Monitor
Laboratorio Tecnologias Informação
Departamento de Engenharia Civil
e Arquitectura

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Learning Report

Abstract—During my time as a formant monitor for the Laboratório de Tecnologias e Informação (LTI) - Departamento de Engenharia Civil e Arquitectura (DECivil), I learned the hidden values behind a working environment, being surrounded by teammates that would evaluate me and give me feedback based on my actions so that I could strive for improvement, while at the same time being mindful of the effective work I could accomplish with the resources and time that were made available to me.

The most enduring lesson was how the dynamics behind a working environment could shift with the slightest action or inaction. That the presentation of the work I realized and not just the end result so often impacted both what my colleagues though, but also the laboratories users perception of laboratory itself.

These facts combined with the teamwork involved, in every part of the job, be it learning from those more experienced, or adapting to the way the laboratory was managed and thus my co-workers, so that a stable productive environment could be achieved factored greatly into the learning I realized while working for the LTI – DECivil.

Index Terms—LTI - DECivil, monitor, teamwork, dynamic, workflow, experience, softskills, multitask.

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1 INTRODUCTION

THE work I realized working for the LTI was truly marking, I experienced the true repercursions of needing to be reliable and having to acomplish tangible tasks, but also the need to understand the finner points of a working enviorment

It is these finner points that will, expressed in the report, show the importance of teamwork and the relevance of knowing when and how to use resourses effectively.

2 TEAMWORK

Teamwork, every aspect of my work as a formant monitor (a monitor in training), was

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surrounded by this word.

It was expected of me to be able to handle various tasks at the same time, and realize them in a manner that would be both appreciated by the users of the laboratory as well as my supervising monitor. But this could only be achieved if I could engage and accomplish working with various members of the monitor core.

2.1 Co-existing

The simple fact of working in a team, is that there will be certain personalities that clash, I experienced this while working in the laboratory, sometimes what I expected others to perceive as a will to assure that the facts or skills I was developing where well retained, was interpreted as a lack of actually knowing these facts. After I learned of this I changed the manner in which I would question my

(1.0) Excelent	LEARNING					DOCUMENT						
(0.8) Very Good	CONTEXT x2	SKILLS x1	REFLECT x4	S+C x1	SCORE	Structure x0.25	Ortogr. x0.25	Gramm. x0,.25	Format x0.25	Title x0.5	Filename x0.5	SCORE
(0.6) Good												
(0.4) Fair	1.6	0.6	2.8	0.8	5.8	0.25	0.15	0.15	0.25	0.4	0.5	1.7
(0.2) Weak												

co-workers, realizing that some had misunderstood my intention with the questions.

This is an example of becoming aware that not everyone is bound to take the same idea from an action, while obvious in theory, in practice it can be harder to detect, and soon I modulated my line of questioning to better reflect my need to improve to each individual monitor working with me.

2.2 Interconnected work

Sometimes it wasn't just required that each monitor could interact well with each other while working on individual tasks, sometimes, the magnitude of the work presented was such that it was needed to directly convey actions or interchange task handling, a way of working that is closely associated with co-existing in a dynamic environment.

This reality was evident to me, as it was a focal point of the feedback I received, while I showed a will to be pro-active, it was sometimes overbearing, I tried to adjust my behaviour so as to better fit the quantity of work, and to have in mind each individual monitors need for work communication and space.

3 RECOURSE MANAGEMENT

In the academic world there are periods of time attributed to a given project, these have their own specific restraints on how to manage both time and resources, the same is true in a working environment.

grammar and punctuation!

3.1 Time

The most elusive of resources is time, this is a reality most understand, but it was a different kind of reality that I endured while working for the LTI, there I realized that the simple order of tasks that I accomplished was a factor of not just impact in my performance, but also of extreme relevance to the users and my colleagues.

A given "user A" might request a printing, while another "user B" is struggling with some software, and while we were given a straight priorities of tasks we should realize in order of importance, we were also expected to balance

the work.

The printing is small, should I go find the problem the "user B" is having, and potentially leave "user A" waiting? If I leave to help "user B", I need to tell my co-worker that I'll be leaving my position so that he knows what to count on for assistance, and if I leave will he himself be overwhelmed by work?

Situations like these played directly into how I interacted with the clients, and my co-workers, time management even of my own tasks played heavily into teamwork, into my effectiveness handling the work.

3.2 Physical Recourses

It wasn't just the need to manage time that marked my experience while working at the LTI, it was also the need to constantly manage the more tangible side of the laboratory.

It was imperative that I could manage all three printers with my colleagues, for example.

Facts like this reasserted need for teamwork once more, but sometimes in manners that would prove not the most beneficial for me, but in truth beneficial for those working with me.

Imagine for instance that I have to print a paper whose pages number in the thousands, but my co-worker is currently working the printers, I can ask him to allocate me the space, but is that choice wise? What will happen if another user arrives at the laboratory only to print two pages, should I occupy the reaming printer with a task so large?

Given this example, one can understand what I learned, that tangible resources are of course bound to time management, but also teamwork, it was also here that I learned another aspect of working in an environment like this.

4 OPINIONS

"Only" What?

Everyone is entitled to one, being a software engineer starting a master's degree, I was confronted with various situations that left me baffled, and it was something that surprised me at every occasion just how peculiar the internal structure was realized in the laboratory.

I maintained this opinion that the software

realize (english) ≠ realizar (portuguẽs)

designed for the LTI was made so with the average monitor in mind and not a software engineer, but it made me scratch my head still, even though I fully know that software is designed to fit the user, and not the other way around.

Only when talking to another monitor, one who is himself also from the same field as I am, did I realize that the software was designed to have in mind the situational environment at the LTI, that some compromises where made so that the less tech savvy monitors could actually go around the software in times of need, where something failed, or if the systems dependencies on old unreplaceable software proved unreliable.

This opened my mind to something more that was occurring at the laboratory, other monitors of different fields where also sharing opinions on how to work both with us formants and the rest of the monitor core. This open mindedness proved to be one of the aspects I most enjoyed working there, and a key factor in discovering that a good working environment isn't realized only by people trying to adapt themselves to others, but finding common ground in vastly divergent opinions.

? Where, where?

5 CONCLUSION

To assume that the points made in this report are obvious is not beyond expectation, but it's the fashion in which they are realized while actually working and not just thinking of them that makes the difference, though I did not advance to the final position as a full monitor, I did learn much in my time working for the LTI as a formant monitor.

And it was these finer points, the way teamwork is more than just adapting to people, but understanding them, and finding middle grounds, that knowing how and when to allocate one's resources can make the difference between good work and excellent work.

Which fine points?

It was this experience in soft skills that in conjunction with my technical knowledge, allowed me to reach my current working position as a Systems Administrator for the LTI - DECivil.

And with that being said, I will take my lessons as a formant monitor to heart, because they are what helped me reach my current position, and be able to write this report, that a good work position is filled with not just technical know-how, but on the finer points of a work environment.

Gonçalo Rodrigues is a student at Instituto Superior Técnico (IST) attending a Master and bachelors degree of Computer Science and Engineering, specializing in the area of Distributed Systems and minoring in the area of Embedded Systems, who currently works as a System Administrator (Technical Monitor) at the LTI - DECivil.

APPENDIX
STATEMENTS OF EXECUTION

It was agreed upon with the class responsible on January the First of 2015 (01/01/2015), that the statement of execution will be delivered as soon as the LTI - DECivil makes it available.