

Steps:

1. Read your partner's draft materials LIGHTLY ie as you would read an actual/normal email.
2. Read them again but CLOSELY. Make notes in the margins or line edits where appropriate.
3. Rate the overall readability of the improved email (sense of ease, paragraph length, formatting, document design, etc)

1 (not at all readable)
(very readable)

5 (somewhat readable)

10

10, very readable

A. What are 2 things your partner could do to improve the feedback they provided Suzanne on her original draft? WRITE A LOT!!

Thing 1:

My partner's feedback could be more specific regarding tone and audience. Suzanne's original email is unprofessional, full of informal language, and lacks clarity. My partner should have addressed this explicitly in their response. For example, they could have mentioned that casual phrases like "Top Boss! Top Sales!" and personal anecdotes, such as golf references, are inappropriate for a business email. Highlighting the shift to professional language and focus on actionable points would make their feedback more effective.

Thing 2:

My partner could have provided examples of how to change up the content to improve organisation and clarity. Suzanne's original email is hard to follow because of its chaotic flow, and my partner missed the opportunity to recommend a clearer format. They could have suggested breaking down the original email into

sections with distinct headings or bullet points, emphasising key messages, and removing irrelevant personal commentary.

B. What are 2 things your partner can do to make their original email MORE effective? WRITE A LOT!!

Thing 1:

My partner's response could be more concise and focused on actionable solutions that Suzanne can implement immediately. While their revised email makes a good attempt to clarify Suzanne's message, it is a bit wordy. They could improve by providing bullet points summarising the key points and offering easy steps rather than abstract suggestions.

Thing 2:

My partner's tone could be more assertive and direct. The email sounds polite but somewhat passive, especially considering Suzanne's urgency. Since Suzanne emphasised the need for feedback by 10 AM and mentioned tight deadlines, the response should reflect a stronger sense of urgency and confidence. Phrases like "I feel it is important" could be replaced with more decisive wording, such as "It is essential to" to align with the professional tone expected in the workplace.

C. In their original email, do you feel your partner retained all of the critical info from the original draft? Is there anything they need to add back in?

No, my partner missed some key elements from Suzanne's original email. The original email discusses potential solutions (like a shared screen, limiting internet access between 1-4 PM, or hourly reminders). While not all of these ideas are practical, Suzanne's intention to brainstorm possible solutions is crucial, and partner should have retained this brainstorming spirit by acknowledging or incorporating them.

D. In their email reply, what can be improved to ensure Suzanne gets what she needs?

Suzanne raised several specific questions (“What about fantasy sports? Should we lock phones?”). My partner’s response doesn’t answer these directly. To ensure Suzanne gets what she needs, my partner should respond to at least some of these questions, even if briefly, to demonstrate attentiveness and thoroughness. This would show that they took her concerns seriously and provide Suzanne with the practical insights she’s seeking.

4. Upload this file to elearning in the Email Peer Workshop folder.