**\*\*\*\*Communicating sadness\*\*\*\***

**Subject: Food scarcity in the cafeteria**

Dear FMG team,

I wish to thank you for providing quality food at reasonable prices in the cafeteria. There are a lot of good options to choose from the afternoon menu. The food tastes good and there is ample food for all employees in general shifts.

However, during early/late shifts, we experience scarcity of food. Only a few items are available and they sell out quickly. In the case of weekend shifts, there is only one vendor. There are a few days where there is no food in the cafeteria. So employees have to order food online and wait a long time for delivery.

So I request you to provide us adequate food supply during shifts and suggest ideas to the vendors to avoid food shortages. It would be nice if the vendors could sell biscuit packets in the cafeteria during times when there is no food. It would be really helpful if you consider this issue and help the shift employees get sufficient food.

**Subject: New Project proposal**

Hi Team,

I am happy to inform you all that our latest project proposal has been approved by the client. I am really thankful for all your hard work and diligent support in making this possible. This project uses the Vixx software and we have a brilliant team with strong technical knowledge in this domain. I’m confident of your potential and expect really good results from all of you.

Having said that, I’d like to bring to your attention that the customer support on our previous project with this client attracted a few concerns. There were a few communication gaps and delays in our previous venture which I hope won’t happen again this time.

I would like to remind you all that this client has been with us for long and expects prompt support from our end in case of issues. It would be wonderful if we revamp our support team keeping this in mind. We need to be aware of the shortcomings of our previous project and ensure that they don’t happen again.

I am confident that every one of you will be aware of this glorious chance to learn from previous experiences. I am aware of your potential and expect really good results from all of you. Let us all work hard together and make this project a huge success!

**Subject: FMG announcement - Food inside ODCs**

Dear Employee,

We would like to remind the No-food policy inside the ODCs across all locations. Despite our repeated mailers regarding this policy, there are a few employees who eat food and snacks inside the ODCs. Also, there are a lot of candy wrappers and food packaging materials thrown on the floors. This reduces the cleanliness and hygiene of the work environment.

We hope employees avoid bringing eatables inside the work areas. Soft drink spills on the keyboard and plug sockets can cause electric hazards and short circuits. Tea and coffee spills can make the floor slippery. So we request all of you to make use of the cafeteria for eating food items.

Please make sure to use the dust bins for disposing of the candy wrappers and waste papers. We are confident that all employees will follow these guidelines and make their working area safe and hygienic.

**Subject: Pantry maintenance**

Dear FMG Team,

I really thank you for installing new beverage machines in the pantries of KODC. The coffee and tea taste better than before, and it’s a pleasure to look forward to the coffee breaks.

However, there are small issues I wish to bring to your attention. The new machines do not dispense milk when we press the Milk option. The coffee is brewed a bit too strong in the new machines. There are no pantry facilities in S1 during night/weekend shifts. I wish you would provide at least one 24/7 pantry per tower so that the employees stay brisk during night shifts.

Fresh cups are also not available during the afternoons. Regarding the cleanliness, the staff members do an excellent job in keeping the pantry clean. The water cans are also refilled really quickly. I trust you to look into these issues and resolve them. Thank you!

**Subject: Helpline response delays**

Hi Team,

First I thank all of you in the central helpline team who work round the clock to resolve all the helpline calls. I really appreciate your hard work and I’m grateful for all the clarifications and support I have received all these months during issues.

However, I wish to let you know that I’ve noticed significant delays in response to helpline tickets. Previously I was really glad when I received help within two days from the date of logging the tickets. There have also been some good days where I received an immediate response after logging a ticket.

But now I receive no update even after the estimated resolution time is reached. The toll-free helpline is engaged very often so I only have the option of waiting till the staff responds to the ticket. But it takes more than two weeks to receive an update and mostly it is a vague response stating to read the policy.

I am aware that the helpline team will be receiving a lot of tickets per day. But I still think more effort can be put into responding to the calls before the expiry of expected resolution time and providing proper clarifications. I am confident that it is possible to bring the helpline back to its good days.

**Subject: Adjusting meeting timings**

Dear Priya,

Thank you very much for including me in the developer team. I feel happy that you trust me to handle this project. I am really excited to work on this project and learn a lot from my teammates. This project is excellent for me to learn practically and gain experience.

