

Conflict Resolution Via Email

show your concern	I'm concerned about a development in my department. A recent development has caught my attention. Something has developed that I've become concerned about.
deflect complaints	My concern for the company is . . . I don't mean this as a complaint. Please don't take this as a complaint.
offer a solution	I'd like to discuss a possible solution. I believe this can be resolved by . . . One way we can overcome this issue is to . . .
ask for advice	I'd love to get your feedback on this. Your input would be a big help. Any expertise in this area you could share would be great.
show gratitude	I greatly appreciate your time on my behalf. Your assistance in this matter is greatly appreciated. Thank you for your time, I know you're busy.

Highlight the elements above in the message below.

Sales Team Contract Resolution

Dear Mr. Luton,

This is Allan Read in the sales department.

I'm writing regarding an interesting development that was brought to my attention this week.

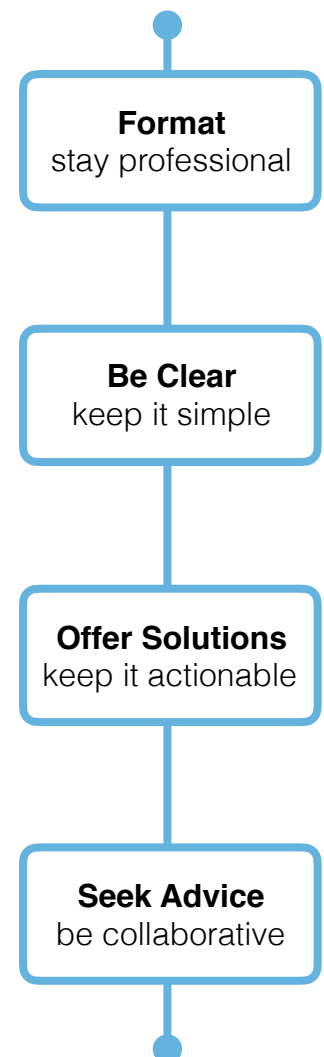
Recently, one of our top clients contacted me about a member of our sales staff. They stated there was an issue with the terms of the contracts they signed and believed the fault was with our legal department and how the salesperson described the terms.

I've looked into the issue and there do seem to be some irregularities in the contract terms. Of course I'd like to resolve this issue as quickly as possible as I believe this could look bad for the company. and I believe there are several easy steps we can take. However, I'd like to get your input before moving forward.

I know how busy you are so your help in this matter is greatly appreciated. I'll look forward to hearing your ideas on this matter.

Best,

Allan Read



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Best,

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SUBJECT LINE

Dear Mr Smith,

I hope you are doing well.

I have a concern about my colleague Mr. Andrews. **It's recently come to my attention** that he spoke to the president regarding my latest project; ACE Plus. **As I understand it** Mr. Andrews reported to him as if he were responsible for the success of the project.

I'm concerned because as you know, this project grew out of my ideas and I've completed most of it myself. **I believe this can be resolved by arranging a meeting to discuss the situation.**

I would greatly appreciate any input you may have. If you need more specific background information I would be happy to set up a meeting at your convenience.

Best Regards,

James Coburn

SUBJECT LINE

Dear Mr. Morita,

I'm sorry to bother you when you are so busy, but I have something to talk with you about and **would love to get your input on it.**

As usual, we have to develop many action plans to achieve our annual budget for the year.

However, we have already met our total estimated sales goals. Therefore, I think other departments should achieve their own sales goals as well. **My concern for the company is** achieving the annual budget.

If possible, I'd like to set up a meeting with our director regarding this matter.

Thank you for your understanding and support.

Best regards,

Derek Kaivers

SUBJECT LINE

Dear Susan,

I'd liked to get your feedback on a concern of mine regarding our upcoming sales forecast. **Any input you have would be a big help.**

Usually we can only complete the submission of forecast data just before the deadline. This is because I can't get the required documents from the accounting group in a timely fashion. For several months now I have been requesting the accounting group send the documents within the time I've requested, however nothing has changed.

Would it be at all possible to have a meeting with the chief of the accounting group and ask him to finish the documents at a more reasonable time?

Thank you so much for your help with this issue.

Alice