



Section	Date	28-02-2021	Course
Code			
Bachelor	18 / 02 / 2021		(CMM201)

- عاسم ٩ عاسلا مامتيفس رام ١ نينثلا موي بجاولا قلغي
- تاجرد ٤ ن م يلقم دحاو ل اؤس بجاولا
- قملك 600 ن ع ديزت لاو قملك 400 ن ع تاملكلا ددع لقت لا
- تيزيلجنلا تغلاب تيملعلا تاحلطصلا نوكت ن ا قاعار معم تبيرعلا تغللا و ا تيزيلجنلا تغلاب قحاتم تباجالا
- امامت بجاولا مجرد عاجلا متيس ،كلذ س كع . رخا رصم ي ا ن م تباجالا خس انا ا اعنم ع نمي
- ل دوملا ي لع عفرو بجاولا ن م عاهنتلا دعب pdf تغيص ي ل ا تباجالا دعب فلملا اذه ل بوحت قرورض ي 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 قبا
بيهملا قبايسلا ابسانم

هلاسوا م ت هاندأ الى ع قأفاكم كة يودلأ ديوت تكمش في ح جازت اعبيم بولنم ك لؤام ل معي
زليم قديسلا ،يذيفنتلا سيؤ لا عاقلا ايؤوغيلا ك في تكمش لا بتكم لي إ لمع ةثعب في

ضعب في سيقلا اهو لس ببسب "قريش لا برغلا قرحاس" م سادب تكملا في زليم فرعت
ل داذ اهنأ م لئاق ماعم م هذاعقل ن ع "ب عو لا ص صق" لمعلا في لؤام علاؤ لؤاشي ن ايحلأ
ةثداحملا أدبت م لام اهنم ب لرقلا بحت لاو ،الدأ م سبت لاو ،م علا بل صلو ت م

د ق ام ن أشب اضياً ق ل ق ناك ه نأ لا إ عرفسلا س ام حلاب ر عشي ناك لؤام ن أ م م غو لا الى ع
عيبلا ت امينقتو ت اميجيتلر سا ضرر عل دعسي ن أ زرك ،هنكلو .زليم قديسلا م بو هنيث دحي
زليم ع م عامتجا في ةفلتخملا

ل خد امدنع .اهبتكم في ه ب لاصتلا زليم قديسلا دعاسم م صبر رظتنا ،ع امتجلا موي في
نويعب ه م سبت م ربكلا بتكملا ف لخم مجحلا قرخص قل مة يؤر ل مدص ماعلاقلا بتكملا
صخشلا اذه ودبت لا زليم قديسلا .سولجلاب اهنذا رظنيو اهنحفاصيو بترقي ةفيطل
ببس ل و حة سوردم ةلئسأ قدع لؤام زليم قديسلا لأست .هنع م سيد ناك يذلا بعوملا
ه فادهأ ع م تكمش لا بسانتت فيكو ،م فظوملا م عد اهدن كميتي لا قوطلو ،ه حاجز
ةينهملا

ك فب لؤام ماق .ه لوقيدامل مامتها ب ممتستل ماملأ لي إ ليمة اهنلا مركأ ةحل ب لؤام ر عشت
ن أب روعش ن ع ص صقة ركاشم في أدبو ،ةثداحملا عانتأ قاس الى ع قاس ع ضوو ،هقنع ةطو
م اذا ل ضفأ نو كيس ق يرفلا ن أو ةبسانم ن م مركأ في قركلا طقسأ دق سترابملا م يدم
قديسلا نويع ن أ روفلا الى ع لؤام م ري .ت آفاكم لاو زفلو حلال لوملأ ن م دني ملا صيصخت
ن لا هي تنادق مهتقو ن أ ن شخ توصبت لاقو قأجفت فقوو .لوحثلا في أدبت زليم

بك لذل اقفو تيلاتلا تلمسلا بن عبا

- فلتخم لكشب وأ / و مسفذ عيشي لا لعفتست تذك اذام ،يني هملا قايسلا لي إرظنلاب
؟لئوام ناكم تذك اذإ
- ؟لا املو امل ؟ةقدب فقوملا مهيقو قيقد وحذلي ع فصر تئوام نأ اذقتعتل ه
- ؟يذيفنتلا سيؤ لا فصر ت في مريغتلا لي إ ت دأ تي لا لاصتلا ل ملوع هي ام
- ؟هيدل لاصتلا تلامهم م سحت في لئوام دعاست نأ KEYS تيلمعل نكميفيك