

	FACE-TO-FACE	TELEPHONE	TRADITIONAL LETTER	E-MAIL
Dependent on time	Yes	Yes	No	No
Dependent on place	Yes	No	No	No
Non-verbal part	Yes	A little (the atmosphere can be felt via tone of voice, etc.)	No	No
Personal	Yes	Yes	Not necessarily	Not necessarily
Stored message	No	No (unless the conversation is recorded)	Yes	Yes
Felt to be trustworthy	Often	Often	A great deal	A little
Time for reflection	No	No	A great deal	A little

FIGURE 4.89
The four communication media – advantages and disadvantages.