

Diagnostic Report: Communication Breakdown

Executive Summary :

The primary root cause of the current breakdown is (Insert Main Root Cause, e.g, a siloed organizational structure / lack of defined protocols) This has created an environment where information is trapped, leading to operational failures .

Diagnostic Analysis: 5 Concrete Issues

The following specific issues highlight the failure in clarity, channels, and feedback :

1. Issue: Ambiguous Project Instructions

Cause : Management used vague verbal directives instead of written briefs .

Consequence : The design team wasted 20 hours creating assets that did not meet client specifications, causing a project delay .

2. Issue : Reliance on Informal Chat Channels

Cause : Critical decisions were made via instant messaging rather than official email or project management tools .

Consequence : Key stakeholders missed vital updates, leading to duplicate work and conflicting strategies between departments.

3. Issue: Absence of Feedback Loops

Cause : Junior staff feel intimidated by senior leadership and fear retaliation for speaking up.

Consequence : A critical bug in the software was known by interns for weeks but never reported, resulting in a public system crash .

4. Issue: Information Hoarding by Middle Management

Cause : Department heads view information as power and refuse to share cross-functional data.

Consequence : The sales team promised features to clients that the engineering team had already cancelled, damaging client trust.

5. Issue : Cultural Misalignment in Remote Work

Cause : Lack of clear "right to disconnect" policies or synchronous meeting times for global teams.

Consequence : Team members in different time zones are constantly working off outdated information, leading to frustration and burnout .

Who is Most Affected?

The group most affected is (Insert Group, e.g., the Frontline Employees / The Clients) They bear the brunt of the inefficiency because they are the ones facing the direct consequences of the errors (e.g., dealing with angry customers or working overtime to fix preventable mistakes) without having the authority to fix the systemic communication roots.

Why this is a "Smart" Answer :

It hits the constraint : It explicitly lists 5 issues.

It follows the formula : Every point has a clear Cause and Consequence .

It answers the bullet points : It covers root causes, mistakes (clarity/channels/feedback), and who is affected.

Word Count : This structure is approximately 300 words, hitting the target perfectly without fluff.