I would like to ask you to adjust the timings of our team meetings so that all of us could brainstorm together. Currently, Roy and I are attending web sessions at 3 pm on Agile to learn more and use the learned knowledge in our project. Also, Anne from the client side wants me to update the status reports by 5 pm at the end of the day.

I really want to take part in our 3 pm team meetings and understand the views of our team members. It will help Roy and I if you could schedule our meetings at 4 pm so we would also attend them. Please think of it and let me know.

**\*\*\*\*Communicating fear\*\*\*\***

**Subject: Debugging issues**

Hi Team,

Today I was notified that our newest design contains bugs that were supposed to be removed by the previous check session. The bugs had been reported to us by the client engineers two weeks ago. I expected our team to debug them as soon as they were reported.

But they have been carried forward to the newest design. This has impacted the new design, causing considerable violations. So the work we have done on the new design for the past two weeks after the last check report is not valid anymore. It has to be redone after fixing the bugs and updating the design. This has set our schedule back by two weeks and we need to work overtime to meet the next deadline.

Thankfully, we haven’t updated the new design to the client servers yet. I am sure all of you understand the severity of this issue. I urge all of you to go through the bug reports more carefully and avoid these mistakes in the future. We have to ensure the quality of our work and monitor continuously for errors. I trust this incident will make you be more careful in the future.

**Subject: Project deadline**

Hi Team,

We are nearing our project phase 1 deadline that is on the 15th of April, 2019. I have reports from the client that we are four days behind the expected schedule. This delay can impact our deadlines for phase 2 and phase 3. It is essential for us to put more effort into the next few weeks and make sure that we deliver phase 1 on the planned deadline.

I have faith in our team and believe that we can meet this deadline. For the future deadlines, I urge you all to plan well ahead so that there will be plenty of time to recheck and tackle run time issues. We have to ensure we utilize all our skills to the utmost and deliver each phase of the project with consistent quality. We should leave no room for issues in this project and make all the required efforts to resolve issues before they reach undue priority.

Let us all work together and make sure we meet the design and checking deadlines for all phases. I am confident that we can do this and prove that our team is trustworthy.

**Subject: IMG announcement - Shredding important documents**

Dear Employee,

This mailer is to remind you to shred all unwanted papers related to your work. As per the COBC, client confidentiality is very important and employees are trusted to treat all work-related papers as confidential.

Kindly avoid throwing papers containing project related information into the dustbin without shredding them. This includes papers containing old designs, previous project release papers and client interaction records. Misuse of papers that are not properly shredded is considered as a violation of integrity. It is strongly advised to use the shredding machine provided in every ODC across all locations.

In case of any issue with the shredding machines, please contact IMG helpdesk. For detailed instructions on how to use the shredders, refer to the instructions attached with this mailer.

**Subject: Client updates**

Hi Team,

Anne and George from the client side brought to my notice that they are receiving updates only once in a week. I want to remind all of you that it is necessary to update the status of completion by the end of every day. This helps the client to keep track of the progress we are making.

Our project had a great start and there was a lot of energy from the team members in the previous months. I expect to see the same energy in the future. I have faith that you will avoid these communication gaps hereafter.

We have to correspond regularly with the client to understand their expectations and make the modifications they require. Proper interaction reduces a lot of misunderstandings and helps us resolve issues before they reach undue priority. So I urge you to send status updates to Anne and George by 6 pm every day without fail.

**Subject: Requesting lab allocation**

Dear Amanda,

Thank you for tagging me in this project. I am eager to learn and equip myself with all the skills required for this project. I would like to practice the hands-on material provided to me.

I am a rookie to this account so I want more practice on the tool we use. I have already attended ramp up meetings with the senior team members. But I still wish to try out what I’ve learned using practical lab sessions.

So I request you to allocate me a system in the K-Volt lab for practicing the Innovus tool. I am sure the lab sessions will help me gain a good knowledge of the tool. I’m looking forward to working on the lab system and improving my skills.

