* **Position**

Dear Thomas Green,

After reading about your experiences and the choices that you have made. I dare to say that the root of your current problem now is the lack of communication between you and your superior who is Franck Davis. The fact that you were hired by Shannon McDonald and therefore bypassed Davis’s authority led to an unpleasant and unprofitable environment to work in. To rectify this, we could set objectives to pacify the relationship between you and Davis as well as learn the job of a manager. You can do that by starting to request a meeting with Davis and actively listening to his expectation. You will execute the things that he requires. Afterward, you could ask for some help from other managers as suggested by McDonald.

**Situation Analysis**

As I have mentioned earlier, you are in a delicate situation, especially with Mister Davis. Indeed, the different meetings that you had and the result of them testify to this. You thought that the things that he was saying were just mere suggestions, however, he thought of them as expectations. Therefore, a key to improving your relationship and communication is simply to listen to him and do what he asks of you.

As stated in the book “The 7 habits of highly successful people”, “Seek first to understand then to be understood.”

It means trying to see things from other viewpoints. I listen to others without interrupting. But because you are also a bright young man you should also respectfully share your ideas. It's about being confident in voicing your ideas.

* **Objectives or Goals**

We have pointed out two main roots of your current situation. Which are the lack of communication and the fact that you are new in your position with very little experience.

Setting goals is the most powerful way to improve your situation. As Thomas S. Monson said: “When performance is measured, performance improves. When performance is measured and reported, the rate of improvement accelerates.”

I would suggest that our goals would be :

* Write down all the expectations, wishes, and work that Mister Davis gives you.
* Execute the tasks that Mister David has given and report to him within 2 days of the task’s accomplishment.
* Make a connection with the other 2 managers within your work field.

* **Action Plan**

I would suggest that to achieve these objectives, you would make sure that you are bringing a block note paper and pen to your meeting. Afterward, you should hire a skillful secretary and have her update all your administrative business including your calendar, your plane ticket, and so forth…

You will also need to take the habit to write all that you do in a block note so that you can give it to your secretary, and she can forward it to Mister Davis. Make sure to have reminders on your phones to execute these tasks.

Making connections or links with other people is vital in any work. It will also enhance your work even more. A good way to make connections or friends would be to share a meal. Try to invite your co-managers once a month to a place that you particularly appreciate.

* **Evidence**

The website ProcessPa informs us on why thanks to a secretary your work could go to new heights. It says that “In any organisation, there’s someone whose job is to grab everything that falls through the cracks. To keep everyone else on track. For a sports team, it’s the Coach. In a restaurant, it’s the Head Chef. On a board of directors, it’s not the Chair. Not even the Treasurer. While those are important roles, they couldn’t do their jobs without the most key piece to the committee puzzle: the Secretary.”

So what is the Secretary’s job, then? The Secretary is responsible for four major processes:

1. Making sure meetings are organised and minuted efficiently.
2. Maintaining administration, records and governance requirements.
3. Upholding the legal requirements of the industry the committee is based in (charity law, nonprofit law, etc.).
4. Thorough communication and correspondence.

It is sure that thanks to a good secretary all your work will flow nicely.

In the “7 Highly effective habits”, it encourages us to work together with people in different background. He said that: “I'm saying this from my own experience when we trust and open to each other we get genuine insights from one another we learn from each other's experiences we forego my way in your way we instead explore the third alternative which is the better way as a whole we produce more than what we could produce individually”

This is a man that has been successful in life and he knows what he is doing. It is something that we can put to work.

* **Risk Assessment**

Even though these action items are very solid, there is still a chance that it might not work out as expected.

You might be requested to Mister Davis suddenly and therefore you cannot be prepared to listen to the meeting. In this case, try to remember the most that you can, and directly after the meeting write him a summary note asking him if that was all that he wanted you to do.

There will be times when you won’t have enough data or connection to reach your secretary. The solution to that would be to notify her beforehand when this could happen and give her directions on the steps to follow.

In a human relationship, you never know how the other will react. It might happen that they aren’t willing at all to talk to you. In this case, ask directly Mister Davis and Mister McDonald how your work could improve and ask for a referral.

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