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**COMMUNICATION SKILLS WK4**

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### **1. Scenario Analysis:**

In a professional business setting, correspondence plays a critical role in ensuring smooth communication and workflow between organizations. A common example is a vendor request, where a company communicates with its supplier to obtain goods or services. For instance, a retail store may draft a formal email to a vendor requesting a new stock of products. The correspondence must include clear details such as the product type, quantity, delivery timeline, and payment terms. Proper formatting and polite language are essential to maintain professionalism and build strong business relationships. Additionally, the vendor's prompt and accurate response is crucial in confirming availability, negotiating terms, and ensuring timely delivery. Any miscommunication or delays in correspondence could result in stock shortages or business interruptions. Therefore, well-structured correspondence in vendor requests supports operational efficiency, strengthens partnerships, and ensures that business objectives are met without unnecessary disruptions.

### **2. Concept Research**

A memo (memorandum) is a formal written communication used within organizations to share information, instructions, or updates. The structure of a memo ensures clarity, professionalism, and easy comprehension. Typically, a memo includes headings such as *To*, *From*, *Date*, and *Subject*, followed by an opening statement, main body, and a conclusion or call to action. A clear structure allows readers to quickly identify the purpose and respond appropriately. Unlike lengthy reports, memos are concise and focused, making them effective for internal correspondence. Proper memo structure enhances communication efficiency, reduces misunderstandings, and supports smooth organizational operations.

### **3. Tool Practice Reflection**

I used Google Docs to draft a professional memo for internal communication. The platform made the writing process efficient, as it provides a clean interface and helpful tools such as spell check, grammar suggestions, and formatting options. I was able to structure the memo clearly with headings like *To*, *From*, *Date*, and *Subject*, which improved readability. Google

Docs also allows real-time collaboration, so colleagues can review and comment directly on the document. This feature is valuable for refining content before finalizing. Overall, using Google Docs enhanced my ability to create a polished, professional correspondence with minimal effort.

Correspondence Flow Diagram Explanation

The correspondence flow diagram illustrates the step-by-step process of how professional communication is exchanged between parties. It begins with the Sender, who drafts a message such as a letter, memo, or email. The message is then Transmitted through a communication channel (e.g., email, courier, or internal system). Next, the Recipient receives and reviews the correspondence. If clarification is needed, the recipient provides Feedback or a response, ensuring two-way communication. Finally, the process ends with Action Taken, such as approval, confirmation, or task execution. This flow ensures accuracy, accountability, and efficiency in professional interactions.

Correspondence Flow Diagram

