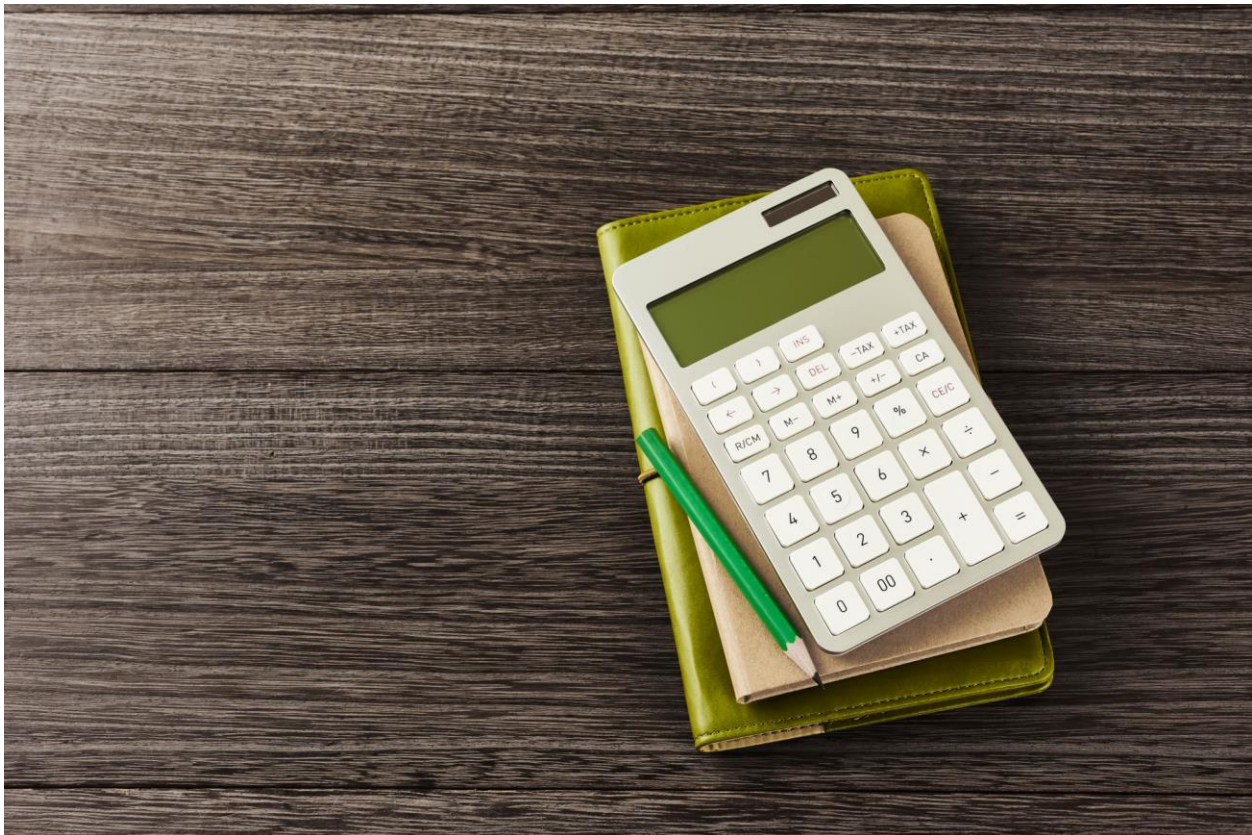


### Lesson 1: Introduction to Technical Communications

Recently a relative with little tax code and tax preparation experience and knowledge contacted me via email regarding an outstanding tax bill notice received. The person was panicked and frustrated as the notice showed significant underpayment of taxes with a large interest and penalty assessment. As a former IRS employee, I have extensive knowledge of tax law, filing processes and payment options. I am also proficient in tax law research and navigation of the [irs.gov](https://www.irs.gov) website to research by category and tax year. Through complete and thorough research, it was determined the proposed assessment was correct. As the communicator, I provided the audience with simplified explanations of the tax bill and amount owed, how to agree as a response (via QR Code provided by IRS) and provided detailed instructions on setting up a payment arrangement online.

The communication was successful as simplifying terms and calculations in the proposed billing statement, helped the audience understand the error made on the return. This understanding allowed the audience to resolve outstanding bill timely, alleviate frustration and possibly prevent future errors.



## JOURNAL ENTRIES

### Lesson#2

In this situation I would choose to report to the higher ups (i.e. HR/hiring team). As an employee of the company, I have obligation to report unfair treatment. Also, excluding more qualified employees could cause potential harm to the organization. It is my personal moral belief that anyone who applies for a position should be treated fairly, without favoritism. This strengthens the company, as it has the best qualified employees to ensure quality outcomes and it strengthens individuals as being rejected can initiate self-reflection which may encourage a person to work towards increasing their qualifications/career goals.

## JOURNAL ENTRIES

### Lesson #3

In your journal, copy and paste a recent email you wrote. Leave out any names. In your journal, analyze the email in terms of what you have learned about professional email writing. Include an assessment of the subject line, the content, the structure of the email, and the length of the email. For each of these elements, assess whether your email uses it successfully. If not, describe how you could improve it.

Copied Email:

Subject: Person's High BGC

Kimberly Johnson <kimajohnson813@gmail.com>

Tue, Jul 30, 9:08 PM (2 days ago)

to DiabetesEducator

Hello Team

Just wanted to give everyone an update. Person's iLet was having trouble staying connected to her skin. Very similar to her Dexcom when she first got it. We are trying to figure out the best way to ensure it stays attached with her usual movements. This is causing her frequent highs as she's not immediately realizing it's disconnected and insulin is leaking on her shirt. I think I have figured it out though and hope she levels out again. If you guys have any suggestions please let us know.

Analysis of Email: