**Do you agree or disagree with the following statement? If you need to discuss upsetting or controversial problems with others, using email/text messaging is  
better than using telephone/voice-messaging.**

During human life exchanging the upsetting or controversial issues is among great challenging factors which needs to treat in the wise and sociable manner. While there are some people maintaining that the best way for saying bad news is what is done by text messaging or email, there are others holding the view that voice messaging using telephone is among the best way for discussing with other people. As far as I am concerned, there is some true in this view that the discussing contentious and annoying problems with other individuals by text messaging like email is more acceptable than voice messaging and calling and I think it strongly depends on the kind of situation that this message want to be delivered between people . In the following paragraphs, I will delve into the reasons and examples justifying my perspective.

The first aspect to point out is that about rules in the official environment. The most important property of this kind of environment was about the general rules that people are required to follow and despite of any form of controversy about something in the official environment, people should respect the certain accepted rules. They usually reach an agreement based on the certain law that was considering the benefits of the all people. In this situation, it is so acceptable that the controversial and upsetting message delivered by text messaging and email, because everything is controlled based on general rules. Additionally, this kind of environments are so crowded and nobody could be in personal relationship with other people, so there are so many possibilities that cause conflict of interest between people and need to be solved by one decision that usually make based on the general rules by boss. For instance, imagine a company with so many employers that work together. It is usual that people in one section could not know each other and if there is a need to pass an upsetting or contentious message to some body, it is acceptable using text messaging according to the rules.

Another factor that deserves some words here is about friendly relationship. It would also be interesting to imagine an emotional relationship that individuals need to be supported emotionally by each other. In this situation, using only an email and text messaging for delivering an upsetting and controversial message, consider impolite behavior that usually is not acceptable. People usually want to be understood and support by their close friend and it is not possible to have support of my close friend by only a plain writing message. Furthermore, a subtle point we must consider is that in a close- knit family, being with each other in the hardship is so important factor that could strengthen the relationship and even in a situation that family members are far from each other, using voice messaging and calling be so reasonable than using only an email or a text messaging.

By taking into account all the aforementioned reasons, one might come to the conclusion that using text messaging or voice messaging for discussing our upsetting and disputing message is strongly depended the kind of situation and the relationship that we have with the message receiver.

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