

1. Dear Students,

Please watch the video below and respond to my questions.

1. Summarize what you get from this video with 50 words or more.

<https://www.youtube.com/watch?v=dL0b7X6dqGs&t=14s>

2. From Chapter 2 - "Building Trust and Sales Ethics" and from your own experience, please share with us how to build and rebuild trust.

Best,

Prof. Dr. Pham