

Sunday, March 5, 2023

Business Communication for Leaders and Managers

[BUS 5001]

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Module 1 M1A1 Assignment

**Module 1 Assignment**

Please read the following case:

Steven manages a team of 15 project managers located in 5 cities. Due to a budget cut, unnecessary overtime was suspended immediately, and supervisor must approve any future overtime. He sent the following SMS to his staff:

“*When workloads increase to a level requiring hours in excess of an employee’s regular duty assignment, and when such work is estimated to require a full shift of eight (8) hours or more on two (2) or more consecutive days, even though unscheduled days intervene, an employee’s tour of duty shall be altered so as to include the hours when such work must be done, unless an adverse impact would result from such employee’s absence from his previously scheduled assignment*”

After the message was sent, Steven’s office received 4 phone calls and 6 SMS replies asking what the message meant. What the 5 people who didn’t call or reply about the message thought is uncertain. It took a week to clarify the new policy.

Using the best practices for business communications learned in this module complete the following:

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| 1. Identify at least two aspects that were wrong in Steven’s communication.  Explain the problems and provide better alternatives. (Maximum 150 words). |
| First, the message is unclear and ambiguous. Thus, the employees wasted valuable time trying to clarify the information. We can resolve this problem using a bold and clearly written message supported by a link to the new policy document. This solution is appropriate as time and transparent information are business assets. Hence, business communications must be succinct and backed with data and proof (Nexford University, 2023).  Secondly, SMS is the wrong communication tool for this message. This tool can allow for a mix-up with the recipients' personal inbox. When we employ the same communication tool for personal and professional purposes, we must ensure that our message is professional (Nexford University, 2023). The proper tool for the message is email. It allows for quick delivery, automated replies, and “tracking for opening and reading” (Nexford University, 2023). |
| 1. Select a communication tool that fits better for Steven’s message and write a proper communication for his employees. (Maximum 50 words). |
| The best tool for this message is email. Here’s a proper message:  SUSPENSION OF UNAPPROVED OVERTIME  An employee's work schedule shall be adjusted to cover the hours for prescheduled duties unless his absence has a negative effect:  • when workloads increase above regular hours of duty assignment  • such work is estimated to require a shift of eight (8) hours and above on two (2) or more consecutive days. |

 In addition to the directions, please keep the following in mind:

* Your submission should be approximately 150 to 200 words in length,
* Save your work as a .doc, docx or pdf file type.
* Review your work and correct any spelling or grammatical errors.
* Upload your work in the submission box.
* Review the rubric to assess your work before submitting.

**REFERENCE**

Business Communication for Leaders and Managers. Basic Communication Tools. March 2023. <https://nexford.instructure.com/courses/3164/pages/module-1-basic-communication-tools?module_item_id=113350>