SCS_3551_007

Agile Leadership and Transformation

Individual Assignment: Reflection Paper

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Three Personal Development Goals + Activities

1. **CLARIFYING BOUNDARIES:** *Manage Stakeholder Expectations (Module 2)*

With a sustained willingness to help, I find it difficult saying no to people. Sometimes, this kind gesture may be perceived as commitment. The focus of this goal is to assess my capacity and availability as well as limit the amount of work-in-progress. I will listen attentively to the situation, understand the scope and outline the needs. The aim of this goal is to clearly define expectations and only act on expectations that fall within my capacity.

Activities:
- Clearly understand needs and the definition of "help" before any agreements.
- Avoid entertaining any requests after reaching my work-in-progress limit.

2. **MOVING WITH REALITY:** *Inspection and Adaptation (Module 3)*

Oftentimes, I make plans based on a preconceived notion of how things will happen. Although some of these scenarios turn out as planned, I have experienced major unexpected turns. The focus of this goal is to reduce waste by adopting an iterative approach to long-term planning and resource allocation. The aim of this goal is to accept unexpected turns, inspect the situation and proceed accordingly.

Activities:
- Deconstruct long-term plans or endeavours into shorter iterations or simpler milestones.
- Continuously validate my strategies or decisions to remain on par with reality.

3. **SUPPORT A LEARNING ENVIRONMENT:** *Self-Empowerment (Module 6)*

With each passing day, there is time to make additions to my skill set, either professionally or generally. The focus of this goal is to outline two major skills I would like to build upon every two months. The choices will be split evenly, one professional skill and one general skill. The aim of this goal is to increase my efficiency and broaden my perspective on tasks requiring these skills.

Activities:
- Take quarterly inventory on my skill set and identify opportunities for improvement.
- Utilize affordable learning platforms and reach out to more experienced people.

Two Most Valuable Topics + Future Applications

1. **LEADERSHIP STYLES:** *Change and Leadership (Module 7)*

This topic highlights the need for leaders to embrace change as part of life and make the journey worthwhile for everyone. A major takeaway was the leadership style grid. It suggests varying leadership styles based on the impact of the change and the associated benefits.

Application:
- Embracing change at every level or in any form it occurs.
- Adjusting my leadership style based on the environment, task and objective.
- Motivating others to embrace change by identifying positives, no matter how little.

2. **CUSTOMER SATISFACTION METRICS** – *Measuring Through Surveys (Module 5)*

This topic outlines the use of "one-question" methods and other customer interactions to gauge satisfaction levels. It emphasizes the need to define satisfaction goals and adopt the right approach when measuring variables. Also, it offers tips on improving satisfaction levels.

Application:
- Implement customer feedback based on priority to maintain a low churn rate.
- Generate ideas to improve features, increase customer life-time value and cut costs.
- Form strategic questions to measure satisfaction levels, professionally and generally.

Retrospective - Course Performance

WHAT WENT WELL:
- Taking meaningful notes and highlighting concepts or topics for further reading.
- Maintaining a good relationship with team members and delivering on assignments.
- Remaining engaged during the webinars, asking questions and answering questions.
- Making a connection between the course topics and everyday application or relevance.

ROOM FOR IMPROVEMENT:
- Networking or building a rapport with other students outside of my team.
- Covering the entirety of the required and supplementary readings prior to the lecture.