*University of Phoenix Material*

***Issues Affecting Communication***

Complete the matrix with at least twenty communication issues. In the first column, identify the communication concept. You may select from the many concepts discussed in the assigned readings. For example, “upward communication,” “filtering,” “noise in the communication process,” “message decoding,” “email,” “social media,” etc.

In the second column, create a brief scenario that illustrates ineffective communication regarding that concept.

In the third column, give a remedy that could have prevented the ineffective communication or could correct it. This should reflect a “best practice,” a technique or strategy accepted in a profession as superior to alternatives because it produces better results. Cite your source supporting this solution in this column and add your references in APA format below the list.

Your completed assignment should be between 700 and 1,050 words.

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|  | Communication Concept | Scenario Illustrating Ineffective Communication | Solution for Effective Communication |
| sample | Downward communication | In a meeting with some but not all employees, the chief orally announced immediate changes in procedures. The presentation was confusing and left more questions than answers and employees not in attendance did not receive the information. | Best practice: “Written communication is generally the most reliable mode for complex communication” (Robbins & Judge, 2017). A detailed addition to the operating procedure manual was prepared before the changes took effect. The chief provided training to supervisors to prepare them for fielding questions and ensuring adherence to the policy |
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References