To: Dr. Erika Paterson, Instructor of English 301
From: Amy Yung, Student of English 301
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Subject: Proposal for increasing communication between employees at Siegle Properties

**Introduction**

Siegle Properties is a company that specializes in property management. Currently, there are two departments: the strata and rental department. The strata department deals with the strata council and the numerous tenants and owners from the stratas currently being managed. The rental department deals with owners who have rented out their property. Employees are trained to assist both departments. New employees are taught on the job by senior employees as they get assignments. However, due to a lack of training and job description, they are often confused on what needs to be done and how to do things correctly. The purpose of this formal report is to help increase the communication between employees.

**Intended Reader**

This report is to be read by Karen Ma, the directing manager of the company. She oversees both departments, so the department managers report to her. Currently, she has been assigning senior staff such as myself to review all assignments before passing them to the department managers. She has noticed there has been a lack of communication between employees, hence she has employed this short-term solution. However, it is causing a burden among senior employees as it is extra work on top of assigned work and decreasing their work productivity. This report can assist her to implement a long-term solution.

**Statement of the Problem**

Currently, new employees are not doing their assignments correctly, but continues to pass it off to their manager. This issue stems from only being told a brief set of instructions before each assignment. Most assignments have specific rules and lengthy instructions that require memorization. Although new employees can ask questions when they are confused, most often they do not remember how to do assignments correctly if asked to do it a second time. Moreover, sometimes employees from the strata department assists clients from the rental department and vice versa, but they often have a hard time when doing so because they are not caught up to date on client information. In order to prevent these issues from happening, more communication between employees and departments is needed.

**Proposed Solutions**

A possible solution to increase communication within the company would be to assign a mentor for each new employee and establish weekly meetings for each department and between departments. By assigning a specific mentor, each new employee can have someone to rely on when confused. Moreover, their mentor can provide thorough training. This can increase the confidence of new employees when working on assignments because they have someone that they can turn to when confused. Weekly meetings will further benefit new employees as during this time they can provide progress reports and clarify any misunderstandings. Not only are weekly meetings needed for each department, it is important to have them between departments. Due to employees occasionally being assigned assignments of both departments, it is important to keep employees up to date with their client database and projects.

**Scope**

To assess the possibility of improving communication in the workplace, I plan to focus on these areas of inquiry:

1. Are the procedures to do assignments clear to new employees?
2. Do existing employees think a mentor will benefit new employees?
3. Which would increase workload more for senior staff: being a mentor or reviewing work of the new employees?
4. Do the employees feel comfortable assisting clients from both departments?
5. Would employees like a weekly meeting for departments?
6. Should there be a training manual where employees can refer to?

 **Methods**

My primary resources will involve conducting a survey of the employees of Siegle Properties to investigate whether they feel competent assisting customers of both departments. Furthermore, I will interview a senior employee and investigate whether they feel the employees of both departments are lacking communication between one another.

**My Qualifications**

I have been working at my office for two years. Recently, multiple senior employees have left the office and I have been assigned to assist new employees. This was when I first noticed a problem with my workplace. When I was assisting them, I noticed that they received insufficient instructions before proceeding with their assignment. Moreover, I noticed that the new employees seemed confused of who they can ask when they are in need of help as most senior employees are busy.

**Conclusion**

As an employee of this office, I am hoping this proposal can allow the office to run more smoothly. By improving communication between employees, it will lessen the burden on senior employees and the new employees will feel more confident when working on their assignments.