Scenario Two

Student’s Name

Institutional Affiliation

Course Name

Professor's Name

Date

**Scenario 2**

**My Perception towards the Email Tone**

I think Jana perceived the tone of the letter as urgent. She believes that Sean is expressing urgency in delivering the monthly report to prepare the final statement.

Based on the discussion, the tone is appropriate. Jana`s duty as per the scenario is to send Sean the reports of the progress of the healthcare facility. Sean must question why Jana did not deliver such a report on time. It demonstrates follow-up and the need for consistency.

**Addressing the use of capitalization**

As a manager, I would address the email capitalization as showing urgency and emphasis of the information. Although the employee may be uncomfortable with the capitalization, it would not be suitable to demonstrate that the sender is wrong. As a manager, I have to make everyone feel comfortable. I would advise the employee to take the capitalization as normal and then communicate with the sender to enquire more about it. I would also notify the sender to avoid unnecessary capitalizations because they are misunderstood and misinterpreted by readers (List of Risk Management Skills with Examples, n.d). Handling the issue in that manner would harmonize the situation.

Reference

A list of conflict management skills with examples. (n.d.). The Balance Careers. <https://www.thebalancecareers.com/conflict-management-skills-2059687>