Louise Evans' advice about "owning our behaviours" is an important aspect of developing professional communication skills in the workplace. By taking responsibility for our actions and the way we communicate with others, we can build trust and respect with our colleagues and clients. One example of someone I have met who demonstrates this type of professionalism in their communication is my father who is a manager. He was always approachable. He always took the time to listen actively to his team members and made sure to clearly communicate his expectations and goals for our projects. This helped to create a positive and productive work environment, where everyone felt heard and respected. Additionally, he owned his mistakes, and took the time to explain to his team what went wrong, and how to avoid the same mistake in the future. This demonstrated his accountability and responsibility towards the team and the projects.