

Week 10 – Communications Scenarios**For a given scenario, consider:**

- Who are the people involved in the situation? What is the background to the situation?
 - What would be the aim and purpose of the communication you are to initiate?
 - How you will achieve the above aim and purpose, and why you think it is appropriate?
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Activity 1: E-mail communications**Case Study 1**

You have received the message below. Your manager, John Richardson, wants you to handle this particular enquiry if possible, but you know that your colleague Matt has dealt with them before, and you think he is actually a better person to handle the enquiry. Create an e-mail message as appropriate.

Dear Natalie,

There was an enquiry from our client, Mr Nathan Smithers, regarding his company's database system. Obviously he is interstate this week, so can you contact him on his mobile on 0431-123-456 and chase up his enquiry?

Cheers,

John

Case Study 2

You have received an enquiry from someone from TechSmart Inc., your company's client, in a common e-mail address (i.e. one that has come to the whole technical support staff). Suzie Donovan deals with this client but is on sick leave for another week. You and other colleagues have no idea what is going on in this specific case. Create a message as appropriate.

Case Study 3a

You have created the minutes for the last team meeting held the previous Monday regarding the proposal document you were producing for a client. In the meeting there was some sort of conflict between Matt and Suzie, and you want to have a confirmation from both of them that they agree with contents and wording you have used, as it will eventually be submitted to your manager. Create an e-mail message as appropriate.

Case Study 3b

You have not received any response from Matt regarding the above document. Send him a reminder.

Activity 2: Workplace Communications: Select the appropriate written communication**Case Study 4:**

You have temporarily taken on the role of communication officer for a Student Association, starting last week and continuing until November this year. You have to liaise with your course director, A/Prof. Ann Nicholson, regarding the publicity of upcoming events being run by the Student Association. Write an appropriate message to introduce yourself to her, let her know that you have taken over the role played by your predecessor Sam Wong, and ask her to have the publicity posters you are sending to her put up on Faculty of IT noticeboards.

Case Study 5:

Your client wants a copy of the manual of your company's software, which was once popular in the 1990s. You only have a printed booklet, not an electronic copy. Create an appropriate response to their request. Note that the helpdesk contacts on the manual are no longer valid, and the print on the page 7 is fading.

Case Study 6:

You are running 20 minutes late to a meeting and you want to contact the other participants to let them know. Write two messages: one to a team member at your company and one to the client that you are meeting with to inform them that you will be late.

Case Study 7:

In a brief conversation with Suzie, you two have decided that you'll be taking over the TechSmart client, which means you'll be working on the problem with their network communications. Write a message documenting the change of the person in charge, to go to the whole technical staff support team.