**Communication SKills assignment no. 2**

*GROUP MEMBERS*:

* Muhammad Firzam
* Ahsan Sajjad
* Askari
* Omama Yasir
* Mariya Naaz
* Shoaib Akhtar Qadri

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**Ans 1:**

Most important problems were:

* No team Work
* Absence of Problem Solving and Decision-making skills
* Lack of coordination
* Inaccurate and Over Self-Assumption

**Ans 2:**

The key factors that might have created the problem are:

* Jo asking Helen if she had a really urgent work and assigning her a XYZ's Task.
* Jo assured Helen that she will tell Edward but she left if to her assistant.
* Helen herself could have told Edward but she didn't.
* Edward neither called Helen nor PRQ Engineering for confirmation.
* Edward forgetting to check his e-mail.

**Ans 3:**

A number of different people were responsible for the whole problem that emerged, which are as under:

* ***Jo Brown:*** She didn’t made contact with E. Smith and sent HJ without his permission. She also made Quick Decisions in hurry without properly thinking and analyzing.
* ***Ann:*** She is responsible for not sending the E-mail on time.
* ***Edward Smith:*** He didn’t check the E-mail on time.

**Ans 4:**

The participants could have behaved in a different manner from which the required task could have been resolved, some of them are mentioned below:

* ***Jo Brown:*** She could have done a proper verbal communication with others. She could have tried to contact Edward Smith with other sources and ways and should have gained an assurance before sending HJ to Durban.
* ***Ann:*** She could be time punctual and have sent the E-mail on time and could have checked the status of the message.
* ***Edward Smith:*** He could have checked his E-mail and could have confirmed about the HJ before believing upon own assumption.

**Ans 5:**

Yes, the case study illustrates poor interpersonal communication, each and every person working in an organization should work upon his/her interpersonal skill. It’s a prime factor for having a good communication as it helps in influencing others and also to control emotions.