One common method of business communication I have used is email. Email allows fast, direct communication with colleagues while also providing a written record. When composing emails, it's important to use an appropriate subject line, organize your thoughts into concise paragraphs, and maintain a professional tone. Key features of effective email include being brief yet complete, proofreading before sending, and using proper email etiquette like greetings and closings.

I recently sent my manager an email to ask for an adjustment in my schedule for the coming week so I could attend to a personal situation. I took sure to outline my justifications and address any potential effects on the team. I provided alternative solutions, like making up hours another week, to show I aimed to minimize disruption. After sending the email, I received a prompt reply from my manager letting me know my request was approved. She appreciated me sending the request well in advance and providing a plan to accommodate the schedule change. This positive feedback showed that being organized, clear, and solution-oriented in my email communicated my situation effectively.

In retrospect, the email could have been improved with more specificity about my availability to work slightly different hours on certain days as an alternative solution. Providing more helpful details and alternatives upfront may have strengthened my request and prevented additional follow-up emails to finalize the schedule. Overall, applying principles like conciseness, clarity, and professionalism helped make my email successful.

References:

Business Communication for Success. (2012). https://saylordotorg.github.io/text_business-communication-for-success/

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