**To**: Glen Vogel (COO, Hefty Hardware)

There are inter-department communication issues which impacted negatively to the company. Inter-department communication is vital because it affects the role of communication, which lead to tremendous loss compared to other competitors in the future. Negative impact from communication can occur when a department does not prioritize work aligned with the company’s values which may waste the company’s resources. When the IT department send a new intern for site-visit, they could not predict the mis-opportunity to voice their opinion and most likely will not receive any information after the activity. Listening and knowledge-comprehension are crucial skills within organizational communication as each contains their own complex knowledge. Failure to understand them could direct the company to commit wrongful decisions.

It is recommended to avoid using comprehensive vocabulary in the field to eliminate any misunderstanding between participating parties. Instead, focus on utilizing straightforward vocabulary and allow technical information to demonstrate itself in order to establish solid understanding of the work prior to in-depth examine of the information.

Alternative recommendation is to educate staff from all department about technology, as Hefty is a tech company. Meanwhile, the IT personnel should be equipped with fundamental business knowledge, to understand the business aspect of a tech-based business. Consequently, this allows staff to cooperate interchangeably between two fields of expertise and support each other.

With my current analysis about your company issues, scope of impact and some solution recommendation, I hope this paper helps you to identify the solutions to the current problems.