### Overview

* Use a decision-making model of your choice to discuss an organizational communication problem you have experienced.

By successfully completing this assessment, you will demonstrate your proficiency in the following course competencies and assessment criteria:

### Assessment Instructions

* Complete the following:

1. Choose an organizational communication problem you have experienced in your workplace or other organization with which you are involved. Examples of organizational communication problems are as follows:
   * The leaders of an organization know they have to downsize (that is, fire) a large number of employees but do not effectively communicate the situation.
   * Policies at a company are not followed in different departments or at different locations because the policies are not communicated well by a central office.
   * Employees with inappropriate skill sets are hired because individuals familiar with the requirements do not communicate with the individuals hiring for the position.
   * Two leaders within an organization provide different directions on how employees should conduct their work.
2. Use any of the suggested materials listed in the Resources or search for other resources from the Capella library to examine decision-making models, and select one to apply to the organizational communication problem you have chosen.
3. Write a paper in which you address the following:
   * Describe the organizational communication problem
   * Explain the decision-making model you chose that applies to the problem.
   * Use the selected decision-making model to describe solutions to the problem.

#### Additional Requirements

* Written communication: Written communication is free of errors that detract from the overall message.
* APA formatting: Resources and citations are formatted according to APA (6th ed.) style and formatting. Include a properly formatted title page and references page.
* Font and font size: Times New Roman, 12 point.

# Problem Solving Scoring Guide

| Criteria | Proficient | Distinguished |
| --- | --- | --- |
| Describe an organizational communication problem. | Describes an organizational communication problem. | Describes an organizational communication problem and compares it to a similar problem in another organization. |
| Explain a decision-making model. | Explains a decision-making model. | Explains a decision-making model in comparison to another decision-making model. |
| Describe a solution to an organizational communication problem using a decision-making model. | Describes a solution or solutions to an organizational communication problem using a decision-making model. | Describes a solution or solutions to an organizational communication problem using a decision-making model and assesses the difficulty of implementing suggested solutions. |
| Consistently apply appropriate APA style and formatting. | Consistently applies appropriate APA style and formatting. | Consistently applies appropriate APA style and formatting, and writing is consistently clear, well-organized, and free of distracting errors. |