**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**

Everyday technology provides a new means of communication for us, and we should learn to use them properly not to lose a friend or upset family member. Since text messaging got popular, there was always an argument; some people believe that it is better to tell upsetting news or problems throw a call, while others say it is more convenient to send a text message. I would support the former idea, and I will explain my reasons in the following paragraphs.

First and foremost, making a call and tell somebody the problem will prevent any misunderstanding. Moreover, a recent study in the psychology department of our university revealed, it is more likely to misinterpret a text message than a voice message or phone call containing the exact information. As a personal experience, once I informed two friends with the following text message: “I cannot come to the trip with you because I am sick.” But I called the third friend to tell this. The first two got angry at me like I am making an excuse, but the other one believed me because he heard my sick voice. The result of the recent academic study and some similar experiences made me sure about this issue.

Another important reason is that we cannot be sure if the receiver will see the text message when he or she is in a good mood or not. Whereas, if we make a phone call we can realize whether it is a proper time to tell the upsetting matter or not, and if it is not the right time, we can postpone it. Otherwise, the receiver may overreact and make the situation worse.

To sum up, you should always be aware of the consequences of our way of communication. If you have to discuss something upsetting, it is more reasonable to take a call to reduce the probability of misunderstanding and to find the right time to tell.

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