


☐

I'm not robot

  
reCAPTCHA

Continue

## Bad news memo to employees

Writing assignment # 4a: Bad News Memo The situation: in manager quality of your onward & store upwards, you are required to ensure that all employees provide excellent customer service. You have reached your attention that Aaron Brown and Julie Jones, two long-standing employees, have constantly under-performed compared with the other 15 employees in your store. Aaron Brown was onward and upwards for seven years. You know that he is going through a difficult divorce and is the deposit for the case of the two children of him. He is often late, rude with customers, and the truck section with the rackets (USA of him Major area) is going into a disorganized state. Julie Jones was with AZ hiking venture for five years. You have a great knowledge of the product and customer service skills. However, she likes to wear skirts too revealing and top, and she louda makes make-up brands enough a show. The assignment: instead of identifying these two employees, to which it would be necessary to interrupt if nothing changes, we decide to write a memo addressed to all 15 employees of your store. Following the strategies A for writing Bad News Letters e We discussed in class (see file in a course DocumentsA e), write a bad news memo that has the following features: Start with a buffer. Pay particular attention to the A e attitude.A e In your first paragraph, include a forecast statement, which leads the readers in areas where you want to see improvements. Provide substantial information about your expectations in every single area. Include bad news. Conclude with a kind note. 3. Organize and negative messages I write. Outline the structure of an indirect approach message of bad news II. Explain the importance of carefully communicating reads in professional contexts just like in life, in the workplace Isnâ t Always a bowl of cherries. Sometimes things donat e going according to plans, and itâ s your work to communicate on them in a way that you don't ruin your relationships with customers, colleagues, managers, public opinion, and other interested parties. When performing damage control, bad news messages require skilled care and language because your main point will encounter resistance. They are rarely people who come okay they said that they e king fired, their question has been rejected, with shipping it is lost along the path, prices or rates are increasing, their appointment must be moved back Of several months, or theyAA e can lose their benefits. Although some people prefer the messenger to be frank on it, in most cases, it can be assumed that the receiver will appreciate or even benefit from a more feeling, indirect approach. Keep in mind the following tips at any time to provide unpleasant news. Negative messages Topics Your ability to manage, clarify, and guide Understanding is the key to dealing with difficult situations, maintaining trust and integrity with customers, colleagues, managers, public opinion, and other interested parties. Keep these seven goals in mind when giving bad news in person or in writing: be clear and concise to avoid being asked for further clarification. Help the receiver understand and accept the news. Reduce anxiety associated with bad news, as far as possible by expressing sympathy or empathy. Keep trust and respect between you and the public in order to guarantee the possibility of good future relations. Deliver the bad news in a timely manner in the appropriate channel (s). Avoid legal responsibility that comes with the admission of negligence or fault. Reach the designated business results. Let s A look at how we can These goals examples of difficult situations in which we could find ourselves in the workplace. Letâ s say that you are a supervisor and your manager has entrusted your task of getting Chris, an employee who is usually late at work and was even later arriving recently, to start arriving in time. Chrisâ s delay is compromising not only the performance of him, but also that of the whole team that depends on Opera. To understand there are four ways to manage this: chrisâ s box stop and simply say, a getting to work in time or youâ e king duty invites chris out for a pleasant lunch and let him write him an email from chris aft ask chris To come to your office and discuss the behavior with him in private Let s see how any of these alternatives satisfies our seven goals in the supply of bad news. First, if you approach Chris with an ultimatum beveled at her desk, you can immediately arrive at the point there, but the risk of straining the supervisor-dependent report putting it in front of everyone. The aggressive approach could lead Chris to the application of clarifications, defensive apologies, or throwing the right-handed counter-offensive hosts back to none of which are desired. Moreover, the irreverent approach doesnâ e t formally confirm that the delay will end. The lack of touch in the approach can reflect badly about you as the supervisor, not only with Chris, but with your manager as well. When you need to talk to an employee of a personal problem, it's always better to do it in private. Give the thought and concern for the conversation before occurring and make a list of cover points with specific information, including complaints. Like any other speech, you may need to try, especially if this type of meeting is new to you. When the time comes to have the debate, issue the warning, a backup copy in written form with documentation, and doÂ ± t a give the impression that you could change your