

Discussion Board

Student's Name

Institutional Affiliation

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Post I

The considered post gives a clue of the future research regarding the negative communication experiences occurring at the automobile dealership companies and repair services. The author is going to learn more about the influence of negative communication upon the rate of satisfaction of the customers. In addition, the methods which have the opposite effect and positively impact the relations between clients and dealers are considered as well.

It is quite interesting, however, to know what reasons stand behind choosing the settings such as at the sales of vehicles, body shop repairs, and normal maintenance repairs. In addition, the duration of the observation is remained unsettled. Moreover, the author does not indicate the way the data will be analyzed. I should also note there are certain doubts as to use of hidden camera without the permission of the people who will be recorded as it could be considered as unethical practice.

Speaking about the similarities and differences of two posts, I would like to notify that both of them are written in details and are rather exhaustive. They provide an exact account of the steps that will be taken during the experiment, as well as the signify about the importance and practical relevance of the results.

Reading the post, I was quite confused with the term negative communication. In some parts of the post this term refers to actually different life situations and ways of communication, so that one can easily get confused about the object of the research which is t determined rather clearly. Therefore, I would like to recommend the author to explain what is meant by the term 'negative or bad communication.' In addition, I would advise the researcher to rely more on the

interviews as they will actually provide the information of true feelings and thoughts of the parties of communication, not the opinions of the researcher which could be biased or impartial.

Post II

From the post reviewed I have learned about the importance of vocational learning in modern terms of financial and economic crises going on worldwide. Vocational trainings specifically designed for the post high school students are of great practical use since nowadays a lot of Bachelor's degrees could not be used for employment in any sphere. Moreover, vocational trainings are believed to shorten the rate of unemployment. In addition, it should be noted that the problem of vocational training has been long debated and belongs to ones the US government desperately tries to alleviate.

Still, several questions remained unanswered. Personally, I am interested what types of interview will be used during the experiment. In addition, it is quite curious for me to know in what way is the level of income of the respondents families relevant to this study. The procedures that would be used by the interviewer to ensure the validity of the information retrieved from the interviewed individuals.

It is not quite clear for me how the research is going to ensure the validity as well as the reliability of the results. The presented post is rather short in comparison with mine and focuses on the main aspects of future research without going into details.

As to recommendations, I would recommend the researcher to provide more in-depth information regarding his future studies since the one that has been provided does not show the whole picture of the reasons which have instigated the researcher to carry out an experiment in this sphere, the importance of it, the methods that will be used during the study etc. The post I have analyzed reminds me rather an outline or certain hints on what will actually happen during

the research which is however not enough and leaves room for plenty of questions and doubts.

At the same time, I consider the topic of future research to be rather interesting and worth learning.