Managing writing task

[Sociology](), [Communication]()

Choose two misunderstandings you experienced and fill out the chart for these. Respond to questions 1 and 2 shown under the chart for each example of a misunderstanding. In your response, include the following: Cite a meaningful misunderstanding rather than a general or less material misunderstanding. Use business- or work-related examples rather than personal ones. Identify the roles of the sender and receiver, such as manager, peer, subordinate, client, vendor, and so forth Who was the sender?

Client Who was the receiver? Myself (Client Service Manager) What was the message? The client asked for two checks to be sent to the Custodian, one with a mistake (contributions did not add up) and one that was correct (all contributions matched). What channel was used to send the message? E-mail was the channel used. What was the misunderstanding that occurred? The client thought that by sending two checks it would fix the issue with check number one which had a negative amount for a contribution.

I had told the client in order to resolve the issue with check number one she needed to void said check and re-issue another one. How could the misunderstanding been avoided? The misunderstanding could have been avoided had we spoke on the phone with the Custodian conference in as they are the ones who rejected check number one. 1. What did you learn about thecommunicationprocess from this activity?

From this activity I learned that the message can be misunderstood if the communication is not correct, meaning the way the message is conveyed (e-mail, phone call, fax, etc.). 2. What seemed to be the main causes of this misunderstanding? It seemed as if the Client was confused when I told her

she needed to void one check an re-issue another one. Perhaps if we spoke on the phone she would have understood this and not told me to send both checks in 3. What tips can you suggest for preventing misunderstandings in communication?