Questions and Quotations 2

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Question: What should I do if the boss or colleague doesn’t reply me? They may do that intentionally or maybe they just forget to reply my email.

Quotation:

The goal of a negative message is to communicate the information in a way that readers can accept, to diffuse any negative emotions as far as possible, to forestall any additional communication on this topic, and to maintain the reader’s good will towards the writer (you and your organization).

I think the ability of writing negative messages is the most important skill in the working environment. It could lead to negative emotion and make conflict between each other. This book suggests us to send an email with a buffer so that the reader won’t be too emotional which is a good idea.