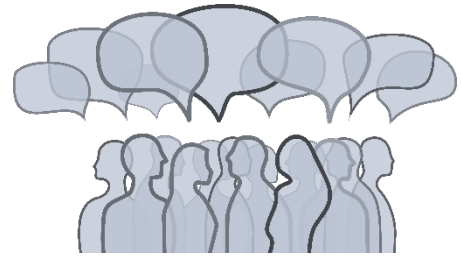




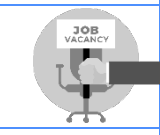


Getting The Message Across (Solution)

There are five messages that the human resources team of a business need to communicate. Use the information to identify if each communication needs to be:

- Internal or external to the business
- Presented formally or informally
- One-way or two-way



Then recommend which form of communication should be used for each message

Messages to send		
1. Annual staff party	Invites for the annual staff party need to be sent out. They need to let all staff know the date, time and location of the party, and need to know from staff who is planning to attend.	
2. Disciplinary hearing	A member of staff needs to receive a formal warning for persistent lateness. The warning will be issued in a face-to-face meeting that the member of staff must attend, so they need to know the time and place.	
3. Job vacancy	Due to increasing sales, there is a need to recruit more staff. The job is part-time and requires no experience. The vacancy will be advertised locally.	
4. Training opportunity	Management have made more money available for staff training, so the human resources team want to let staff know what training is available and ask them to apply for courses that interest them.	
5. Pay award	Staff need to be informed of their new salaries following the pay award that was recently agreed. This will need to be communicated separately to each individual member of staff.	

Message	Internal or External?	Formal or Informal?	One-way or Two-Way?	Recommended Form
1. Annual staff party	Internal	Informal	Two-way	Email
2. Disciplinary hearing	Internal	Formal	One-way	Letter
3. Job vacancy	External	Formal	Two-way	Notice
4. Training opportunity	Internal	Informal	Two-way	Email
5. Pay award	Internal	Formal	One-way	Letter