

If you need help, do not hesitate to ask me about the study, so I will help you  
.... WhatsApp: +923055868956

**Q: Choose any two of the seven Cs (e.g., Courtesy, Completeness) and provide one real-life example against each C where the lack of that element caused miscommunication. Furthermore, describe how the situation could be improved**

- **Solution:**

- **The Seven Cs of Communication**

- The **Seven Cs** of communication are essential principles that help ensure effective communication. These include: **Clarity, Conciseness, Concreteness, Consideration, Completeness, Correctness, and Courtesy**. Below, I have chosen two of these Cs—**Courtesy and Completeness**—and provided real-life examples of how the lack of these elements led to miscommunication, along with ways to improve the situation.

---

- **1. Courtesy**

- **Definition:**

Courtesy refers to being respectful and considerate towards others when communicating. It involves using polite language, being empathetic, and showing respect for the listener's perspective.

- **Real-Life Example of Miscommunication:**

Imagine a manager sending an email to an employee requesting a report to be submitted in two hours. The email, however, is written with a stern tone, saying, "The report should be done in two hours. No excuses."

- The lack of courtesy in this email creates an unwelcoming tone. The employee may feel stressed, unappreciated, or even demotivated due to the rude and demanding language used. The lack of politeness could result in a delay in the report, lower morale, or even strained work relationships.
- **Improvement:**

The situation can be improved by modifying the tone of the message. A more courteous approach could be: "Hi [Employee's Name], I hope you're doing well. Could you please send me the report within the next two hours if possible? If you need any help or additional information, feel free to let me know. I appreciate your effort!"

**Join Whatsapp Group Link:**  

<https://chat.whatsapp.com/Geclrau2Nit0D4F5DjDiGM>

If you need help, do not hesitate to ask me about the study, so I will help you

.... WhatsApp: +923055868956

- This approach is polite and considerate, showing respect for the employee's time and needs, while also conveying the urgency of the task. This helps reduce stress, improves collaboration, and promotes a positive work environment.

---

## • 2. Completeness

- **Definition:** Completeness involves providing all the necessary information to avoid confusion or misunderstandings. It means addressing all relevant details in communication.
- **Real-Life Example of Miscommunication:**

A project manager instructs a team member to "complete the presentation by tomorrow." However, the manager does not specify what content should be included in the presentation, the intended audience, or the format required.

- As a result, the team member works hard to finish the task but ends up creating a presentation that misses critical points, is not in the correct format, and is not tailored to the target audience. This leads to wasted effort, frustration, and delays in the project.
- **Improvement:**

To improve the situation, the project manager should ensure completeness by providing clear, detailed instructions. A better approach would be: "Hi [Team Member's Name], please complete the presentation by tomorrow, including the following points: [list of key topics]. The presentation should be in [PowerPoint format] and tailored for [specific audience]. If you need any resources or assistance, feel free to reach out."

- This version provides all the necessary details—what needs to be done, in what format, and for whom. This minimizes confusion, saves time, and ensures that the presentation meets expectations.

---

## • Conclusion

- In communication, a lack of **Courtesy** and **Completeness** can lead to misunderstandings, confusion, and inefficiency. **Courtesy** helps maintain positive relationships and encourages cooperation, while **Completeness** ensures that the message is fully understood and acted upon correctly. By ensuring that these elements are present in communication, the likelihood of miscommunication can be significantly reduced, leading to more effective and productive exchanges.

Join Whatsapp Group Link:  

<https://chat.whatsapp.com/Geclrau2Nit0D4F5DjDiGM>