



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.

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?

What I would have done similarly to Mark, is that I would prepare myself beforehand, to make sure that I can communicate properly, both verbally and non-verbally. On the other hand, I wouldn't get too comfortable once the hierarchy (in this case Ms. Mills) shows clear non-verbal signs that they are more comfortable, nice and relaxed. Because that would cause misunderstanding that I would be disrespectful; so to avoid any conflicts, I would still keep my body language, like my posture, legs and face respectful and upright, to show a more professional demeanor and gain the trust and respect of the hierarchy.

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

Not fully. At a point he was right in being prepared and careful, but he ended up misinterpreting the situation once he finally met Ms. Mills

because she was a lot nicer than what he heard about her; he got too comfortable and ended up looking and seeming disrespectful towards her as he loosened up his tie and crossed his legs, also mentioning how his supervisor said that it would be better if “more money allocated to incentives and bonuses” which isn’t a “correct” form of verbal communication seeing that she misinterpreted what he exactly meant by mentioning that to her. His words also lacked “clarity” and they were not “concrete”.

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

Both the misinterpretation of the verbal communication and non-verbal communication factors, led to the change in the chief executive officer’s disposition. The verbal one being the main one that led to her disapproval; once he started sharing stories about how he feels his immediate supervisor dropped the ball on multiple occasions the team would be better if more money was assigned to encourage and bonuses. The non-verbal communication aspect was when he changed his body language and appearance/ exterior look once he felt more comfortable after she leaned forward to give more attention to his words; by loosening his necktie and crossing his legs, he showed less regard towards ms. Mills.

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

By knowing the KEYS he would improve in the work place if he followed them correctly.

K. know yourself: would help him have a better understanding and assessment of his skills as a communicator and further utilize his strengths and develop his weaknesses.

E. evaluate the professional context: to be able to address the needs of the listener, also understand the constraints of the communication situation. As well as expand skills, for a variety of audience/ listeners and situations.

Y. your communication interaction: this would apply the best to mark's situation, because it means to monitor your own verbal and non-verbal cues, in addition to the cues from the audience/ listeners during the communication interactions.

S. step back and reflect: lastly, mark needs to step back and reflect as it means to examine the effectiveness of the verbal and non-verbal messages that were conveyed to others and the overall success of the various communication interactions, then taking what's been learned then start the process again. Develop the ability to adapt and continually improve.

I believe that following the KEYS will help mark avoid such situations.

ترجمة السؤال السابق

اقرأ القصة أدناه، وأثناء قيامك بتقييم القصة أدناه، فكر فيما إذا كان السلوك المتبع أدناه مناسباً للسياق المهني.

يعمل مارك كمندوب مبيعات ناجح في شركة توريد الأدوية. كمكافأة على أدائه، تم إرساله في بعثة عمل إلى مكتب الشركة في كاليفورنيا للقاء الرئيس التنفيذي، السيدة ميلز.

تُعرف ميلز في المكتب باسم "ساحرة الغرب الشريرة" بسبب سلوكها القاسي في بعض الأحيان. يشارك زملاء مارك في العمل "قصص الرعب" عن لقاءاتهم معها، قائلين إنها نادرًا ما تتواصل بالعين، ولا تبتسم أبدًا، ولا تحب الاقتراب منها ما لم تبدأ المحادثة.

على الرغم من أن مارك كان يشعر بالحماس للسفر، إلا أنه كان قلق أيضًا بشأن ما قد يحدث بينه وبين السيدة ميلز. ولكنه، ركز أن يستعد لعرض استراتيجيات وتقنيات البيع المختلفة في اجتماعه مع ميلز.

في يوم الاجتماع، انتظر بصبر مساعد السيدة ميلز للاتصال به في مكتبها. عندما دخل المكتب للقائها، صُدم لرؤية امرأة صغيرة الحجم خلف المكتب الكبير تبتسم له بعيون لطيفة. يقترب ويصافحها وينتظر إذنها بالجلوس. السيدة ميلز لا تبدو هذا الشخص المرعب الذي كان يسمع عنه. تسأل السيدة ميلز مارك عدة أسئلة مدروسة حول سبب نجاحه، والطرق التي يمكن بها دعم الموظفين، وكيف تتناسب الشركة مع أهدافه المهنية.

تشعر مارك براحة أكبر لأنها تميل إلى الأمام لتستمع باهتمام لما يقوله. قام مارك بفك ربطة عنقه، ووضع ساق على ساق أثناء المحادثة، وبدأ في مشاركة قصص عن شعوره بأن مديره المباشر قد أسقط الكرة في أكثر من مناسبة وأن الفريق سيكون أفضل إذا تم تخصيص المزيد من الأموال للحوافز والمكافآت. يرى مارك على الفور أن عيون السيدة ميلز تبدأ في التحول. ووقفت فجأة وقالت بصوت خشن أن وقتهم قد انتهى الآن.

أجب عن الأسئلة التالية وفقًا لذلك:

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

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

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

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