

A REFLECTION PAPER

On the first day of the training and during my On-the-Job Training, I considered myself a rather clueless person when it came to communication. I understood the basic idea of communication, but my knowledge was shallow. Before, I thought communication was simply about saying something so another person could understand it. However, after completing this course, I realized that communication goes far beyond the simple exchange of information from one person to another. It is a skill that requires awareness, intention, practice, and continuous improvement.

As emphasized in the course, technical skills alone are not enough to succeed in the industry. As Mr. Michael Choi mentioned in his overview on the Importance of Communication, even if a person is highly skilled technically, a lack of communication skills can limit their growth and recognition. This statement strongly resonated with me. Communication is not something that can be mastered instantly; it is a process that develops over time. There is no such thing as becoming good overnight. Improvement requires patience, consistent effort, and self-reflection.

1. Main Takeaways and Insights

My main takeaway from this course is that communication is both a skill and a responsibility. It involves not only speaking but also listening, understanding context, managing expectations, and responding appropriately. I learned that effective communication builds trust, prevents misunderstandings, and strengthens professional relationships.

Another important insight is that communication must be intentional. It is not enough to simply say what comes to mind. One must consider the purpose, the audience, and the impact of the message. I also learned that good communication requires continuous practice and self-awareness. It is a long-term investment that significantly affects personal and professional growth.

2. Self-Rating of Communication Skills

Before taking this course, I would rate my communication skills at 4 out of 10. I often struggled to organize my thoughts clearly, especially when expressing ideas verbally. I lacked confidence and sometimes found it difficult to articulate what I truly meant.

After completing this course, I would rate myself at 7 out of 10. The training helped me understand communication concepts more deeply, and I was able to practice them through written communication. Although I still want to gain more experience in face-to-face and professional conversations, I can already see a noticeable improvement in my confidence and clarity.

Twelve months from now, I expect to rate myself at 8 out of 10. I believe there is still a lot to learn, and I do not expect perfection. However, with consistent practice and real-world application, I see myself becoming a more natural, effective speaker and a better listener. This realistic expectation motivates me to continue improving rather than becoming complacent.

3. Most Impactful Scenarios and Examples

The scenario that had the greatest impact on me was related to the core value “Go the Extra Mile” or “Over-Deliver,” particularly in *Scenario 2: Managing a Team*. The comparison between an A player and a B player was especially eye-opening.

In the scenario, the client was already satisfied with the team’s performance and maintained a strong relationship with the team. An A player, however, would still seek feedback to further improve and deliver even better results. On the other hand, a B player would feel content with meeting expectations and would not seek further validation or improvement.

This scenario was impactful because it made me reflect on the kind of person I want to be professionally. I realized that striving to be an A player means continuously seeking growth, even when things are already going well. Choosing to over-deliver rather than settle for mediocrity is a mindset that leads to long-term success and personal development.

4. Core Values to Improve in the Next 6–12 Months

The core values I want to focus on improving over the next 6–12 months are Honoring Commitments and Being Proactive.

I chose honoring commitments because I have experienced moments where I failed to follow through on promises I made to myself. For example, I promised that by 2025 I would be more consistent with jogging, but I failed to fully commit to that goal. This made me realize the importance of aligning my words with my actions. To internalize this value, I plan to set realistic goals, track my progress, and hold myself accountable.

Being proactive is another core value I want to strengthen. Looking back at my academic years, I noticed that I was often reactive rather than proactive. I tended to delay tasks or rely too much on my groupmates. I want to change this mindset by taking initiative, preparing ahead of time, and actively contributing without waiting to be told what to do. By consistently practicing these behaviors, I hope these values will become part of who I am, not just concepts I understand.

5. Additional Learnings from the Course

The course also emphasizes accountability and professionalism, including owning mistakes, focusing on solutions rather than excuses, and respecting others' time and responsibilities. Lastly, it highlights the value of self-awareness and well-being—recognizing burnout, managing workload realistically, and speaking up when support is needed to maintain both performance and long-term effectiveness.