

M1a2-communication

[Business](#), [Management](#)



M1A2-Communication Who was more effective—Colleen or Ricardo? What did the more effective communicator do that made him or her effective? After reading the scenario I would say that Ricardo was a more effective communicator than Colleen. The reason why I consider Ricardo a more effective communicator is because he made his point clear and persuaded Colleen to cover for her colleague. The points presented by Ricardo were all genuine as any dedicated employees would have done so in the stated situation.

What values directed Ricardo's response in this situation?

Ricardo seemed to be a dedicated and career oriented employee who had the courage and ability to take difficult decisions in the time of need. The response of Ricardo in the given situation was targeted by his loyalty and dedication to his job. He knew that the organization must proceed with its work no matter what. The operations of the organization must not be neglected in any conditions.

What values directed Colleen's response in this situation?

On the other side the way Colleen responded to the situation was because of the influence of her personal life. She had been making plans for her daughter's pre-school graduation for a week and now she was trapped in an uncertain situation.

What particular aspects of their communication could have been improved upon and how?

The situation would have been better if Ricardo and Colleen would have dealt with it more properly. Ricardo should have made Colleen understand the loss that the company could have incurred if she isn't there to fill the

vacant place of her colleague. Colleen must also understand that uncertainties are a part of life and there would come times when she has to choose her professional life over personal life and vice versa. She must try to balance her personal and professional life. She can make an excuse to her family and must ask her husband to take her daughter to her pre-school graduation. She can also compensate for her absence by taking her daughter for dinner any other time (Louie, 2007).

Reference

Louie, A. (2007). Balancing the Personal and the Professional: Should and Can We Teach This? *Academic Psychiatry* , 31: 129-132.