

The effectiveness of t-mobile



Although the problems are clearly stated, the effectiveness of the proposed solutions is not as high as it could be. The writer suggests that the management takes time to realize the problems and devise other viable solutions to alleviate these issues and increase sales productivity. However, this paper would be more powerful if the writer will propose her own detailed solution to the problem and defend her stance on the solution. The problem is clearly stated, but the solution lacks effectiveness. The paper excels in describing the personal communication competencies specifically in regard to how it impacts performance. The communication and training errors must be resolved in order for productivity and product knowledge to be improved for the sales representatives.

The overall format of the paper is excellent. It effectively follows APA formatting for the most part. The final summary paragraph has been accidentally centered and should remain left-aligned with the rest of the paper. Also, the citations in the reference page should have all of the lines but the first line in the citation indented. It may also help to support arguments and claims with a few more in-text citations than what is currently present in the paper. Other than these few minor issues, the paper looks to be very strong.

Paper Review #2

The author does an excellent job of describing the specific events that occurred between the claims representative and the supervisor. The reader can easily understand the problems that occurred and where the breakdowns in communication were - not only between the two employees but also between the claims representative and the customer. Furthermore, the outside factors that contributed to the eventually heated discussion were

very critical to heightening the emotions of the two employees, especially the supervisor. The paper could use more theoretically grounded concepts within it to express the problems and potential solutions that are available. The problem is very thoroughly discussed, but there are a few theoretical concepts to support the author's claims.

The author adequately discusses the relationship of communication as it pertains to involving the two employees in a team. In this scenario, the supervisor has forgotten that she plays a role in a team and lets her personal feelings lead to even more breakdowns in communication. The claims representative could have either never been spoken to because it was a very minor event, or spoken to in a much calmer and productive tone that would only take a few seconds to remind the claims employee of the policies and procedures, not to engage in a heated reprimand. Because of these issues, the paper successfully explains how interpersonal communication competencies played a role in impacting both of the employees' sensitivity to the event. While both individuals have similar goals, this was forgotten and it eventually led to a much more serious issue.

The APA formatting for this paper was followed very well. It appears as though all of the sources are properly cited in the references page and the author does an excellent job including proper in-text citations to support her claims and conclusions within the paper. I think that the introduction was actually a little longer than it needed to be. By reducing the introduction to one paragraph and focusing on only the most important information to lead the reader into the paper, it will help get into the "meat" of the essay instead of focusing on information that is not necessarily as important.