

USE OF APPROPRIATE COMMUNICATION MEDIUM

Consider the following mediums and the strengths and weaknesses of each:

| COMMUNICATION MEDIUMS | STRENGTHS | WEAKNESSES |
|--------------------------------------------------------|-----------|------------|
| Face-to-face | | |
| Phone | | |
| Email | | |
| Text message | | |
| Sign / poster | | |
| Letter / note | | |
| Group / meeting | | |
| Which medium(s) are best used for tough conversations? | | |
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