

1.4 Messages for Discussion II—Responding to Rumors

The Acme Corporation has been planning to acquire Best Products, and Acme employees are worried about how the acquisition will affect them. Ed Zeplin, Acme's human resource manager, has been visiting the Acme chat sites and sees a dramatic rise in the number of messages spreading rumors about layoffs. Most of the rumors are false.

The following messages are possible responses that Ed can post to the chat sites. How well does each message meet the needs of the reader, the writer, and the organization? Is the message clear, complete, and correct? Does it save the reader's time? Does it build goodwill?

1. It Will Be Great!

Author: L. Ed Zeplin, HR

Date: Tuesday, May 23

I am happy to tell you that the HR news is good. Two months ago, the CEO told me about the merger, and I have been preparing a human resource plan ever since.

I want you to know about this because morale has been bad, and it shouldn't be. You really should wait for the official announcements, and you'll see that the staffing needs will remain strong. My department has been under a lot of pressure, but if you'll be patient, we'll explain everything—the staffing, the compensation.

Our plan should be ready by Monday, and then if you have any questions, just contact your HR rep.

2. HR Staffing

Author: HR Boss

Date: Tuesday, May 23

The rumors are false. Just ask anyone in HR. There will be no layoffs.

3. Don't Believe the Rumors

Author: lezeplin@acme.com

Date: Tuesday, May 23

Acme has 475 employees, and Best Products has 132 employees. Our human resource plan for next year calls for 625 employees. If you do the math, you can see that there will be no layoffs. Rather, we will be hiring 18 employees. Of course, as we consolidate operations with Best, there will be some redeployments. However, our