**Subject: TOFA maintenance**

Dear Sylvia,

Your time on floor report for the past week shows that you were inside the ODC only for 2 hours on Thursday and Friday. I think you are aware that employees are required to maintain at least 7 hours inside the ODC. While there may be an error in the capture of your Identity card, I wanted you to know this.

I am sure you are working hard for the project. I have seen good results from you in the past quarter. I urge you to make sure you swipe your card properly and avoid faulty capturing of your time details. I am certain this incident will help you understand the importance of your time details.

**Subject: Organization announcement – Tailgating**

Dear employee,

Tailgating, also known as piggybacking, is the passage of unauthorized personnel, either forced or accidental, behind that of an authorized person. This puts the property, data, and occupants of the organization at risk.

Please make sure you are not being followed by unauthorized persons into sensitive/restricted ODCs. Entry of unauthorized employees is considered a security breach and a high priority issue. It is very important to maintain the security of sensitive workplaces. Ensure that the doors close swiftly and securely after your entry into such places.

In case of any clarifications, kindly reach out to the Security helpdesk.

**\*\*\*\*Communicating anger/frustration\*\*\*\***

**Subject: Employee behavior**

Dear Akshay,

You are a very valuable resource to our team. Your technical knowledge and your contributions to the project are really good.

However, I have reports from a few members of the team that you use your native language to communicate with your teammates. While it is true that most of the people in your team speak your language, there are some people who don’t speak it. They aren't able to understand and communicate with the rest of the team. This causes discomfort and communication gaps.

So I urge you to talk in English and avoid using other languages when communicating with the team. This is to ensure that all members are comfortable with a common language. It will help us build the team and increase our productivity. I am sure you will understand this and make the effort to be inclusive of all the teammates.

**Subject: Asset replacement request**

Dear IMG team,

Thank you for responding to my previous mail and helping me troubleshoot the network connectivity errors successfully. I am happy that there are no more connectivity issues. I really appreciate your support.

Recently I raised a request for a set of headphones from the WeBuy integrated app. But the headphones issued to me have been malfunctioning ever since I received them. The volume is too low and the audio screeches at frequent intervals. This is causing concerns when I’m attending web meetings and calls with the client of my project.

When I raised a helpline ticket regarding this, I was informed that the headphones were issued to me in good condition. I was also told to pay for replacing them. I wish to insist that they have not been functioning well since they were delivered. I request you to look into this issue and help me replace my headphones with proper ones. I also trust you to clarify the condition of the headphones after running all the necessary quality checks.

**Subject: Hostile work environment**

Hi Sebastian,

I am writing to you to let you know that I have some issues in the workplace. As you know, I am the only Tamil person in our team. The rest of the team comprises Hindi and Telugu people. I find that a few Hindi teammates keep swearing at each other in Hindi. There has also been an occasion where they commented about me thinking that I didn’t understand Hindi.

When I talked to them about this, they didn’t offer an apology. Now they keep harassing me by making gestures and whispering in Hindi. I want to bring this to your notice to make sure this gets addressed. If this happens again, I would have to raise a complaint with the PSH cell. I am sure you can help me resolve this issue in an amicable way.

**Subject: Organization announcement – Proxy swiping**

Dear employee,

We have been sending mailers to all employees regarding the issue of proxy swiping across all locations. Proxy swiping is the act of using the Identity card of another employee in their absence to record their attendance in the swiping machines. This is absolutely not allowed and it is treated as a severe integrity issue.

Despite our continuous mailers, two more employees in PDC were found proxy swiping. They were terminated from the company with a clause that they will never be able to re-join our company in the future.

We have strong policies about employee integrity. Every employee has a commitment to maintain the policies of our company. We trust all employees to act responsibly and prevent these issues in the future.

If you have any queries regarding this mailer, kindly drop a mail to the Helpdesk. Let us join hands and work towards achieving our principles of honesty, satisfaction, responsibility, and passion.

**Subject: Helpline issues**

Dear HRSS team,

I recently raised a helpline ticket to ask some clarifications on the Medicine Chest policy. I gave a detailed explanation in my ticket about my questions. I also added that I had already gone through the policy in the My Information portal but couldn’t find exact answers to my queries.

