Lianne Kim

712 Graham Place #201, Austin, TX 78705

(214) 918-8026 | lianne.kim@utexas.edu

MEMORANDUM

Dear JJ,

Here is a progress report analyzing my business communication skills thus far in BA 324. I will cover my greatest area of improvement, where I need further development, and how I plan to become a more effective communicator in the future after I am no longer enrolled in BA 324.

MOST IMPROVEMENT: I have seen the most improvement in my confidence. In the past, I was really timid in front of people, and I did not seem excited to be presenting to my audience. Being in BA 324 has made me realize that my audience is never rooting for me to fail, and now I view presentations as an opportunity to teach people whatever I can in my short presentation timeframe.

LEAST IMPROVEMENT: Although I am more confident while presenting to an audience now, I still seem to lose control of my speed while speaking. Even if I realize that I am speaking very quickly, I continue to speak at a pace that is hard for my audience to understand. It is difficult for me to regain an appropriate speech tempo once I begin to speak quickly.

PLANS FOR IMPROVEMENT: I plan to practice presentations many times in order to control my speaking speed, continuously read up on different cultures so that I can communicate confidently when dealing with a business partner who has a different cultural background, and scan any business documents I send out for clarity and the promotion of good will.

Thank you for teaching us that effective communication is not simple, and that there is always something we can do to improve our communication with others. Inside and outside of the workplace, I will never stop asking for constructive criticism of my communication so that I will always challenge myself to be better.

Sincerely,

Lianne Kim