I'd like to talk about one of the many experiences I had while doing my internship. I was the only person working from Seattle on my remote team, which was situated in Canada. Except for one or two days, I was the only person on the floor whenever I went to the workplace. The other team, which was based in Seattle, had arranged a few days of in-person work to strengthen bonds within the group and enhance communication. When they finally saw that I was working alone, they asked, "Hey, are you a new employee?" I said, "I'm an intern, and my team is based in Canada. They were really gracious to me and invited me to join their group for short outings, such as getting lunch or taking a walk, and we gradually grew close.

This is an experience of one of their teammates that I observed and learned from. I had no direct involvement in it. However, it was a good learning experience for an intern to understand how things work, even though the principles were different. Humans are emotional beings, and they may not always follow the principles set by the organization.

Considering the difficulty he encountered, their coworker and one of my close friends. I worriedly asked him after the office hours because he had appeared stressed for a few days. Hey, is everything okay? I questioned. I hope it was, he muttered, sounding angry. I asked whether it was alright if he told me what the problem was. Even though I was an intern, I could at least listen to him out as a colleague. That might support him. It all started here.

He was working on a project for 17 months, he had a good understanding of the project, he was a UC Berkeley graduate with a 4.0 GPA and a phenomenal coder. He had a small quarrel with his manager about one of the features he developed. His concern was the way he suggested and developed the code. It was user friendly to the customer and it would eliminate the complexity of data, overall resulting in high productivity. But the recent architect who joined the team suggested the other way around. He designed a layout and wanted it to be developed in that way. It was less user friendly and increased the complexity of the data. While they were discussing the topic, my friend could not attend the meeting because it clashed with another meeting. He attended the other meeting and when he finished it. He came to know that the decision was already taken and the layout suggested by the new architect was supposed to be followed.

He was a little upset that such an important decision was taken without his involvement. He tried to explain what the issue was with the layout and why what he suggested was a better choice. In such a situation I expect my manager to listen to what I have to say and have a debate on it. But in exchange to this his manager got mad at him and said what I say is final there will be no further changes. My friend was disheartened but still he coded the whole part of the project according to his manager's requirement and presented the code. But this did not solve the problem. Here was the start of it. The new manager wanted to bring developers from his previous team to this team because he has a good connection with them and they will follow as he says without any questions. As a direct consequence of this disagreement, his manager filed a complaint with his skip manager. His skip manager was already on my friend's side and he knew what his capabilities were. He and his teammates were about to promote him looking at his performance. One can get promoted at the earliest in 18 months for his particular role. But due to this complaint his promotion stopped and it was postponed to next quarter which was a standard promotion time.

His advice to me on this subject was even though we follow “Customer obsession and have a backbone principles” never go against your manager. It will result in different consequences. Even though he was qualified and was above the mark he could not get what he deserved.

As a result, he was dissatisfied and began looking for another job; finding another job was not difficult for him. Employee satisfaction will suffer as a result, as will the loss of valuable assets. This was a good learning curve for me because I was going to work in the same role as him when I graduated and started a full-time job.