## Communicating Effectively Scenarios

1. Fred is talking to Henry, a co-worker, about a project they are both working on. Suddenly, Fred sees similarities in another project he is working on and begins comparing the two, rapidly switching focus from one to the other.

Which ABC of effective communication if Fred NOT following? Explain.

2. John is sales representative for a medical device manufacturer. John has been waiting at the airport for two hours because his flight was delayed due to heavy thunderstorms and lightning. John approaches the check-in counter to see if the gate agent has a status report regarding when his flight is scheduled to take off. The gate agent tells John that the flight is going to be delayed for at least another hour. Unhappy to the update, John begins yelling at the gate agent and demands that he speak to her supervisor.

Which ABC of effective communication is John forgetting? Explain.

3. Ray is the Art Director for a multinational advertising agency. Eddie is a graphic artist who reports directly to Ray. Eddie is late for work and approaches Ray to explain that his daughter’s soccer game went into overtime. Eddie goes on to tsay that he ran out of gas on the way to work after rushing to drive his daughter home from the soccer field. Then, Eddie tells Ray that when he arrived home with his daughter, she tripped on the curb after exiting the car and he had to carry her into the house. Ray explains to Eddie that he’s on a tight deadline for an assignment and doesn’t have time to discuss this right now.

Which ABC of effective communication is Eddie violating? Explain.