

1. بالنظر إلى السياق المهني، ماذا كنت ستفعل الشيء نفسه و / أو بشكل مختلف إذا كنت مكان مارك؟

Naturally, I will not do what Mark did because what he did was very poor compared to the professional environment, I have to put myself in a formal position for job interviews and in the best possible condition.

How to prepare myself well for the interview:

- The dress must be appropriate to the work environment and provide good and effective answers.
- Must know how to deal with each individual at work in an effective and good manner and set limits for each person within his position at work.
- Not to waste time and misuse it in other things that are not beneficial.
- Must observe our behavior in treating people with respect, fairness and dignity.

2. هل تعتقد أن مارك تصرف على نحو دقيق وقيم الموقف بدقة؟ لما ولما لا؟

No, Mark didn't behave well and this is because he has collected information from fellow professionals at work and about who is the person who will receive him on the visit.

And when Mark went to the interview, he concluded and jumped with a quick judgment on the manager without paying attention to all the previous information from his colleagues. This indicated his lack of experience, lack of patience and lack of interest in the basic job.

3. ما هي عوامل الاتصال التي أدت إلى التغيير في تصرف الرئيس التنفيذي؟

❖ *Lack of attention*

Director gave Mark full attention and listened to him, but Mark did not considered that and deviated from the main topic and acted indifferently.

❖ *Loss by transmission*

treated the manager with indifference and lack of information to convey to her.

❖ *Distrust*

Mark's exit from the main subject, It led to the director's lack of confidence in him, and she took it in a negative sense, ignoring his speech and ending the interview.

❖ *Body language*

Mark's failure to take into account the body language that gave the director a very bad impression of his immorality, politeness, and indifference.

4. أن تساعد مارك في تحسين مهارات الاتصال لديه؟ **KEYS** كيف يمكن لعملية

❖ *Know yourself*

Must develop his skills of listening and interacting with them in his professional dealings, continuously assessing his skills and developing strategies to take advantage of strengths and develop weaknesses.

❖ *Evaluate the professional context*

must have a good prior knowledge of the needs of the people to be communicated with and set good limits and restrictions for communicating with them.

In addition to developing communication skills with a large group of diverse people and situations

It must be known whether the professional environment uses formal or informal communication, and pay close attention to the terminology used in the work.

❖ *Your communication interaction*

Taking what he learned in the previous two steps and communicating with colleagues who specialize in work, and after that it requires evaluating the effectiveness of his language in the verbal and non-verbal messages that he transmits to others and his success in them and he always tries to develop and improve himself continuously.

❖ *Step back and reflect*

This is the most important stage in his development in communication, which is to ask himself whether his communication is effective and active with his communication partners and repeat the process of obtaining strategies bigger, and more effective for being a good listener and communicator.