

Personal Reflections



Exercise 1: Think about a time when you send an email to communicate a change that would have been better if communicated in a different way?

What was the scenario?

What went wrong?

Exercise 2: Answer here after watching the first Learning Nudge video:

What do you think was the main challenge in the scene??

Is there a way this miscommunication could be avoided?

Once you have written down your answers, remember to save this form to your computer.