

## Delivering Effective Business Presentations



### Assignment 04:

# A Communication Dilemma

**Deadline:** 9:00 AM Wednesday, Nov. 3      **Value:** 30 points

### Directions

1. In the related D2L discussion forum, post a description of a workplace communication problem you have experienced that is still unresolved or was not resolved to your satisfaction. Provide enough details so that a reader can adequately assess the situation.

Do *not* suggest a workable resolution. A proposed solution will be developed for a follow up assignment.

2. In the SUBJECT LINE for the posting, include your name and provide a title for the scenario. e.g. Forgetting Names – Mark Widdel

### Evaluation Criteria

- The identified problem focuses on a situation within that occurs in the workplace.
- The synopsis is sufficiently detailed but concisely written.
- The problem is clearly communicated and explained.
- The synopsis is concisely written and easy to understand.
- The writing reflects standards of professional business writing.
- The subject line requirements for the post were met.
- The deadline was met.

---

Here's a good example

#### **The need for good email etiquette – Wendy Martin**

In today's workplace, the majority of communication practiced is through e-mail. In my workplace emails may come from subordinates, peers, supervisors all the way to the president of the company. Unfortunately, part of the corporate training didn't include proper e-mail etiquette.

The problems are many. My supervisor sends emails about everything, shouting in caps and demanding that we do a certain task but the task is never clearly explained. When we ask for clarification he replies, "I already told you."

- The people in our company rarely run spell check. Their communications are embarrassing to read.
- A couple of people never open the emails I send them, even those that are marked as important. Then they claim that they never received them.
- All kinds of people send out emails asking us to buy things from their kids or to solicit donations for their causes. Other people forward jokes and graphics that are inappropriate.
- My boss complains that he gets too many emails and doesn't have time to reply to all of them. The only part that I believe is that he doesn't reply to them.
- I just received a report from a coworker at a different office and she dumped a copy of the report into the email message area instead of attaching a copy. It took me hours to clean it up before I could present it at a meeting.

I have suggested on many occasions that corporate wide a training session should be provided to all current employees and also to any new hires of the company. This request has been ignored. I agree that this form of communication should be used by everyone. However, people are not using it wisely.