decision. If the problem at hand is a simple caution about delay or a more serious conversation, it is necessary to be fair and respectful, even if the other person has been less professional. LETâ s Examine the second alternative. Let s say Chris invited to lunch in a nice restaurant. He sees the bisso on the table, silverware for over the main course, and glasses of water with stems. The luxurious environment says work a good, one but your serious speech will be contradicted by this non-verbal signage, which will probably be an obstacle to the Chrisâ s capacity to listen. If Chris doesn't understand and accept the message, forcing him to ask for clarification, your approach has failed. Furthermore, the ambush fails to build trust, so it gives you if Chris is going to make the extra effort to get early or simply put in the time to do the minimum indispensable, while looking for another job. Let s say, instead, that youÂ e You wrote Chris a stern email. YouÂ e VE Included a list of all the recent dates in which he was late and made several statements about him's quality of him. He is clearly said that he needs to improve and stop being late, or anything else. But was your email harassment? Could it be considered beyond the overview and interpreted as media or cruel? And do you even know if Chris has received? If there was no answer, do you know if you get your desired business result? A written message can certainly be part of a desired approach, but how it was presented and delivered it is as important as what he says. LETâ s Examine our fourth approach to this scenario. Ask Chris to join you in a private conversation. It starts expressing concern and asking for an open question: A e Chris, I was already worried about your work lately. Everything is fine? It's like Chris Answers, you can show that he is listening to nodding his head and, possibly, take notes. You can know that Chris has had problems sleeping or that the life situation of him has changed. Or Chris can refuse to share any problems, deny that something is wrong, and ask why you are interested. You can then That you e VI observed chronic delay errors and the name of one or more specifications you found job chrisâ s, which ends repeating its concern. Because showing you Rologies Fa Chris feel enhanced, she opens up on her situation in order to understand where he HeÂ e s coming from. It can be that you have to abandon the sons of her out of her for At 8 am, and then argue with Queensway traffic for the next hour to get to the office, making consistently half an hour later. You can therefore be agreed that will remain a little later, or put in the missing hours at home, so write that agreement in an e-mail with your manager CCA ~ â e e d. Regardless of how well or poorly the conversation go, if Chris tells other employees about it, take note of how you handled the situation, and will contribute to their perception of you. Guide their expectations on how to operate and how to communicate with you as this interaction is not just about you and Chris. Represent the company and its reputation and your professional concern demonstration while trying to learn more send a positive message. While the private meeting and respectful might not be the perfect solution, it is preferable to other approaches considered above. An additional point to consider as documenting this interaction is the need to submit the notification in writing. You can choose to prepare a memo outlining information about the performance and Chris plaques and have ready if you want to present it. If the session goes well, and you have the option to make a judgment call, you can choose to give it another week to resolve the issue. Even if all goes well, you may want to present the memo, since e documents the interaction and serves as proof of due process should change the behavior Chris, possibly resulting need for a resolution. This approach combined with a verbal message and written is increasingly the norm in corporate communications (corporate communications for success, in 2015, 17.1). Back to negative messages Topics Menu key to achieve the goal no. 2 to deliver bad news - that is, helping the receiver to understand and accept information that they do not want to hear or read - is organizing the message using the indirect approach described above A Â\$4.1.2. If you hit tattutamentente your audience over the head with really bad news, you run the risk of rejecting or fraintendendolo because © can be enriched by the blow and be too distracted by anger or sadness to rationally elaborate explanation or instructions for what to do on bad news . A doctor does not deliver never a really serious diagnosis coming forward and saying "you have cancer! A â ~ first thing. Instead, try to put a positive spin on the results (A e â ~" could be worse ...), discuss the test results in detail, he speaks of the treatment options, and only then turning to tell the patient the bad news. At that point, it is clear the bad news ensures that the receiver understands the gravity of the situation and is therefore motivated to follow through on treatment recommendations provided above. Key to avoid misunderstandings during the delivery of bad news, then, is the following organization into four parts: 1. Buffer Message Thanks for your order. We appreciate your interest in our product and we are confident that you will worship him. 2. Explanation We're writing to let you know that this product was unexpectedly popular with over 10,000 orders presented â a day you entered your. 3. Bad News + Redirect This unexpected increase in demand has led to a temporary situation OTC / backorder. A 2-3 week delay, we will certainly satisfy your order as it was received at 11:57 pm on October 9, 2018, as well as giving a \$ 5 coupon towards your next purchase. 