

Subject: Miscommunication with Employee

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From: m_ehmo@live.concordia.ca <Moez Mehmood>

To: Manal.tarhini@concordia.ca <Manal Tarhini>

Dear Professor Tarhini,

I will be addressing a miscommunication I recently had with an employee of mine at Marche Méezan. This is an example of interpersonal communication, which is face to face and spontaneous. I am going to explore the emotional and semantic barriers that caused the miscommunication.

In the encoding process, I constructed the message in Urdu to ensure a clear communication channel as the receiver struggles with English. Moreover, I applied mine and my employee's knowledge of weekly business trends at Marche Méezan while encoding the message. For example: (busy days, rush hour) Also, due to my pre-existing relationship (family friend) with the receiver, I did not encode the message as directed towards an employee, instead it was in a lighter manner.

The most efficient channel to transmit this message was delivery spoken by word. A face to face conversation involved a synchronous delivery, while also allowing for the most interaction. Although the transmittance was successful, the receiver did not receive the intended message. The message was intended to inform the receiver that if the store is not too busy, he is permitted to leave early, after an approval from me as the employer. However, the receiver did not notify me at all and abruptly left at an unknown time, when I was occupied with something else.

My analysis reveals various effective barriers in the five phases of communication. For example: my pre-existing relationship with the receiver resulted in emotional interference, as the receiver did not take our employee-employer relationship seriously. Furthermore, this relationship also affected the encoding process. This resulted in the lack of clarity in the message. For example: I spoke with a light and easy tone, which made the receiver extra comfortable. Moreover, My choice of vocabulary was not direct enough. For example. I said " if work is not too busy today, you are free to leave early" The word free in that statement created a perception in the receiver's mind that he can act as he wishes. Moreover, the words "not too busy" create a wide spectrum of possible interpretations. For example: my understanding of the words "not too busy" may differ from other individuals. This is an example of bypassing.

Regards,

Moez Mehmood