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| Kean seal | **Course Code:** COMM 3590  **Course Title:** COM3590 Business & Professional Communication  **Assignment Guidance:** Leader-Member Communication |  |

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| **Points** | 30 |
| **Other instructions** | Submit as a WORD |

**INSTRUCTIONS**

Situation:

Jasmine is a junior accountant in her company, under the supervision of her manager, Paul. Recently, Janice felt Paul has been unfair in task distribution and always being harsh to her in their conversations. Janice is concerned and decides to bring this to their boss, Sarah.

Choose **2** types of responses in Emphatic Listening & design the situation that’s going to take place between Janice and Sarah for each of the responses that Sarah is going to have. Please include the conversation between the two of them.

Please include an introduction and conclusion in your work.

Include at least **3** references in your work.

Format: 2-3 pages (excluding references), double spacing, APA style

**SafeAssign:**

SafeAssign is a leading plagiarism-checking tool. You are required to use the SafeAssign tool in Bb to submit all written assignments. Keep your Similarity Report **<20%**. When you submit an assignment, SafeAssign will generate a report for you: use the SafeAssign report to avoid potential plagiarism. You can submit and resubmit your assignments in SafeAssign **3 times** until the deadline. Plagiarism, intentional or unintentional, earns an F on the assignment. You cannot redo a plagiarized assignment.

**Late Submission:**

Late assignments will be penalized 10% for each day they’re late until they’re no longer accepted.

**GRADING RUBRIC**

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| CRITERIA | NOVICE | COMPETENT | PROFICIENT |  |
| Situation 1 | **0-3** | **4-7** | **8-10** |  |
| * Insufficient information and unclear explanation on the situation * The situation portrayed is not relevant to the responses chosen | * Rather sufficient information and clear explanation on the situations * The situation portrayed is somehow suitable relevant to the responses chosen | * Sufficient information and clear explanation, lively portray of the situation * The situation portrayed the responses chosen accurately |
| Situation 2 | **0-3** | **4-7** | **8-10** |  |
| * Insufficient information and unclear explanation on the situation * The situation portrayed is not relevant to the responses chosen | * Rather sufficient information and clear explanation on the situations * The situation portrayed is somehow suitable relevant to the responses chosen | * Sufficient information and clear explanation, lively portray of the situation * The situation portrayed the responses chosen accurately |
| Introduction & Conclusion | **0-1** | **2-3** | **4-5** |  |
| * Introduction & conclusion are missing/incomplete | * Introduction & conclusion are present, but introduction didn’t explain the responses/ not well-concluded | * Clear introduction to lead readers to the body and well-concluded conclusion to summarize the work |
| Mechanics & Referencing | **0-1** | **2-3** | **4-5** |  |
| * No evidence of editing or proofreading, a lot of grammatical errors * No reference used | * Most content are edited and proofread, some errors in grammar & mechanics * Use < 3 references / some references are not properly cited according to APA style | * Well-edited and proofread, no apparent errors in grammar & mechanics * Use at least 3 references & all properly cited according to APA style |