CRITICAL THINKING

FLOWCHART

Causes
Different accent and week in listening skill

Problem
There is some mistakes about sending information a treatment which is done in Singapore and Taiwan

Effect
There is some misunderstanding about treatment in Singapore and Taiwan when I confirmed

Potential Negative Effect
It can be a wrong procedure

Potential solution I
The company must have person who has good speaking skill in English

Potential positive effect
Both of them can concentrate during having a conversation and they want to more learn about English language

Potential negative effect
The company will lose some profit

Potential solution II
Communication not only use a telephone but it can be use by email

Potential positive effect
Experience in communication skill will be increase

Choose potential solution II
Communication not only use a telephone but it can be use by email