

Assignment

1.

- a) Purpose & Message Complexity: - Straightforward messages requiring quick responses are suited for emails or instant messaging. Complex issues requiring discussion and back-and-forth exchange might necessitate face-to-face meetings or video conferences.
- b) Audience & Recipient: Consider the recipient's availability, preferred communication style, and location. Urgent messages to a remote colleague might be best delivered via phone, while a formal announcement to the entire company might be best communicated through email or a company-wide memo.
- c) Sensitivity & Confidentiality: - For sensitive information or confidential discussions, face-to-face meetings or secure video conferencing platforms are ideal. Avoid using unsecured channels like public chat rooms or social media for confidential communication.

2. Standard Business Telephone Procedures

- a) Identify yourself and your company: When answering a call, professionally greet the caller by stating your name and company name.
- b) Be cautious and professional: Maintain a polite and helpful tone throughout the conversation.
- c) Take clear messages: If the intended recipient is unavailable, obtain the caller's name, contact information, and a brief message.
- d) Transfer calls appropriately: When transferring a call, politely ask the caller for permission and explain the transfer.

3)

Common Workplace Communication Methods

- a) Email: Widely used for transmitting information, documents, and updates.
- b) Meetings: Facilitate brainstorming, discussions, and decision-making.
- c) Instant Messaging: Enables quick exchanges and real-time communication for remote teams.

4.

- a) Punctuality: Arriving for meetings and deadlines on time demonstrates punctuality, a crucial aspect of professionalism.
- b) Etiquette: Proper workplace etiquette includes following dress codes, respecting colleagues, and maintaining a polite demeanor.
- c) Objectivity: Strive for objectivity in reports and presentations, focusing on facts and data rather than personal opinions.
- d) Prompt: Respond to emails and inquiries promptly to avoid delays and demonstrate attentiveness.
- e) Defer: If unsure about a decision or task, it's appropriate to defer to a supervisor or colleague with more expertise.