

Course 2 CFAA – Communications Assignment 1. Due 8 AM Sunday Apr 6

As a fire alarm technician, you belong to a unique culture whose jargon is difficult for others to understand. Part of your job and daily routine is to effectively communicate with your clients. However often you will discuss matters using technical terms that the client does not know how to interpret.

For this assignment consider the following:

You have arrived on a service call in the middle of the night only to meet a very irate customer who is upset that he has to put in a service call and get out of bed. He claims that technicians from your company were at his site a few days ago conducting an annual inspection, and that the trouble on the fire alarm system is due to something done by those technicians. On investigation, you find that there is a short circuit on the 3rd floor caused by a leaking seal in a water-flow device that caused an alarm condition.

It's the middle of the night and you cannot get parts until the morning, so you are forced to put the already upset client on fire watch to protect the building.

Part 1

Although in real life you would often deliver this message face to face, your job is to write a letter to the client explaining to him the following:

- Explain what a short circuit, water-flow device and fire watch are. (Get help if you need it from fellow students, fellow employees, or the instructor.)
- Explain why he has to remain on fire watch until the morning when parts are available.
- The fault was not created by the technicians who conducted the annual inspection

Have fun with this assignment. Put yourself in the client's shoes and use theories discussed in the book. Avoid jargon and technical talk, and try to communicate in a professional manner. Get the message out to the client. **Be sure to read the "Marking scheme" below, which will help you get the best mark with the least amount of time spent.**

Part 2

Explain why you chose the method of communication you have used. Which techniques from the textbook have you used? What chapter are they in? List at least 8 of the most important techniques. You may want to use the examples on pages 25 – 26, 36-48 to help you, or later chapters of the textbook.

Example:

- Appeal to authority, Chapter 6, so that he will understand that the law is involved
- Appeal to Evidence, Chapter 6, to reduce doubt
- Be personal and courteous, Chapter 2, to keep him calm
- Eliminate clutter & be specific, chapter 3, to be clear
- Full block style on letterhead format, Chapter 4, to show that we are professional

Marking Scheme for Assignment 1

Points:	0-3	4-6	7-10	11-15	Mark
Addressing the client's concerns	Little or no recognition of client concerns	Some recognition of client concerns	Strong recognition and addressing of client concerns	Exceptional recognition and addressing of client concerns. Used resources outside of the content of study	
Explanation in simple, jargon-free language	Little to no explanation of the problem; using more than needed technical jargon.	Adequate explanation of the problem using more jargon or complex language than needed.	Clear, simple explanation of the problem using some complex or unclear language.	Clear, simple explanation using non - technical language. Accurate	
Fire watch	Unclear explanation of fire watch requirements and/or much excessive technical jargon.	Adequate explanation of fire watch requirements and excessive technical jargon	Clear explanation of fire watch requirements, with some unnecessary complexity.	Clear, simple explanation of fire watch requirements, without the use of technical jargon	
Use 8 textbook approaches, and cite accurate references	Used little to no references to support the approach.	Used some references to support the approach	Accurately references the book to support the approach.	Accurately references the book to support the approach	
TOTAL MARK					