(Received from a developer on your team.) "There was a bug in the update we released today. The submit button doesn't work on our contact us page for IE users. Do you want us to work on a patch to release asap or continue working on the scheduled projects for the next release?

Hi Developer,

Please start work on the patch to release immediately. We do not want the bug to become a bigger more time- consuming problem down the road. If we ignore it and continue working on the other scheduled projects without fixing it now we could introduce more bugs in the next update!

I would like you to do the following:

1. Replicate the bug
2. Pinpoint where the code is failing.
3. Fix the bug (collaborate with your team)
4. Test

If you run into any blockages see me directly. We will discuss a strategy for moving forward.

Thanks,

Emily

(Received from an agent in our customer service department.) "One of our users reported that they can't download the business plan template on our download page. Can this be fixed, soon?"

Customer Service Agent,

Let me gather my development team on this. First, we need to understand what is causing the business plan template to not download for the user. It could be a browser issue or local to the user or a bug in the code. Second, we need see if this can be replicated. If we replicate and isolate the problem we will attempt to fix this as soon as possible. We will create a bug ticket immediately. I will be in touch with you before the end of the day.

Thanks,

Emily

Compose an email to a team member you manage who has been arriving late without notifying you ahead of time repeatedly for the past 3 weeks.

Hi Team member,

First let me state that you are a valued and critical member of our development team. Second, as your team manager I am here to help you be successful. I am concerned that you have been arriving late to work these past 3 weeks without notifying me or the team. Your team depends on you being here. I depend on you to be here. Mostly, when there is an unscheduled change the entire team’s productivity goes down. Please let me know if there are personal circumstances that are keeping you from getting to work on time. If that is the case, we can work to find a solution together.

Thanks,

Emily