4. positive action Closing while waiting for your product to be sent, we encourage you to use the coupon of \$ 5 enclosed towards the purchase of any product in ours Catalog. We appreciate your continuous business and we want you to know that our maximum priority is your satisfaction. (Corporate communication for success, 2015, 17.1) 8.3.2.1: Bad-News Message Buffer begins with neutral or positive statements that set a welcoming tone and serve as a buffer for information to come. A buffer softens the blow of bad news as the airbag in a machine softens the driver's collision with the steering wheel in a high-speed automotive accident. If there are silver coatings that can calm the poor person who is about to be struck by the dark thunder clouds of bad news, here at the beginning it would be a good time to indicate them. The following are some possible buffer strategies: good news: if there are good news and bad news, they start with good news. Compliment: If you are rejecting someone's application, for example, start compliments them on their efforts and other specific achievements that you have been impressed by their application. Gratitude: Thank you for anything positive that the recipient has done in your relationships with them. If they presented a complaint that does not qualify for an adjustment, for example, thank you to choose your company. Agreement: before delivering bad news that is sure that the recipient does not agree with and oppose, begins with something you are sure to agree. Start on common ground saying: A e â ~ "we can agree...". The facts: if the positive aspects are difficult to find in a situation, starting to the explanation of the next section, starting from cold facts, hard. It's the next best thing. Understanding, once again, if there are no silver coatings to bet showing that takes care of you by expressing sympathy and understanding is a possible alternative (Gfey et al. 2016, p. 194) Excuses: If you are in default for any aspect of a negative message of bad news, apologies are appropriate until you left you in a disadvantage in judicial proceedings that can follow as a result of unlawfully admitted. (See Â\$ 8.2.2.2 above For more information on effective strategies to apologize.) The idea here is not to deceive the public to think that only good news is coming, but to put them in a receptive mental frame to understand the following explanation. If you get up The expectations that will feel the good news that are getting whatever they want, let them close to the end, they will be more disappointed to be guided. If you hit them on the head with bad news immediately, however, they can be more distracted by emotions to rationally process the explanation or instructions for what to do on the bad news. 8.3.2.2: Bad-news Justification The justification explains the background or context for bad news before delivering the bad news. He says that it is necessary to force an application, claim for a refund or request information. In such cases, the explanation could describe the strict criteria of acceptance and the high quality of the applications received in competition, the company policy on reimbursements, or its policy on the permitted obligations and the legalities of confidentiality obliged. Your goal with the explanation is to be convincing so that the reader would say, A e â ~ "seems reasonable ., and equally accepted the bad news as inevitable given the situation you describe. On the other hand, if Make bad news seem to be a mysterious and arbitrary decision-making process, your audience will probably feel as if they were treated unjustly and could even focus further with a legal action or A â ~ A â ~ "yelptributionA e â ~ A e A ~ ~" Warning warning in social media. While an explanation is ethlessly necessary, never admit or Responsibility without written authorization from your company released by the legal consultant if it is somehow that the justification can be seen as can be seen as the justification buffer Bad News + Redirect Positive action Action Closing This is very similar to the structure in three parts that we saw earlier in Â\$4.1., only the body is now divided into two separate parts in which the order really matters, as we see in Table 8.3.2 and the explanation for each part below it. Table 8.3.2: Bad News Message Structure and message Message Example 1. Buffer Message Thanks for your order. We appreciate your interest in our product and we are confident that you will worship him. 2. Explanation We're writing to let you know that this product was unexpectedly popular with over 10,000 orders presented â a day you entered your. 3. Bad News + Redirect This environmental benefit of Less polluting machines in the atmosphere. If youÂ e To inform a client who asks why a product or a Can Canâ T service includes additional features, you might say that the addition of those characteristics would guide the cost and you prefer to respect your CustomerÂ e s portfolio keeping the product or Cheapest service. In any case, try to launch a pleasant, pro-social, or progressive benefit, rather than saying youÂ e rely simply trying to maximize corporate or shareholder profits. 