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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?

1 Q: Sit calmly,
controlling fear,

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

2 Q / No, because he was afraid to enter her and when speaking and feeling relaxed, he loosened the tie and then began to switch to Mrs. Mills. -

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

3 Q: Untie the tie, put one leg on one leg when speaking -

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

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Fearlessness

and self-
control -
respect and
tact in
speaking -
.sitting right