

1. describe your
perception of the
situation.

[Business](#), [Employment](#)



1. Describe your perception of the situation. My perception of the situation is that there is room for growth when it comes to Toya getting feedback about her weakness within the job. If I was mentoring Toya I would make sure she knows that we as a company value her as an employee but there are some things that in order for her to further her training she needs to correct some work habits. What do you think is the self-concept of Toya? From my understanding Toya feels that her work ethic makes her a good employee, Toya is under the impression that she doing a good job when in reality she is having some difficulties in some areas at work. I think if Toya was aware of the difficulties she was having in her work preformce she would be aware of her self-concept. 2. How is self-concept affecting the interaction? Is it helping it? Hindering it? Explain. Toya's self-concept is not allowing her to work at a performance she should. The way Toya takes criticism from other's is not professional and will ultimately cause different situations at the work place that should not be due to her ways of handling certain situations. When Toya has someone placed in her life that tries to make a difference she will shun the input because she is set in her ways of handling situations but she handles them in a non-professional way. 3. Using the process of human perception starting on page 68, explain the situation. 4. Then, using the guidelines for improving perception and communication on page 83, provide at least two tips (or advice) for each on how to handle the situation in an effective way.