

BUSINESS COMMUNICATION TASK

STUDENT 01: SYED MUHAMMAD TAIMOOR

ROLL NO: CS - 031

STUDENT 02: DANIYAL AMIR

ROLL NO: CS - 010

BATCH: 2020

SEC: A

COURSE CODE: HS - 218

COURSE TEACHER: MS. SYEDA RIFA ANJUM

**DEPARTMENT: COMPUTER AND
INFORMATION SYSTEMS ENGINEERING**

Q. Select a work-related scenario to deliver negative news.

There is a senior employee who is assigned a Project Manager position named Mr. Daniyal. While doing the project, he was having a harsh attitude towards his juniors and he was continuously disrespecting them over their small mistakes.

The junior employees who are working under the Project Manager were complaining to CEO of the company, Mr. Taimoor. After receiving the complaints day by day about their behavior and working style, the CEO has come to the conclusion is to demote the Mr. Daniyal from the Project Manager position to junior position.

Q. Decide whether you are going with direct/indirect approach? (Reason for selecting one).

I am going with the direct approach toward the Mr. Daniyal because his behavior and actions are not tolerable and against the laws of the company. Due to harsh attitude, company's reputation and pride is being damaged and because of the behavior, the company could not accomplish the task on time.

Q. Are you going with "In person" or "In writing".

I am going in person with Mr. Daniyal. The reason behind this approach is that I will talk to him personally about the issue he is facing, is he in depressed situation or any other problem, as he is one of the good employees and it is not in his nature to behave and treat other employees in such a rude way. Due to his harsh attitude and continuously breaching the laws, he will have to face the consequences as the example for others.

Q. Make sure your approach and messages are aligned with the provided checklist.

Mr. Daniyal, as you are a responsible employee of the company and your achievements are also recognizable for the company, but your earlier behavior and attitude in the past couple of months towards the juniors on the project as the Project Manager is unacceptable and due to your negative attitude, the project could not be delivered on time and the company had a big loss. Is there any reason behind this behavior, because it is uncharacteristically of your nature?

Mr. Daniyal, as you are continuously breaching the laws of the company and many complaints have been received against you, in order to take the company's state of laws into consideration, you are being demoted from your Project Manager position and removed from all the projects on immediate and now you are working as a junior employee.

Q. Answer Q4.

(You have observed and documented an employee being late and taking long breaks for the past two weeks. Write out a brief summary of the conversation you need to have. You may be assigned to another classmate for a role-playing exercise. Share and compare with your classmates.)

Conversation can start out while having lunch/dinner. Have a friendly/casual conversation with your employee asking his/her about his/her day. Then ask about how work has been going.

Me: How is your day, Harry?

Employee/Harry: It has been okay, what about you?

Me: I am having a good day, the food is good, isn't it?

Harry: Yeah, it's delicious, just what I needed.

Me: So, Harry, how has been your work going?

Harry: It's going alright

Me: I didn't see you at office the last 2 days, everything alright?

Harry: Yes, everything's fine, I had a 2 day leave for some home commitments.

Me: Harry, is there something you are hiding from me?

Harry: No, why would I? (mutters)

Me: Harry, you know I have been observing you for the past 2 weeks. You have been late for work and sometimes not even showed up. Please tell me if there's something wrong. Let me see if I can fix anything.

Harry: Ahh, yes you are right. For the past 2 weeks I have been constantly having mental stress as I've got to know that I would need to have a chest operation soon, which is very risky. Hence, it's been very hard for me to be punctual for the past 2 weeks. I am sorry for the inconvenience caused by me.

Me: OH Harry (getting emotional), you should have told me, it's alright, don't worry, everything will be fine. Clearly, you are not in the framework of mind to work right now, I will be processing a week leave for you so can take some time off and get in the right frame of mind before you come back and don't you worry about the operation, we have the world's best doctors, it's going to go fine and you will come out better than ever.

Harry: Thank you so much for your support. This was just what I needed.

Me: Please just do me a favor, next time do share such things with me beforehand. After all, I am here to help you all.

Harry: Yes of course, thank you once again.

Q. Research a crisis in your area of training or career field.

Scenario:

Daniyal Amir, a Senior Project Manager has been assigned a project by his CEO, Syed Muhammad Taimoor. Being the most senior employee in the project, Daniyal Amir is taking full advantage of seniority and employing a very cocky and harsh attitude towards his fellow junior members working for the project. He is forgetting his roles and responsibilities as a Senior Project Manager and instead of leading from the front and being a role model for the juniors, he is relaxing and expecting work to happen just by itself. The junior employees file a complaint against the Project Manager to the Boss. After receiving several complaints against the Project Manager, the Boss Syed Muhammad Taimoor declares halts the project and decides to look into the situation and sets up a 7-member committee/ response team to look into the situation.

Q. What communication issues were present and how did they affect the response to the crisis?

The response team starts looking up in the situation and holds meeting with the junior employees on individual basis. The employees are of the view that the Senior Project Manager approaches them with a very cruel attitude and expects results in a very short span of time. They also then hold a meeting with the Senior Project Manager and also inquire about the progress of the project. The project is clearly off track and costing the company not only huge amounts of money but also its reputation. The Senior Project Manager is of the view that some of the junior workers don't truly listen to him and are having a non-serious attitude towards their work, some juniors behave like they know the message before he finishes and thus, they don't pay attention to him while some misinterpret the message conveyed to them which according to him is unacceptable at this level. All this leads to him adopting a strict attitude towards his junior workers.

The response team then asks for the CCTV footages of the workplace. After the investigation is completed, Senior Project Manager is deemed guilty and is demoted from his position on the basis of lack of professionalism and unethical behavior towards his juniors and withdrawn from the current project with immediate effect. All junior employees are also sent warnings against adopting casual attitude towards works and be loyal to their work, else face potential termination.

Q. If the situation was handled well, what are the major takeaways?

While assigning projects, it is better to assign roles and responsibilities in several hands rather than accumulation of power in one hand to avoid facing situations like the one discussed above. Always try to keep a friendly workplace environment where everyone is respected and treated as equal. Hence, all workers especially juniors will enjoy working as part of the team and everyone will strive to do well leading to ultimate success of the project and the company as a whole. Also, strict rules and regulations regarding professionalism should be laid in the company and only employees willing to work for the best interests of the company will be allowed to work and will be granted incentives for their performances.

Q. If handled poorly, what do you think you would have done differently following the general guidelines in §8.3.4 above?

In addition to demoting and removing the Senior Project Manager from the project, all junior members would also be removed and would take no longer part in this project. A new set of managers and staff will be assigned this project looking for a new and a fresh beginning.