



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Assignment 1 (Spring 2021)

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Section

Bachelor

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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.

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

If I am in Mark position, of course I will never do the same, from my point of view I think poor Mark didn't understand Ms. Mills's verbal and Nonverbal communications, accordingly, his behavior was totally wrong, considering the previous reputation and picture of Ms. Mills which he was already had it in his mind (Wicked Witch of the West), he was shocked when he saw a petite smiley woman which was totally the opposite of the picture in his mind, this shock made Mark start sending wrong verbal and nonverbal communications which was mentioned in the context.

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

Of course Mark didn't evaluated the context accurately, he was thinking that he is going to meet the devil himself, when he saw the smiley woman, Ms. Mills was very professional and she was sending proper verbal and nonverbal communications during the meeting, mark didn't receive those signals correctly and didn't evaluated them accurately, it is started once he loosened his tie and crossed his legs during the meeting with his chief executive officer, then he broke the Regulative rules by discussed financial issues and other subjects related to his immediate supervisor with the chief executive officer.

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

From my point of view, I believe that the communication factors led to the change in the chief executive officer's disposition are the following:

- Verbal communication: once Mark started talking about his direct supervisor and the team performance and he mentioned about the financial issues (allocating more money, incentives and bonuses) Mark did a big mistake by sending such verbal communications.
- Nonverbal communication: by loosened his tie and crosses his legs again he sent the wrong nonverbal communication by his body language and his Physical Appearance by loosened his tie.

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

The KEYS for excellence in the Workplace can improve Mark communication skills as following:

- **K: Know yourself:**
Define the verbal and nonverbal communication skills including the body language and understand how to read them as a receiver and baying more attention if he is the sender.
- **E: Evaluate the professional context:**
Pay more attention to have the proper communication skills. Practice more to be good listener (evaluate the received messages) and to be good speaker.
- **Y: your communication interaction:**
It require Mark to monitor his verbal and nonverbal communication skills including his body language and his physical appearance especially his clothing not to be change during the meeting like loosen the tie or taking off his jacket.
- **S: step back and reflect:**
Did you behave professionally during the meeting? Did you sent the proper messages to Ms. Milla? Did you limit your subjects up to your level? What did you say or do to drive Ms. Milla to change her position.