

An Email Flame War

1) What is the purpose of each e-mail? What did the author want to achieve by writing the e-mail? (There may be more than one purpose—try to include at least one professionally appropriate purpose for each message, if possible.)

Message A:

Message B:

Message C:

Message D:

Message E:

2) How long did this entire e-mail sequence take? How quickly did each person reply?

3) Group A: How could Jay have handled the situation more professionally? Rewrite Message A professionally (your goal should be to achieve any appropriate goals you identified in the answer to Question 1 above). How do you think Chip would respond to this revised e-mail? If you think Chip would respond unprofessionally, what should Jay do next?

Group B: How could Chip have handled the situation more professionally? Rewrite the Message B professionally. How do you think Jay would respond to your rewritten e-mail?

You will be asked to read your e-mails to the class for the class to discuss.