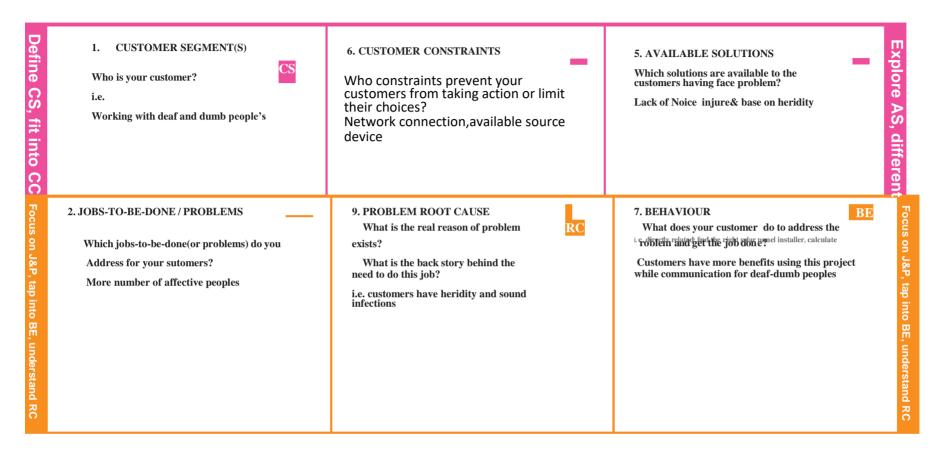
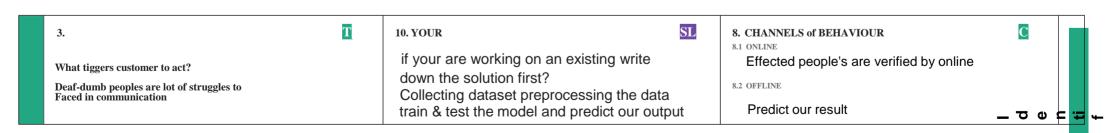
Team ID: PNT2022TMID40624





| 4. F    | EMOTIONS: BEFORE / AFTER                                                                                                                  | $\mathbf{EM}$ |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| p<br>In | ow do customers feel when they face a roblem or a job and afterwards? secure>confident in control - using it in ur communication strategy |               |
|         |                                                                                                                                           |               |
|         |                                                                                                                                           |               |
|         |                                                                                                                                           |               |