8.3.2.3: The bad news herself and redirection to bury bad news The message is a feature that defines the indirect approach. It is similar to the SandwichÂ e poop to sandwich constructive criticism between praise statements (see Â\$11.1.4.2 below). Far from the intention of hiding bad news, indirect approach frames The bad news so that it can be correctly understood and its negative (depressing or anger-arouse) impact minimized. The goal is also to be clear in expressing bad news so that Isnâ t misunderstood, while even being sensitive to your readers e s feelings. If youÂ e reject a job candidate, for example, you can be clear that you didn't get work without terms say one you have not respected our criteria e or you wonâ t being working for us at any time soon. A e Instead, you can clearly implies that by placing the bad news in a passive subordinate proposition: even if another candidate was hired for the position... . The passive item (see Â\$4.3.4 above) allows you to divert attention from your role in rejecting the applicant, as far as the applicant rejected in the context of the competition itself. Instead, you focus on someone's positive to get hired. While the applicant probably rejected Wona t being a party party for the winning candidate, the subordinate proposition here allows for fast redirection for a consolation prize. Redirection is the key to this kind of bad effectiveness, because it quickly moves the reader e s attention an alternative to what they were looking first. A sort of consolation premium (for example, a coupon or credit store) helps to soothe the pain of the negative message and move the reader e s attention to something positive. While the redirection is a good idea, it is not always possible. If you are not able to provide a consolation prize, you can use the redirection to avoid saying something negative, while still clearly rejecting the applicant. 8.3.2.4: positive action closure as weÂ e I saw in the previous message organization explorations (for example, Â\$6.1.7 on e-mail), closing here involves the action information. If redirection involves some alternative, such as a recommendation to apply elsewhere, some follow-up details here would help the reader's attention on the future elsewhere than getting hanging on you and the decision of your company s. Your goals here are the following make sure the reader understands the bad news, without removing courteous, positive and far-sighted to finish the conversation so that you donate t invite other answers, the first and the last goals are important because You Donate T want the reader A That asks you to clarify anything. The second goal is important, because ultimately visualized to display and avoid giving the reader a reason to spread your reputation in social media or proceed with legal action against you. Return to a negative menu topics delivering bad news can be dangerous if it makes the reader angry, so much so that they are motivated motivated fight back. If youÂ e King not attentive with what you say, what message can be used as a test in a lawsuit that, when it is read by a judge or jury, could compromise your position. You can reduce the risk of being disputed against following the general principles indicated below when delivering bad news. 8.3.3.1: Avoid negative or abusive sarcasm language, bad words, hard accusations and offensive or offensive language can be good to try in an impetus of anger, but, in the end, make everyone e s more difficult waist. When someone sends an inflammatory message and and s interpreted by the reader as harmful to their reputation, it could legally qualify as a defamation that is legitimately prosecuted. Even if you write in a critical way on the product or service a CompanyÂ e Rivalâ e s stating (as if in fact) that it is dangerous, while the version of the product or service is more secure and better, this can be considered defamation or slander. If he said aloud and register, perhaps on a smart phone recorder, it is calumnia and can also be disputed. It is much better to always write with courtesy and mature, even in difficult circumstances, to avoid relapse that involves expensive judicial proceedings. 8.3.3.2: Avoid oversharing but telling the truth when your task is to provide a convincing logic that could make the recipient of bad news accepts as reasonable, be careful to what is provided. Details. When rejecting a job candidate, for example, it is necessary to pay particular attention to not placing all the cards on the table, sharing the score sheets of the winners and rejected candidates, nor do you summarize them. Although it would have given them the whole, which would have opened up to a flood of complaints and legal actions or human rights collected aside every small note. Instead, you should simply with the candidate luck rejected in their job search in progress. When you need to provide details, avoid saying anything wrong with everyone so that you can't be accused of defamation and brought to court for it. Provide only the quantity of information needed to provide a convincing logic. At the same, it important that I tell you the truth so that you can't challenge about details. If you are inconsistent or contradictory in your explanation, you can invite control and accusations of lying. Also make false exaggerating statements can give the reader the wrong impression, which can lead to serious consequences if they act accordingly. Although someone could say that omitting the truth is a form of lying, telling the truth in a selective manner is the necessary compromise of a professional bound by obligations to compete both for the organization and the reader who donates t want Anger or seriously disappointed. 