

Business Message: Informing someone about a project delay

Subject: Project Timeline – Delay

Good morning, Boss,

I wanted to inform you that the Project Project is experiencing a delay due to the technical issues we have been experiencing. We are revisiting the timeline and expect to finalize a new plan by 5 PM today.

The team is actively addressing the issue to minimize the impact on overall delivery. I will continue to provide updates as we make progress.

Please let me know if you would like to discuss this in more detail.

Best,
Natalia Habas

Subject: Quick Update on Project Timing

Hello Coworker,

Just wanted to give you a heads-up that the Project Project is running a bit behind. Looks like the technical issues are still not resolved.

We're working on a new timeline and should have a plan by the end of today. Let's hop on a call this week to make sure everything else is still on track.

Let me know what works for you.

Thanks,
Natalia

Subject: Update on Your Project Timeline

Dear Customer,

I wanted to personally update you regarding the status of your Project Project. Due to a brief technical issue that we have experienced, we are expecting a slight delay in delivery.

We understand how important this project is to you and we are doing everything we can to get things back on track. We are currently revising the schedule and I will share the new timeline by the end of the day today.

Thank you for your patience and understanding. Please feel free to reach out with any questions or concerns.

Warm regards,
Natalia Habas

Adapting the message for three different audiences required to carefully consider tone, word choice, formality, and level of detail in each. Each version needed to reflect not only the relationship I have with the intended audience, but also their expectations.

For the email to my boss, I chose to use a formal and professional tone. The goal was to be transparent while also showing accountability and providing a solution. As someone who works in the corporate world, I know leaders often want the summary and any relevant information without too much detail.

For the version to my coworker, I used a more causal and collaborative tone. Since we're working on the project together, I used informal language. The approach of the email is direct but relaxed.

For the customer version of the email, I prioritized empathy and clarity. Since they are external to the project, it was important to avoid using internal jargon. I focused the email on reassuring the customer and used soft language to maintain trust and show that their experience matters.

One challenge was balancing clarity with professionalism, especially in the customer email. I needed the message to be clear without making the customer panic. Another challenge I encountered was keeping the message short but still informative. I tend to over-explain in my writing, so I needed to cut out anything that wasn't necessary.

This assignment reinforced how important audience adaptation is in business communication. The same message can have different impacts depending on how it's delivered. By adjusting the tone, style, and details, we can improve understanding.