

Questions

- Could any of the problems in this case have been prevented? If so, how? How can the problems now be solved?

Could have been prevented if they first encouraged proactive individual actions.

- Getting to know your audience
- Setting an appropriate communication medium
- Regulating information flow, what's important to talk about and what's not
- Request feedback
- Listen actively

How the problems can be solved now

- Determine everyone's needs
- Assess communication practices and capabilities
- Analyze internal and external communication