ГЛОССАРИЙ

N п/п	Новые понятия	Содержание
1	2	3
1.	**Definition of a problem**	Is a question stating a problem or situation.
2.	**Exploratory research**	Usually involves some interviews, research of specialist literature, and sometimes a small-scale enquiry.
3.	**Component parts of a definition of a problem**	Include: a point of view/purpose, a question, and a clear, unambiguous definition of all the terminology used in that question.
4.	**Three types of definitions of the problem**	Include descriptive, evaluative and policy making
5.	**Descriptive report**	Presents facts in an objective way.
6.	**Purely descriptive research**	Means that the most important activities are gathering and arranging data, facts and figures.
7.	**Analytical descriptive research**	Means that the description of a development/situation is not as important as the explanation of the development/situation.
8.	**Predictive descriptive research**	Means that a researcher tries to forecast a future development on the basis of the facts.
9.	**Evaluative report**	Presents someone's opinion.
10.	**Comparative labelling**	For example: better, cheaper, more successful (than something else).

11.	**Policy making definition of a problem**	Is a question that can be answered with a proposal for any kind of policy or action.
12.	**Absolute labelling**	For example: good, bad, favourable, profitable, waste of energy, dangerous, competitive
13.	**A tree**	Is a diagram that by means of its branches indicates the relationships between pieces of information.
14.	**The first rule for using a tree**	States: use only one principle of classification per joint.
15.	**The second rule for using a tree**	States: each joint should have a complete set of branches that are mutually exclusive and do not overlap.
16.	**The third rule for using a tree**	States: the tree should be as symmetrical as possible.
17.	**Four principles of classification**	Include (sub)theme, place, time, and method of investigation.
18.	**Paragraphing the text**	Is expressing the structure by means of –amongst others- visual supports, so that the reader can form an impression of the writer's train of thoughts.
19.	**Two types of redundancy**	Include redundancy in structure and redundancy in content.
20.	**Part of the report**	Include cover, title page, foreword, contents, introduction, text, conclusion, summary, afterword, notes, bibliography, appendix(es).
21.	**Three possible places for notes**	Include at the bottom of a page, at the end of each chapter, at the end of the report.

1	2	3
22.	**Appendix**	Usually include information which is too detailed and takes up too much room to be part of the text.
23.	**A quotation**	Is the literal citation of a part of another publication.
24.	**Techniques used for introductions (when making a speech)**	Include: humour, anecdotes or illustrations, quotations, questions, startling statements or statistics.
25.	**Techniques used for conclusions (when making a speech)**	Include: linking to introduction, summarising.
26.	**Verbal supporting materials**	Include explanation, narration, example, statistics, quotations, comparison and contrast, repetition and restatement.
27.	**Statistics**	Consist of many observations, added up, with the relationships among them analysed.
28.	**Repetition**	Is repeating something in the exact word used before.
29.	**Restatement**	Is repeating the same idea using different words.
30.	**To explain**	Means to tell how something works.