Effective Communication

Introduction

In this lab, you'll practice effective communication through responding to prompts for different situations you might encounter in the workplace.

Part One

In this part, you will be responding to 2 customers through email. Please read both emails thoroughly and write a response for each.

Tips

1. Take time strategizing your response, responding right away might come across as defensive.
2. Acknowledge your customer's frustration and be empathetic.
3. Be concise and factual in your response.
4. Assure the customer you are taking action.

Email One

Hi engineering team,

It has been a year since we purchased employee management software from you guys. with every release this software is getting worse, what the heck are you guys doing there?? We are encountering so many bugs with your software that it makes our life a living hell. If you can't build and test this piece of garbage you sell, please do us a favor and just stop making software. We requested a feature upgrade over a month ago and have seen no improvements or even a decent response. It is starting to feel like a big scam! We are ready to throw in the towel and buy what we need from someone else.

Sincerely,
You're about to lose a customer

John

Response for Email One

Hello Mr. John
First of all, thank you very much for working with us. I will forward your problems on the subject to the developer team immediately. I am very sorry that you have encountered such a problem, and thank you very much for informing us and for your patience. I will personally follow up on the problem myself, and get back to you.
I request you to convey your requests clearly and clearly to me via email. We will share all changes and additions with you in the form of daily reports.
Thanks again for your patience and working with us.

Respects,

Gulen

Email Two

Hello,

You **all** rock, we are users of employee management software. I would like to express how happy I **and** everyone on the team **is with** this application. We made the decision to switch your employee manager based on industry feedback **in** regard to this application. We are very pleased **with** the constant improvement to both the user experience **and** functionality of the application. Please **continue** the great work.

Best,
Jane

Response for Email One

Hello,

First of all, thank you very much for working with us. Our company is proud to have valuable clients like you.
Customer satisfaction is a top priority for us.
Your valuable opinions and suggestions help us to be more successful and productive. You can always share your suggestions and thoughts with us.

Regards,

Gulen

Part Two

Within each team and company, there are many different procedures/processes to accomplish a task. These methods were created to improve the speed, cost, and other attributes of a project. With the improvement of technology and more effective methodologies, these procedures and processes are subject to changes.

Based on the following 2 scenarios, email your boss and recommend improvements to the process (or the like).

Scenario One

On average a QA Engineer at your company spends 3-4 hours a day on running manual test cases for a UI web application in addition to spending another 3-4 hours maintaining/updating test documents for the application. Every time there is a new update or a bug fix that needs to be released, it takes the QA engineer more than a week to complete regression testing of the application. What would you recommend in this situation?

Hi

First of all, thank you very much for informing me about this issue. My advice to you is to first meet with the engineer and find out what caused the problem. Also, review your test plan and give time to the engineers working according to the test plan. New techniques and training can be offered according to needs. I'll be helpful when you need it.

Sincerely,

Gulen

Scenario Two

Your company has recently made a switch and now everyone works from home. After a few days, you noticed individuals on the team are not very responsive to messages. The project is getting behind and the part you're working on is blocked due to their lack of response. Current management has already made it a requirement for all employees to be "online" during hours recorded "on the clock" but many employees remain unresponsive. What could you do in this situation?

Hello, we are having difficulties in communication since all of the team members work from home. We are happy to work from home, but some do not respond to emails on time and do not appear online during working hours. We're having trouble communicating and I have doubts about the timely completion of the project we are working on. I'm waiting for your suggestions.

Sincerely,
Gulen

When you have written all of your responses, upload them to GitHub.