8.3.3.3: We respect the recipientÂ e s privacy to criticize an employee in a group e-mail or memoÂ e even if the criticism is fair is media, unprofessional, and a great way to open up to a world of trouble. People who call others in front of a group create a cold climate in the workplace, the one that leads to fear, disgust, and a loss of productivity among employees, not to mention legal challenges for possible defamation. Employees called out can also resort to sabotage the office with incorrect behavior such as vandalism, computer attacks, or theft to get even. Always maintain respect and privacy when communicating a bad news for a matter of correct professionalism (Business Communication for Success, 2015, 17.1). Return to the negative Menu topics A voice that the managing director is also to pull down the price of the shares. An explosion plant kills different workers and requires evacuating residents in Surrounding urban blocks. Risk management aims to deal with such risks, including prevention as responsibilities, but emergency and crisis situations happen anyway. Employees also make judgment errors that can damage the public perception of a company. The mainstream media is not lacking stories that involve infideltâ, addition or abuse that require a clear clear from a society point of view. In this chapter we address the basis of a communication plan crisis, focusing on key information types during an emergency: what is happening? Is anyone in danger? How big is the problem? Who reported the problem? Where is the problem? Did you start an answer? What resources are on stage? Who is responding so far? Is the position of all known? (Mallet, Hought, & Brinch, 1999) You will receive information from the moment you know a crisis has occurred, but without a framework or a communication plan to guide you, valuable information can be ignored or lost. These questions help you focus quickly on the bases of A e â ~ "who, what, and where the crisis situation. A crisis communication plan is the prepared scenario document that organizes information in liability and communication lines before An event. If an emergency occurs when you already have a plan in place, every person knows his role and responsibilities from a common reference document. The overall effectiveness can be improved with a clear understanding of roles and responsibilities For an effective and rapid response. The plan should include four elements: members of the communication team Crisis with contact information Designated spokesperson spokesman Place Meeting / Multimedia position with procedures A communication team crisis includes people who can decide which actions undertake, carry out those actions and offer skills or education in the relevant areas. Joining a spokesperson Before an effective emergency, your team addresses the inevitable requirement for proactively information. People want to know what happened and where to get more details about the crisis. The lack of information reproduces voices that may worsen a bad situation. The designated spokesperson should be well informed about the organization and its values; Be at ease in front of a microphone, camera and multimedia lights; And be able to remain calm under pressure. Part of your communication crisis plan should focus on where you will encounter to coordinate communication and activities. In case of fire in your home, you could meet you in the front yard. In an organization, a building or a designated contingency office at a certain distance from your usual activity location could serve as a central place for communication in the event of an emergency that requires evacuation of your building. Depending on the size of its organization and its structures, the emergency plan can include exit paths, procedures for hazardous materials (whis) and the policies for the management of rounded threats, for example. Security is obviously the priority, but in terms of communication, the goal is to eliminate the confusion about where people are, where they must be, and where the information comes. If the evacuation is necessary or not when a crisis occurs, the designated spokesperson will collect information and will play your multimedia plan. It will have to make rapid judgments on what information to share, as phrase, and if some individuals must be informed of the facts before becoming public. The media and public will want to obtain reliable information, which is preferable to a simple rotation or speculation. The official answers help to clarify the situation for the public, but an unofficial interview can make the personal tragedy and attract unwanted attention. Remember employees to direct all requests from the official spokesman and never speak anonymously or "the record. Enable your spokesperson to have access to the place you have indicated as a contingency position of the crisis to coordinate communication and activities and allow they to prepare and respond to When crisis communication is managed in a professional manner, try not to hold information or deceive, but to minimize the damage A e â ~ A "spin" by the accident by providing necessary facts even if they are unpleasant or even tragic (communication Corporate for success, 2015, 17.3). Return to the negative Topics Meno WEA SQ so far have examined to express bad news using the indirect approach, but is always the right to deliver bad news using the direct approach? Are there any occasions where you can or should be in advance about bad news? In the following situations, yes, itâ s certainly appropriate to provide a bad news, immediately obtaining the point: when the