

A.

Communication plays an important role in helping employees work together and keeping daily operations running smoothly. As a manager at Merrilton Robotics, I would rely on both direct communication and indirect communication because each strategy works best in different situations.

Direct Communication

For communication to be successful in the organization, as a manager, you must ensure that during onboarding training, clear, specific implementation, and thorough explanations of company policies, safety procedures, and work expectations are properly conveyed to every new hire. You really need to emphasize the importance of clear communication to prevent issues and confusion as new hires start working at the company. (Western Governors University, n.d.).

Indirect Communication

One way of establishing indirect communication is, for example, assigning a project to your team. You have to cancel the progress of work due to budget limitation, it is important that you addressed first that you appreciated their effort and the work they have done so far but because of the budget limitation you have to make a valuable decision to cut some of the proposed activity and just focus on the most priority, this way they will understand that the company is showing excellence in decision making and as well as recognising the effort of their team. (Western Governors University, n.d.).

Three Attributes of Direct Communication

One important characteristic of direct communication is clarity. Employees understand exactly what is expected because the message is specific and easy to follow.

A second characteristic is efficiency. Direct communication reduces misunderstandings and saves time because employees receive the information they need without unnecessary confusion.

The third characteristic is accountability. Clear expectations make it easier for employees to understand their responsibilities and managers to provide meaningful feedback when necessary. (Western Governors University, n.d.).

Task 2; Scenario 1; A1 | A2

Reference: Western Governors University. (n.d.). *Management Communication (C204) course material*. Western Governors University.

Submitted by: Evelyn M. Smith	Submitted to: Dr. Joseph Lemmonds
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B.

Different communication methods are appropriate for different business situations. At Merrilton Robotics, two methods that are especially valuable are email and Microsoft Teams.

Email

Email is an effective communication method for documenting or sharing information with multiple people. For example, during onboarding, Human Resources can email new employees important documents, such as benefit information, orientation schedules, company policies, and training materials. Because employees can review the information later, email creates a reliable record of communication. (Western Governors University, n.d.).

Microsoft Teams

For daily operations, Microsoft Teams works well for communication and collaboration, especially during the first few weeks that employees join the company. Supervisors can use Teams to answer questions, schedule meetings, share files, and communicate with employees in real time. This allows problems to be resolved quickly while helping employees stay connected with their team. (Western Governors University, n.d.).

Three Attributes of Email

One advantage of email is that it creates written evidence of communication. Employees can read back messages whenever they need clarification.

Another important attribute is accessibility. Employees can read and respond to emails from different devices and locations, so it is more flexible and convenient for them.

The third attribute is professionalism. Email allows organizations to communicate important information clearly, consistently, and professionally. (Western Governors University, n.d.).

Task 2; Scenario 1; B1 | B2

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