**WHAT WAS THE GOAL OF THIS PROJECT?**

The goal of this project was to prove my ability to professionally de-escalate a situation at my future job.  
  
**HOW DID YOU APPROACH THIS PROJECT?**

I put myself into directly into the situation and handled it as I truly would. I professionally responded to the original email with a solution and then alerted my supervisor (O`Doyle in this case) about the issue.

**WHAT DID YOU LEARN FROM THIS PROJECT?**

Through this project I learned how to properly respond to an unprofessional email and de-escalate a bad situation. I also learned how to notify the correct people in case of an event like this.

**WHAT WOULD YOU DO DIFFERENTLY IF YOU WERE TO DO IT AGAIN?**

I don’t believe I would do anything differently if I had to do the assignment again. I believe I followed the proper procedures and remained truly professional throughout the entire process.