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**Assignment : ENG201 ( 1 )**

**Question no 1**

**Choose any two of the seven Cs (e.g., Courtesy, Completeness) and provide one real-life example against each C where the lack of that element caused miscommunication. Furthermore, describe how the situation could be improved.**

**1. Clarity**

Example: In a work meeting, a manager assigned a task to a team member without specifying the exact deadline or what was expected in terms of deliverables. The instruction was, “Please handle the report.” The team member, assuming it was a routine report, didn’t prioritize it, leading to delays when the manager expected it urgently.

Impact of Lack of Clarity: The lack of clarity resulted in a misunderstanding of the task's urgency and scope, ultimately leading to a delay in project deliverables.   
  
Improvement: The manager could improve clarity by specifying details such as: “Please complete the quarterly sales report by Friday at noon, including detailed sales data analysis.” This clear instruction helps the team member understand the urgency and the expected content, reducing the chance of miscommunication.

**2. Completeness**

Example: A project manager asked their team to "complete the monthly report" without specifying what data should be included. The team assumed it was just a high-level summary, while the manager expected an in-depth analysis with specific metrics. As a result, the team submitted a summary, and the manager was disappointed due to the lack of detailed information.

Impact of Lack of Completeness: The absence of complete instructions led to a mismatch in expectations, requiring the team to redo the report, causing unnecessary frustration and delays.

Improvement: The project manager could ensure completeness by specifying, “Please include sales, marketing, and customer engagement metrics for the month, along with any insights or trends you've noticed.” This way, the team has a clear understanding of what to include, saving time and ensuring the final report meets expectations.