

## **Effective Communication**

### **Email One**

Hello John,

Allow me to apologize for your frustrating experience. I can empathize w/how upset this has made you. We are working diligently as we communicate to correct the bugs you are experiencing w/our software. We are enhancing our Quality Assurance staff for testing & are looking at your specific upgrade version now. I can assure you there is no scam & our diligence will be to your benefit as soon as possible. I will personally be reaching out to you to discuss solutions. From there we can generate a plan for a solution that you are comfortable with.

Again our sincerest apologies.

Talk Soon.

Sincerely,

Engineering Support

### **Email Two**

Hello Jane,

Allow me to personally thank you for your sentiment. We truly appreciate your kind words. There would be no good software w/out people like you. We promise to do our best to maintain your level of satisfaction. If there is ever any need you have? By all means do not hesitate to reach out to us.

Again thank you so much for your feedback!

Sincerely,

Engineering Support

## **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?

Hello Boss,

I'd like to bring to your attention an observation & perhaps you can shed some insight on how to proceed in addressing it. QA Engineer spends 3-4 hours daily running manual UI tests, as well as 3-4 hours maintaining/updating test documents for the same app. For every bug that arises the same Engineer requires a week plus to perform regression testing.

Are my observations worthy of concern? Is there some course of action we can implement to help all of us become better as a unit? I'm willing to do whatever is necessary to make this the best team/work environment possible.

Sincerely,

Engineer Employee

## **Scenario Two**

Hello Boss,

In-regards to the recent switch to remote work, I'd like to express some things I'm currently observing. I know why we are working remotely & I understand there is an adjustment period for all of us. But I have noticed unresponsiveness from employees & the current project is falling behind. This wouldn't necessarily be a cause for concern but my progress is being blocked due to the lack of responsiveness. I'm sure establishing a home work environment is more difficult for some than others & by no means is this me having a lack of patience. I simply want to be as efficient as possible for myself & our company. I understand management has made it mandatory for all employees to be "online" during recorded hours but perhaps we can have some sort of accountability in place in addition to the management requirements? I don't have all the answers, I just want to do what's best for everyone involved & reach a solution everyone is willing to work with.

As always thank you for time & insight Boss!

Sincerely,

Engineer Employee