**Effective Communication**

**Introduction**

In this lab, you’ll practice effective communication through responding to prompts for different situations you might encounter in the workplace.

**Part One**

In this part, you will be responding to 2 customers through email. Please read both emails thoroughly and write a response for each.

**Tips**

1. Take time strategizing your response, responding right away might come across as defensive.
2. Acknowledge your customer’s frustration and be empathetic.
3. Be concise and factual in your response.
4. Assure the customer you are taking action.

**Email One**

Hi engineering team,

It has been a year since we purchased employee management software from you guys. with every release this software is getting worse, what the heck are you guys doing there?? We are encountering so many bugs with your software that it makes our life a living hell. If you can’t build and test this piece of garbage you sell, please do us a favor and just stop making software. We requested a feature upgrade over a month ago and have seen no improvements or even a decent response. It is starting to feel like a big scam! We are ready to throw in the towel and buy what we need from someone else.

Sincerely,

You're about to lose a customer

John

**(Response)**

Hi John,

Thank you for the feedback regarding your experience. Our apologies for any frustrations and inconveniences you have encountered. We value you as a customer and your input. It is our goal to deliver a quality product and for our customers to have a meaningful experience. As a result, we are working diligently to close the gaps where needed.

As a representative of the Engineering Team, I would personally like to the opportunity to talk with you further to discuss your concerns. In response to this message, please provide the best time and method for you, so we can have a conversation.

Sincerely,

Engineering Team

**Email Two**

Hello,

You all rock, we are users of employee management software. I would like to express how happy I **and** everyone on the team **is** **with** this application. We made the decision to switch your employee manager based on industry feedback **in** regard to this application. We are very pleased **with** the constant improvement to both the user experience **and** functionality of the application. Please **continue** the great work.

Best,

Jane

**(Response)**

Hi Jane,

Thank you for the feedback regarding your experience. We are truly excited that you and your team have had a meaningful experience with utilizing the Employee Management Software. It is our focus to ensure that our customers are gaining a return on their investment. We value our customers and their feedback, so feel free to continue to share with us any areas where we can improve our product.

Again, thank you and we look forward to continuing to have you have a customer.

Sincerely,

Engineering Team

**Part Two**

Within each team and company, there are many different procedures/processes to accomplish a task. These methods were created to improve the speed, cost, and other attributes of a project. With the improvement of technology and more effective methodologies, these procedures and processes are subject to changes.

Based on the following 2 scenarios, email your boss and recommend improvements to the process (or the like).

**Scenario One**

On average a QA Engineer at your company spends 3-4 hours a day on running manual test cases for a UI web application in addition to spending another 3-4 hours maintaining/updating test documents for the application. Every time there is a new update or a bug fix that needs to be released, it takes the QA engineer more than a week to complete regression testing of the application. What would you recommend in this situation?

**Response**

In efforts to reduce the time it takes to complete the regression testing; I recommend prioritizing the testing cycles. Before a QA Engineer is assigned the task of a new update or bug fix, the process should include evaluating the existing workload, while also considering the needs of the stakeholders. Efficient use of a task tracking system will help to mitigate delays on regression testing.

**Scenario Two**

Your company has recently made a switch and now everyone works from home. After a few days, you noticed individuals on the team are not very responsive to messages. The project is getting behind and the part you’re working on is blocked due to their lack of response. Current management has already made it a requirement for all employees to be “online” during hours recorded “on the clock” but many employees remain unresponsive. What could you do in this situation?

**Response**

As a heads, I am raising concern on the potential delay in delivering on my project. I am experiencing a bottleneck due to the lack of response from team members that have a direct impact on the development of this project. I have made several attempts to connect with those team members, so I am now reaching out to you to intervene for the sake of the project.

**When you have written all of your responses, upload them to GitHub.**