



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Student Name	Abdullah Salem Aldhafeeri	عبدالله سالم الظفيري	اسم الطالب
Students I.D	2021200779	2021200779	الرقم الجامعي

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Instructions:

- باسم ٩ عاسلا مامت في فسر ام ١ نيندلا موي بجاولا قلغي.
- بتاجرد ٤ ن م يلقم دحاو ل اوس بجاولا
- تملك 600 ن ديزت لاو تملك 400 ن تاملكتا ددعلقت لا
- تيزيلجنلا تملكتا تاحلطصلا نوكتن اعارم مع تيرعلا تملكتا و ا تيزيلجنلا تملكتا تاحاتم تباجللا
- امامت بجاولا تاجرد املكتا متيس ، لكذ س كع . رخا ردصم ي ا ن م تباجللا خسن انا ب اعنم عنم
- لدوملا ي ل ع تعفر و بجاولا ن م اهنلا دعب pdf تغيص ي ل ا تباجللا دعب فلما اذهل يوحت قرورضي جري

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:

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

mark has to respect the work place and the person IN front of him/her he shouldn't disrespect the person who ever it was to reach his goal. If it would me i would take the wheel different way as I wouldn't disrespect the manager i would suggest the best solutions with previous studies to convince the manager that solution is the best what the company should do to increase the income .

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

usually unstudied increase in commotions and incentives has to be studied well to be taken from the company budget however that does not preclude the suggestion at the same time this should look convincing to be under consideration .

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

the loosens of his tie and the crosses of his legs most likely made the manager felt disrespected and decided to end the meeting as soon as possible the poor communication skills always leads to such thing to happen in such meetings .furthermore, in my opinion as mentioned earlier mark should had a physicals studies before he attend the meeting to look more convincing so they can take his solution under consideration .

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

firstly know your self which means that you value your self and improve your strategies to benefits well from them and look carefully where is your strength and weakness to have it improved .secondly Evaluate the professional context which means that you have to be well known of the others needs to improve your communication skills with different kind of people .thirdly Your communication interaction which means that you have to carefully watch your verbal and nonverbal cues .finally, Step back and reflect which helps you to control verbal and nonverbal messages before you send them forward.

ق باسلا ل لؤ سلا ةمجو ت

هاندأ عبتملا لؤلسلا ناك اذا اميف ركف ،هاندأ ةصقلا مبيقتبك مايق عانتأو ،هاندأ ةصقلا ل ق
بيهملا ق ايسلا ابسانم

هلاسو ا م ت ،هنادا لى ع قأفاكم ك .ةيودلا ا ديوت ةتكرش في ح جاز تاعيبم بولنم ك لؤام ل معي
زليم قديسلا ،يذيفنتلا سيؤ لا عاقلا ايؤوغيلا ك في ةتكرش لا بتكم لى ل مع ةتعب في

ضعب في سىاقلا اهو لس ببسب "قريش لا برغلا قرحاس" م سادب تكملا في زليم فرعت
ل داز اهنلا س لثاق ،ماهم م هتاعقل ن ع "ب عو لا ص صق" ل معلا في لؤام علاؤ لؤاشي .ن ايحلا
ةثدا حملا أدبت م ل ام اهنم بلر قلا ابحت لاو ،ادبأ مستبت لاو ،س علا بل صلو ت م

د ق ام ن أشب اضيا ق ل ق ناك هنادا ل ا عرفسلا س امحلا ب ر عشي ناك لؤام ن ا م م غو لا لى ع
عيبلا ت امينقتو ت اميجيتلر سا ضرر عل دعسي ن ا زرك ،هنكلو .زليم قديسلا س بو هنيذ ث دحي
زليم ع م عامتجا في ةفلتخملا

ل خد امدنع .اهبتكم في هب ل اصتلا زليم قديسلا د عاسم بر صبر ظتنا ،ع امتجلا موي في
نويعب ه م مستبت م ربكلا بتكملا ف لخم مجحلا قرخص قل ما ةيؤر ل مدص ،ماهنا قللا بتكملا
ص خشلا اذه ودبت لا زليم قديسلا .سولجلا ب اهنذا رظنيو ا هحفا صيو برتقي .ةفيطل
ببس ل و حة سور دم ةلئسا قدع لؤام زليم قديسلا ل أست .هنع ع مسي ناك يذلا ب عوملا
ه فادها ع م ةتكرش لا ب ساننت فيكو ،س فظوملا م عد اهدن كميتي لا قو طللو ،ه حاجز
ةينهملا

ك فب لؤام ماق .ه لوقي امل مامتها ب عمتستل ماملأ لى ل يمت اهنلا مركأ ةحل ب لؤام ر عشت
ن ا ب روعش ن ع ص صقة ركاشم في أدبو ،ةثدا حملا عانتأ قاس لى ع قاس ع ضوو ،هقنع ةطو
م ت اذا ل ضفأ نو كيس ق يرفلا ن أو ةبسانم ن م مركأ في قركلا طقسأ دق س رايملا م يدم
قديسلا نوي ع ن ا روفلا لى ع لؤام م ي .ت آفاكم لاو زفلو حلا ل لوملا ن م دني ملا ص يصخت
ن لا هى تنا دق مهتقو ن ا ن شخ توصبت لاقو قأجفت فقوو .ل وحتلا في أدبت زليم

بك لذل اقفو تيلاتلا تلمسلا بن عابجا

- فلتخم لكشب وأ / و مسفذ عيشي لا لعفتست تذك اذام ،يني هملا قايسلا لي إ رظنلاب ؟ لئوام ناكم تذك اذإ
- ؟لا املو امل ؟ة قدب ف قوملا مهيقو قيقد وحنلي ع فصر ت لئوام نأ أدقتعتل ه
- ؟ي نديفنتلا سيؤ لا فصر ت في مريغتلا لي إ ت دأ تي لا لاصتلا ل ملوع هي ام
- ؟هيدل لاصتلا ت لاهم م سحت في لئوام دعاست نأ KEYS تيلمعل نكمي فيك