SUBMIT THIS FORM ONLY with your answers. **SAMPLE**

**As an example, the answers on this form are based on the following situations:**

1. You are sitting on the couch watching TV when you suddenly remember you were supposed to send Jeremy some information about a shared project at work.
2. You want to persuade your manager to change your work schedule.
3. Your company must respond to a notice from the Canada revenue agency announcing that the company owes a penalty because income was underreported in the previous fiscal year.

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| **People / Person Affected** | **Kind of message**  **(Fill in the type from the list in blue below – write the type and explain why you chose that one)** | **Channel**  **(Indicate the channel or medium to be used to send information)** |
| 1. Jeremy | * Regret / Apology message * Directional message   In this situation, the writer needs to apologize for the delay and then provide the information regarding what needs to be done now. | * **EMAIL** Although some would think that the quickest and best option would be to send a text, that is not respectful of the recipient’s private time (especially since the sender is the one who forgot). Although this might relieve the sender’s responsibility, texting business messages after hours is generally considered bad manners (unless you are friends and colleagues). It forces the receiver to answer and to remember the message the next day. **A better channel is e-mail**, which enables the writer to send details and either party can follow up if necessary. |
| 1. Boss / Manager | * Necessity message   The sender needs to relay a message that something needs to change now  **The**  **The** | * **Face to Face**   When persuasion is required and when you are close to the receiver, a face-to-face conversation is probably best. Face-to-face conversation is considered the richest of channels. |
| 1. (a) Canada Revenue Agency   (b) Company managers | a. Directional and Reality Message  b. Reality Message, Necessity message and possible reframing message / new possibilities message  To the CRA, the company would send a message that acknowledges the reality of the situation and how the company will proceed;  To managers, the message will also be one about the reality of the situation but it may also contain some positivity, such as new directions to avoid this situation in the future  **B** | * **Letter and Memo / Email**  1. Write a letter because it provides a written record of correspondence sent outside of your organization. 2. Memo or email: provides a record of correspondence within the company; can circulate to more than one person |

**Answer to Question 2** *(use the next page is needed) – answer in sentences.*

*For this question, if you would like direction, select the experience of one person in the group or each member can contribute his or her experience. It is alright to use “I” or to use names of group members, i.e. Maria explained that she … and “we think” or “our group believes” or “when we discussed this question we” …there is a little room here to be more conversational about your discussion.*

*Even if no one in the group has ever send a letter or email to a company, you can suggest a time you would have and what you believe the result would be.*