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Q:) Choose any two of the seven Cs (e.g., Courtesy, Completeness) and provide one real-life example against each C where the lack of that element caused miscommunication. Furthermore, describe how the situation could be improved

1. **Completeness:**

Your message is complete when it contains all the facts, readers or listeners need for the reaction you desire. Communication senders need to assess their message from the eyes of the receivers to be sure they have included all the relevant informatiom.

**Benefits of Completeness**  
Complete messages are more likely to bring the desired result. They do a better job at building goodwill. Communication that seems inconsequential can become very important if the information it contains is complete and effective

**Guidelines to Secure Completeness in Your Writing:**

* Provide all necessary information
* Answer all questions asked
* Give Something extra, only when desired

**Bad Example**

I wanted to inform you that we will have a meeting tomorrow

**Good Example**

I wanted to remind you about tomorrow’s meeting regarding Online Teaching. The meeting will be held in the conference room from 10 am to 11 am

1. **Consideration**

Consideration involves empathizing with others and keeping the following in mind while preparing the message: the recipient’s view point, mind-set, education level, mood, desires and needs.

**Benefits of Consideration**

Consideration requires you to not lose your temper or accuse the receiver. Try to apply the ‘You attitude’ throughout the message as much as possible.

**Guidelines to Secure Consideration in Your Writing:**

* Focus on “You” instead of “I” and “We”.
* Show audience benefit or interest in the receiver.
* Emphasize positive, pleasant facts.
* Apply integrity and ethics

**Bad Examples:**

I would like to express my thanks for your order dated 6th April. We have now executed the order and I would like to draw your attention to our dispatch documents that I have attached to this email. The documents include our invoice, our packing note and our driver delivery note.

**Good Examples**

Thank you for your order dated 6th April. The goods you ordered have now been dispatched. Please find attached the relevant dispatch documents including the invoice, packing note, and driver delivery note.