment, tourism and other human activities are damaging the fragile ecosystems the Ganga River supports.

Effects:

1. Spread of disease: Drinking polluted water can cause cholera or typhoid infections, along with diarrhoea.
2. Affects body organs: The consumption of highly contaminated water can cause injury to the heart and kidneys.
3. Harms the food chain: Toxins within water can harm aquatic organisms, thus breaking a link in the food chain.
4. Causes algae in water: waste matter causes Algae to in a water source. Bacteria feed off the algae, decreasing the amount of oxygen in the water. The decreased oxygen causes harm to other organisms living in the water.
5. Flooding: The erosion of soil into waterways causes flooding, especially with heavy rainfall.
6. Harms animals: Birds that get into oil-contaminated water die from exposure to cold water and air due to feather damage. Other animals are affected when they eat dead fish in contaminated streams.

The effects of water pollution are not always immediate. However, water pollution has a huge impact on our lives. With knowledge, consideration and preparation, water pollution can be decreased. It doesn't take much effort — just a little thought.

Solutions

There are several steps that can be taken to help prevent water pollution from getting worse.

1. *Take* steps to conserve soil. It results in conserving water and water life. Planting vegetative covers, strict erosion management and implementing beneficial farming methods are just a few of the many possible approaches to soil conservation.
2. Restore ecological flows at every point along the Ganga's course.
3. Prevent and curtail all waste water, starting with sewage and industrial waste, from mixing with the river. Install sewage and effluent treatment plants.
4. Promote massive water conservation and water resource management, including rain water harvesting schemes.
5. Involve stakeholders in all ways to clean the river.

6. Implement policies and plans that connect state and local bodies, addressing their challenges and encouraging training and capacity-building programmes.
7. Start mass awareness campaigns and media-based water eco-consciousness campaigns that get people to not only stop pollution, but to also become an active part of the solution.

Conclusion

Cleaning the Ganga river is feasible and possible project. It requires strict implementation of policies formulated by the government, involvement of all stake holders and involving general population at every level in the effort to reach the goal of having an uncontaminated river.

Bibliography/ References

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3. "The WaterHub". Retrieved 14 May 2015.
4. A Sacred River Endangered by Global Warming 17 June 2007
5. Wohl, Ellen E. 2012. A world of rivers: environmental change on ten of the world's great rivers. Chicago: University of Chicago Press.
6. Ganga, Yamuna banks cleaned 12 November 2013



PRACTICE EXERCISES

1. Your institute 'Global Business School' organised a seminar on 'Profitable Business Practices in the Next Decade'. Write a report on the seminar for your institute's monthly newsletter in about 150/200 words. (Hints: research how a seminar is conducted and what are profitable business practices).
2. You are the Cultural Society President of your college. The Principal of your college, Mr. Subhash Kapoor, feels that in the increasingly westernised world, the students should not lose touch with their culture and values. He has asked you to suggest ways and means to familiarise the students with the great aspects of Indian culture. Prepare a report in 150-200 words for the principal suggesting the areas that could be covered and the ways and means they be introduced into college life. (Hints: select areas and methods that appeal to youngsters).
3. You are Mr. Sunil Kaushik, the administrator of Gyan Jyoti Institute. Certain areas of the infrastructure of your institute need to be restructured and revamped. You have been asked to prepare a report on the matter for the managing committee of the institute, stating the specific buildings that need facelift, and the areas that need attention (example furniture, auditorium, cafeteria). Use the formal report format.
4. You are Reena Singh, a reporter of the 'The Times of India'. Write a report on a fire in a slum cluster in Seelampuri in 150 to 200 words.
5. You are a sports reporter, Ajay Singh. Write a report on the one day cricket match between Australia and India at Melbourne in 150 to 200 words.

6. You are Amit/Amita, working with an NGO for the cause of the underprivileged. Prepare a report for a specific area, showing the statistics of population in relation to the effect of the Covid 19 pandemic. (Hint: number of cases, gender roles, facilities provided, income groups etc.)
7. Prepare an official report discussing the poor drainage system in your neighbourhood and the adverse effect of incessant rains as a result. The report needs to be submitted to the Municipal authorities of the concerned area. (200-250 words)
8. You are member of the HR division of your company. Prepare a report to show the lack of proper infrastructure in the office campus (including PC's, Desks, Library, meeting rooms) which is affecting the productivity of the employees.
9. As the School Captain, write a report for your school magazine, about a cultural fest held in your school last week. Mention the various schools that participated, the cultural programmes, the food stalls et al.
10. An NGO working for the cause of the underprivileged had set up a one day workshop in your college. As member of the Organising committee, write a report for your college magazine giving details of the workshop.