I raised the ticket on November 27, 2018, and waited for staff to be assigned to my ticket. I didn’t get any response till December 5, so I escalated the ticket. Finally, on December 19, more than three weeks after I raised my ticket, I got a response asking me to call MediAssist and ask my queries. The ticket then got closed by the staff.

I called the number provided for MediAssist and had to call back repeatedly as the line was continuously engaged. At last, I was able to talk to a person who asked me my queries and simply told me to read the policy. They offered no more clarification and hung up.

I finally gave up and stopped looking for answers to my questions. I wanted to bring this to your notice and I trust you will make sure the same incident doesn’t repeat again. Please ensure the tickets have proper responses that provide clear resolutions to the employees.

**Subject: Employee out of reach**

Dear Rahul,

I congratulate you on the birth of your baby girl. I am certain she has brought great joy into your life. My hearty wishes to you.

I am aware that it is a busy time for you to be picking up office calls. However, I urge you to call Martin and share your work path details with him at the earliest. He has no access to your work path. He has been trying to call you every day for the past week but your phone number is out of reach. We faced client escalation on Monday for lack of updates. This has an impact on work continuity. Do contact Martin and help him with the details. Looking forward to seeing you after your paternity leave.

**Subject: Washroom facilities**

Dear FMG team,

I really appreciate the work of the Hygiene team who take care of the cleanliness of the washrooms. The rooms are cleaned thrice every workday and kept clean. Thank you very much for maintaining the hygiene standard so well.

There are a few facilities I wish to request for the washrooms. The women’s washrooms have no vending machines for sanitary napkins. It would be really helpful if a vending machine is set up at least in one washroom per tower.

Currently, napkins are available only for bulk sale at the cafeteria. This causes the packs to be sold out quickly and hence causes problems when they are not stocked up again. This can be resolved by using a vending machine to dispense single napkins as per the urgent needs of the employees.

Also, I request you to provide washroom cleaning facilities for at least one floor per tower during night shifts and weekend support shifts. Usually, there are no staff members available on such shifts. This causes hygiene concerns and blockages. I am confident you will look into these issues and address them effectively.

**Subject: Webinar attendance**

Hi Team,

As you all are aware, it is mandatory for people in our domain to complete training in PERL. This is to enable you to work on scripting for your projects. It will certainly help you in all the upcoming projects.

We took great effort to plan the timings of the Webinar sessions without affecting the work continuity. However, we see that only 43 of the expected 198 resources have registered for the Webinar. We’ve sent multiple reminders to all of you regarding the registration.

So we have extended the deadline for registration till March 29, 2019. Please register before the last date and select your preferred time slot. HR action will be initiated against people who don’t register without a valid reason. For any queries, please drop us a mail.

**Subject: Skill Upgradation**

Hi Team,

I’m very happy to tell you that we’re going to work on the Vixx platform for our upcoming project. This is a great opportunity for our team to work on new cutting-edge technologies.

Keeping this in mind, we have come up with a training schedule to accommodate the specific needs of the team members. Rookies will be undergoing training on the Vixx software starting from the basics. Members who need help will be trained on the various new features incorporated into the software. Apart from these sessions, members who require practice on the software are welcome to use the dedicated Vixx lab hands-on assignments that will be provided on request.

We expect all of the team members to adequately plan and utilize the resources that we’ve made available to you. I would like to urge you all to use your time effectively and upgrade your skills. I trust you all to make this project a huge success!

**Subject: Updating Trend NXT material**

Dear Competency team,

I admire your effort and hard work in maintaining the competency of all the employees using the competency qualifier assessments. I am aware of the huge work involved in designing the course material and ensuring the quality of the assessments. You deserve a lot of appreciation for your work.

I advise you to keep the material up to date. There have been a lot of new innovations in the electronics industry. We have moved to chips of faster frequencies and smaller nanometer technologies. A lot of previous design procedures have changed.

So, when employees take assessments on project skills, we find that some of the course materials are outdated. We know that the old answers to the questions are no longer in use and the new answers are not provided in the options. Revamping the material and question databases is very time-consuming. However, it is essential to revise the learning materials to keep up with the new industry standards.

I am certain that you understand the need to amend the material and include the recent advancements. This can be surely achieved in a slow but steady process.