

Everyone's Smart University

Assignment 1 (Spring 2021)

Student اسم الطالب

Name ... **Mohammed Alsayed**

Students I.D الرقم

... **2021202802** ... الجامعي

Section

Bachelor

Date

18 / 02 / 2021

Course Code

(CMM201)

COMMUNICATION SKILLS

Instructions:

- يغلق الواجب يوم الإثنين ١ مارس في تمام الساعة ٩ مساءً.
- الواجب سؤال واحد مقالي من ٤ درجات.
- لا تقل عدد الكلمات عن 400 كلمة ولا تزيد عن 600 كلمة.
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الإنجليزية.
- يُمنع منعاً باتاً نسخ الإجابة من أي مصدر آخر. عكس ذلك، سيتم إلغاء درجة الواجب تماماً.

• يرجى ضرورة تحويل هذا الملف بعد الإجابة إلى صيغة pdf بعد الانتهاء من الواجب ورفعته على المودل.

Instructor's Name: Dr. Merna Emad

Read the story below and, as you evaluate the passage below, consider whether this behavior is appropriate for this professional context.

Mark is a top-performing salesperson at a pharmaceutical supply company. As a reward for his performance, he is treated to a trip to the corporate office in California to meet the chief executive officer, Ms. Mills. Ms.

Mills is known around the office as the “Wicked Witch of the West” because of her short and sometimes abrasive demeanor. Mark’s coworkers share “horror stories” of their encounters with her, stating that she rarely makes eye contact, never smiles, and dislikes being approached unless she initiates the conversation.

Although he is excited to travel, he is also nervous about what he and Ms. Mills might talk about. He prepares by thinking about how he can share his sales strategies and techniques. On the day of the meeting, he waits patiently for Ms. Mills’s assistant to call him into her office. When he is escorted in to meet her, he is shocked to see a petite woman behind the large desk smiling back at him with kind eyes. He approaches, shakes her hand, and waits for her permission to sit. Ms. Mills is nothing like the horrible person they made her out to be. Ms. Mills asks Mark several thoughtful questions about why he is successful, ways the staff can be supported, and how the company fits in with his

professional goals. Mark feels more and more comfortable as she leans forward to listen intently to what he is saying. Mark loosens his tie, crosses his legs, and begins sharing stories of how he feels his immediate supervisor has dropped the ball on more than one occasion and that the team would be better if more money were allocated to incentives and bonuses. Mark immediately sees Ms. Mills's eyes begin to squint and her brow furrow. She stands up abruptly and says in a gruff voice that their time is up and that her assistant will show him out.

Answer the following question accordingly:

1. Given the professional context, what would you have done the same and/or differently if you were in Mark's position?

If I were in Mark's shoes that day , I would have never let myself get too comfortable because as we know it is not acceptable to show lack of respect to a superior person. Nonetheless, that person being the chief of the corporation. I would Have never loosened up my tie or crossed my legs because that would show her I am not very professional and I would have chosen a better and more respectful way of suggesting more bonuses and incentives . I want to add that he did not show that he respects his supervisor and that a way of telling about the person's real character.

2. Do you think Mark accurately evaluated the context? Why or why not?

I think mark misread her friendliness to think she is going to allow him to be as comfortable with her as he is with a friend. He was too informal which led him to say the wrong things or at least say them wrongly. He should have known how to speak to a high authority person and have a better knowledge of relational communication because he handled the situation badly and that comes of his incorrect evaluation of her chumminess.

3. What communication factors led to the change in the chief executive officer's disposition?

The factors that led to the change are definitely how he did not listen but rather kept talking. Then how he verbally communicated horribly, he was telling her how to work instead of suggesting politely. Non-Verbally he was a disaster, the crossing-legs alone would've been enough for her to disposition but he also loosened up his tie and by the context you can tell that he lost all of professionalism

4. How could the KEYS process help Mark improve his communication skills?

The four KEYS for excellence in the work place are

K - Know yourself

E - Evaluate the professional context

Y - Your communication interaction

S - Step back and reflect

The KEYS process could have helped Mark to know his weaknesses and strengths in communication.

He needs to evaluate himself better in order to understand the constraints of the communication situation. So he can develop his skills to address anyone in the right manner and way (in any situation).

It always helps to know your communication interactions both verbally and non-verbally to notice and manage your body language and the form of your words.

Stepping back and reflecting your overall communication successes and failures could help you improve. You need to always adapt and develop and that happens when you continuously examine the effectiveness of your communication.

These 4 factors will help Mark become the best version of himself in communicating with others.