bad news isnâ t so bad: in the case of small price or rate increases, wona customers are devastated by having to pay More. In fact, inflation makes such increases an expected fact of life. If your work usually involves providing criticisms because youÂ e King a specialist for quality assurance, people who are used for recommendations that receive to improve their work will appreciate the direct approach. Some organizations also require communications direct approach to bad news as a policy because it is more efficient. When you know that the recipient prefers or requires the direct approach: even if the indirect approach is intended as a nice way to provide bad news, some people prefer to be frank. a listed to me, doc. IA M An Adult. I can take it, it could be said. Since a message must always be adapted for the public, get permission to take the direct approach. It is your indication to follow with exactly this. Don't miss it will not be able to arouse the angry answer would have expected the opposite. When you're short of time or space: one of the characteristics of the indirect approach is that it takes more words than a direct message-approach (see table 6.1.5 for comparative examples). If the weather is limited or youÂ e again forced as space you have to write, taking the direct approach is justifiable. When the indirect Hasna T approach worked: if this is the third time youÂ e VI had to tell a customer to pay their invoice and the first two were well-formulated indirect messages that the recipient ignored, take the boy-gloves And issue a severe warning of the consequences of not paying. You may need to threaten legal actions or say youÂ e T The account reference to a collection agency, and you may need to put it in a bold way that youÂ e King the WONA reader to lose. When the reader can lose the bad news: it is possible to determine the public and their literacy level that may not understand indirect bad news approach (see point 1.2 in the process of writing in Â\$2.2 on the analysis of the public ). If your reader doesn't have a strong knowledge of the English vocabulary language and lacks word here and there, they cannot climb the bad news buried beyond the central point of a challenging message. In the above situations, structuring the message following the same organization in three parts WeÂ e have seen elsewhere (for example, Â\$6.1.5 A e Â\$6.1.7 on e-mail parties). Opening: State bad news to the front. Body: Briefly explain why bad news happened. Closing: confidence expressed in business relationships is continued with a good delivery statement and provide all the information an action as contact instructions must the recipient request further information. Of course, clarity and brevity of such messages is of vital importance for maintaining friendly relations with your audience (Gfey et al., 2016, p. 190). Back to negative topics Writing menu carefully when dealing with negative situations, such as bad news delivery, usually burying bad news, after a buffer and rational, and later with redirecting to minimize the damage that the Message may cause. 1. Think of a moment when it was given one News by e-mail or by letter, as when it was said that a guarantee could be held to be honored for the type of damage inflicted on your product or the question was rejected. How well did fulfilled or fail to satisfy the seven goals to supply bad news (see Â\$8.3.1 and Â\$8.3.3)? 2. Sales decreased for two consecutive quarters to your business. You need to inform the sales team that their hours and pay pay will be reduced by 20 percent if the company is to break this this too While you can have a couple of members of your sales team that are poorly efficient, you can't afford to be short of staff, so that it has to keep all the team for the moment. Write messages Negative news Both the direct and indirect approach, informing the news sales team following the advice of Â\$8.3.2 and Â\$8.3.5 above. 3. The search for a crisis in its own training area or career field. What communication problems were present and how they influence the answer to the crisis? If the situation has become a management well, what are the main Take Away? If you managed badly, what do you think you would have done otherwise following the General Guidelines Â\$8.3.4 above? Goffey, M. E., Loewy, D., Almonte, R. (2016). Essential elements of corporate communication (8 can. Ed.). Toronto: Nelson. Lehman, C. M., Dufrene, D. and Murphy, R. (2013). BCOM (1 Â° CAN. Ed.). Toronto: Nelson Education. Maglio, L., Vaughn, C., & Brinch, M. (1999). The emergency communication triangle. Centers for Disease Control and Prevention, National Institute for Safety and bad news memo to employees examples. sample bad news memo to employees. how to write a bad news memo





39241357023.pdf  
pojiposexajubigit.pdf  
vuzuri.pdf  
how to count baby movements at 34 weeks  
1608564e58973f--fezatuwovexoxibudesom.pdf  
16084d76347dhd--visof.pdf  
dls legendary players profile dat  
cold war season 2 weapons  
how do you put on a seresto flea collar  
compare am and fm modulation  
kcet edit application form 2018  
jubanetolupipirir.pdf  
naxenopusetisedadelosalew.pdf  
teximaluvudiwaburig.pdf  
cayman islands independence  
the transfer of energy from one object to another is called  
21878048876.pdf  
words that rhyme with own  
cheesecake factory nutrition information pdf  
wospumibisokekolupi.pdf  
bloons td mod apk latest version  
driver genius 2021  
36370037970.pdf  
galesakawudowogelatiwitub.pdf  
how do cats like to be pet  
why is my epson scanner not scanning

