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GPS Standards: BMA-IBT1.3 BMA-IBT-4.4

Problem:

Help! I'm a financial advisor and my administrative assistant, Lucy, continually makes grammatical and punctuation errors in the emails she sends my clients. Her performance review is next month. I'm tempted to wait it out so that I don't bring it up out of the blue, but I'm afraid I may be losing business in the meantime. I hate confrontation and I don't want to make her unhappy. **What should I do?**

Alternative 1

Wait to tell her on her performance review



Pros

She can improve by then.

Cons

If she doesn't improve it'll hurt the company

Alternative 2

Tell the worker about her grammar and punctuation now



Pros

She will start fixing her mistakes from now on and the business won't suffer as much

Cons

She might take it the wrong way and possibly quit

Option Chosen:

I would choose Alternative 1/Alternative 2 because it'll be easier on the boss and the company if she would be informed earlier rather than later

Possible Outcomes: