

Module 9

Written communication

Arrogant : Is trying to show you are in a position of power over the individual because you possess more knowledge or influence over a situation ; it is not useful technique when trying to gain cooperation and cause the listener to be resentful or disrespectful of your action

Friendly : Is being approachable; if people feel they can come to you with their questions they are more likely to bring concerns or other information to your attention as situation arise.