ANSWERS (VALUE POINTS)

Question 1:

- Use the formal report format.
- Mention topic, venue and number of speakers (not more than 5) at Seminar.
- Specify designations of speakers. (Can be external speakers, experts from the industry, University professors)
- State designated audience. (Top heads, faculties, students)
- Give synopsis of each speakers content.
- Speaker one-highlights need for remote offices-- majority of jobs completed by employees based in far of places. Communication technology makes it possible to have face to face meetings without being physically present.
- Speaker two- Organising and structuring meetings for productive outcomes.—use digital note making software, online calendars and wide range of communication tools.
- Speaker three- use of 'big data'- no business can survive without it.
- Speaker four-Conducting marketing and advertising campaigns, delivering the right content as per schedule.
- Speaker five-Adapting to rapidly changing consumer needs.
- Question answer session with audience/ Open House.
- Vote of thanks by organiser.

Question 2

- Use the formal report format.
- State problems- Students unfamiliar with Indian art forms.
- Mention areas which will grab the attention of the students-dance, music, drama, painting.
- Give suggestions.
 - a. Expose them to the various fine art forms of India by organising cultural programmes juxtaposing the modern with the traditional.
 - b. Hold exhibitions of varied types of paintings.
 - c. Organise competitions.
- Concluding statement.

Question 3

- Use the formal report format.
- State issue under consideration.
- Identify buildings that need facelift- Administrative Block, School of Architecture building, Engineering College.
- White washing and painting urgently required.
- Administrative Block- some furniture needs replacement.
- School of Architecture building-washrooms need to be repaired.
- Engineering College- labs require remodelling and latest equipment.
- Mention time required to complete the work.
- Concluding statement.

Question 4

- Use the newspaper report format.
- Opening statement-fire destroying entire slum.
- Cause of fire-short circuit.
- Time fire started.
- Spread rapidly due to inflammable materials used to build hutments.
- 500 families lost all their belongings...no roof over their head in this inclement weather.
- Ten people sustained burn injuries. Others lucky to escape.
- People seeking help/ compensation from government.

Question 5

- Use newspaper format (Date, location).
- State name of tournament/series.
- Exciting match with nail biting finish: describe the match.
- Mention who won toss and batted first.
- Performance of key players in both teams.
- Reason for victory of winning team.

Question 6

- Use the formal report format.
 - Make a table to show the number of cases; divide them into age groups/ gender/profession.
 - Number of active cases; can be mentioned as a number or a graphical representation.
 - Number of recovered cases; can be mentioned as a number or a graphical representation.
 - Request for facilities for better hygiene and safety.
- (All representations are for figurative purpose)

Question 7

- Use the formal report format.
- Write on behalf of the Residents Welfare Association.
- Mention the after effects of incessant rains; talk about destruction to life and livestock.
- Suggest solutions/help.
- Do not go overboard with complaints and concerns. Be precise.

Question 8

- Use formal report format.
- Write on behalf of the HR department; Report needs to be presented to higher authorities.
- State the lack of facilities.
- Make a tabular format: mention the infrastructure that needs a change/renovation.
- Write a line or two how the poor infrastructure and resources are effecting the employee's performance.
- Also mention how a change/revamp will help increase the productivity and efficiency of the employees.

Question 9

- Use formal report format.
- Mention, date, venue time.
- Divide the report into three paragraphs.

- What/When/Where/ Who was invited.
- Purpose of the event (learn about the cultural diversity).
- Describe the event in details (name of schools that participated, the dances and other cultural programmes performed, the food stalls, the game stalls).
- Enthusiasm in the student community.
- Conclude with an optimistic view.

Question 10

- Use formal report format.
- Mention date, venue, time, name of the NGO.
- The purpose of the workshop.
- How many members came from the NGO; how did they go ahead with the workshop.
- The audience and its reaction.
- Games, pamphlets, information shared during the session.
- Motivational talks.
- Conclusion.