

Sample essay on  
what are the worst  
instructions you have  
ever received  
(personal ...



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## Discussion Board Question

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The worst instructions that one has received are those that are conflicting, confusing, and difficult to understand, especially when technical terms are used without providing appropriate definitions. Conflicting and confusing instructions are prone to be misunderstood and could create conflicts in the workplace or in the setting that provided these instructions in the first place. As such, these instructions are particularly bad since these do not effectively take into account the varied points of views or perspectives of the reader or the user and therefore render these instructions useless and ineffective in achieving the purpose that these specifically serve.

Discuss a situation in the workplace where you have received instructions that did not particularly make sense. According to Chapter 6, what type of guidelines could have been used to make them more effective?

A situation in the workplace where instructions were received that did not particularly make sense are those contained in a policies and procedures manual for code of conduct and discipline that uses a structure and style that is complex and difficult to understand; especially with a lot of undefined jargons. For instance: employees in the MAB department are expected to frequently wear FBSP prescribed uniforms; otherwise, the HRS would apply sanctions as imposed by the RGS. According to Chapter 6, the type of guidelines that should have been followed to make these more effective include: keeping a simple style and providing appropriate definitions of terms to ensure the readers that these are fully understood. Also words with multiple interpretations (such as frequently) were prescribed to be avoided.

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At best, instructions in policies and procedures manuals should be structured in a clear and straightforward manner which technical terms clearly defined to avoid confusion and misunderstanding.