# Major Reflection: Part 2

Please read through this information carefully before proceeding with your reflection.

For each of the questions below, take some time to reflect on the key concepts from this course that have been particularly helpful and meaningful. You may find it helpful to review the course modules and previous assignments as each question asks you to include references to specific content addressed in this course. If you were not employed this term, consider experiences you may have had in other work or academic terms, or via extracurricular activities (i.e., Working in a group, presentations, volunteering positions, personal experience, etc.).

**Question 1**

**Select one of the prompts below** and address it in detail, drawing from your learning and experiences this term.

**Use the DEAL Model of Reflection to respond to your chosen prompt. Information on how to use the DEAL model to reflect can be found on the "How to Write a D.E.A.L. Reflection” page located in the Assignment section of Learn and linked to from the Major Reflective Report assignment page**.

## Prompt A

**A:** Describe how some aspect of your work experience this term helped you understand a PD4 concept, skill/technique, or tool better.

Sometimes we learn things in a course but do not fully understand them until we have an unplanned but related real-life experience. For example, maybe you were part of a team at work or a group elsewhere and experienced teamwork dynamics firsthand. Perhaps you observed one or more teams in action and noticed positive and/or negative things about how they worked together that made you think about concepts from this course. Or perhaps a supervisor (or professor, or friend, or family member) shared stories about their own experiences working in teams.

1. **Describe:** Describe the concept, skill/technique, or tool, and describe the experience in detail (who, what, where, when).
2. **Examine:** Explain how your experience helped you better understand the concept, skill/technique, or tool – reference specific course material where applicable.
3. **Articulate Learning:** How will this experience (what you’ve learned) impact how you behave or approach teamwork situations in the future? How might this learning transfer to different contexts (e.g. online vs. in person) or workplaces?

## Prompt B

**B:** Describe how you deliberately sought to practice (or observe) what you learned in this course in a concrete experience this term. What did you (or someone else) intend to achieve? What happened? For example, maybe you tried using a particular communication technique or one of the tools you learned about for managing conflict and confrontation (or observed someone else doing so). Perhaps you had a chance to use (or observe being used) a set of explicit rules like Robert’s Rules of Order or to compare your ideas with the ideas derived by a group’s creative process.

1. **Describe:** Describe the instance in which you deliberately practiced or observed something related to the course. Describe both the intention and what happened.
2. **Examine:** How was the outcome different or similar to the intention? Was your practice attempt (or the attempt you observed) as successful as you hoped for? How did what happened impact your understanding of course content (be sure to connect your answers to specific course material where applicable)?
3. **Articulate Learning:** How will this experience impact how you act or approach situations in the future? How might this learning transfer to different contexts (e.g., online vs. in person) or workplaces?

## Prompt C

**C:** Describe something in PD4 that surprised or challenged or unexpectedly intrigued you. Perhaps it was something that gave your insight into yourself or made sense of a situation you experienced or observed in the past. Perhaps it was something you had not thought of before that shed new light on the topic of the course or made you rethink something you thought you knew.

1. **Describe:** Describe something you learned in this course that particularly resonated with you in some way, expanded your understanding, and/or stretched your thinking. What was your reaction to what you learned?
2. **Examine:** Why do you think what you learned had the impact that it did? What questions do you still have?
3. **Articulate Learning:** How will this experience (what you learned) impact how you act or approach situations in the future? How might this learning transfer to different contexts (e.g. online vs. in person) or workplaces

WORD *COUNT: Your answer should be between 300 and 500 words* ***total****.*

**WHICH PROMPT ARE YOU ANSWERING (A, B, or C): C**

**INCLUDE YOUR ANSWER TO Q1 HERE:**

**Describe**

In Unit 6, I learned about non-verbal communication and was especially interested by the concept of self-touch as a form of self-soothing. I had not realized that actions like grabbing your arm, touching your head, or touching your face can signal anxiety, defensiveness, or discomfort. I was surprised at how these small, unconscious behaviors reveal emotional states, especially in professional settings like meetings,

**Examine**

This impacted me because I often touch face or hair during meetings, something I had always though was just a habit. After learning about self-touch, I began to reflect and realized I tend to do it when I feel nervous, specifically when it is my turn to speak or if I am worried about saying the wrong thing. This realization made me question the source of my anxiety and how I can manage it better. It also raised new questions such as how can I stop these self-soothing behaviors? And more importantly, how can I build the confidence to feel more at ease in these situations?

**Articulate Learning**

This learning has already impacted how I approach meeting. I have started preparing for meetings beforehand, by either making physical or mental key points I want to share and practicing how I will say them. I am also working on being more aware of my body language during conversations and trying to replace nervous gestures with more confident posture. Overtime, I hope this awareness will help reduce my anxiety and building stronger communication skills. This learning is highly transferable as it will help me be more confident in my communication skills both in-person and virtual meetings. And hopefully, allow me to manage how I present myself in professional settings.

**Question 2**

We are typically most satisfied when we are doing work that we enjoy and/or feel is important or fulfilling in some way. Consider what you enjoy about your work (type of work, work environment, etc.). Describe how concepts you learned about in PD4 helped you better understand what you enjoy or find fulfilling in your work.

When answering, incorporate **at least three** of the prompts into your answer. Please separate each prompt into its own paragraph. **Highlight** the prompts you reference.

Note: You are **not** expected to use the DEAL format for this question. To clarify, this question is about what you enjoy in your work regardless of your skill, knowledge, or confidence while Q3 is about your knowledge and confidence regardless of your enjoyment.

* Which aspects of teamwork do you find most/least satisfying? Which of the roles (e.g. leader or team member) would you most/least enjoy?
* Would you prefer a particular type of team, leadership style, or set of rules and procedures?
* How might your personal preferences influence how you communicate, innovate, and manage conflict in a team setting? In addition, how easy/difficult might you find it to communicate and collaborate with team members who have different preferences from you?
* How has what you learned in this course helped explain what you did or did not enjoy about your work experience this term (or previous experiences)?
* How might teamwork skills be essential to achieving the kinds of work goals you feel are important?
* How might what you learned this term help you positively impact the world. For example, consider how improved teamwork skills might help you positively impact the wellbeing of people, the environment, or the economy? The section in Unit 2 on the UNs Sustainable Development Goals might help you make these connections.

*WORD COUNT: Your answer should be between 300 and 500 words* ***total****.*

**INCLUDE YOUR ANSWER TO Q2 HERE:**

The aspect of teamwork I find the most satisfying is being able to communicate ideas or ask for help from my coworkers. I enjoy the independence of working on my own tasks but also value the ability to reach out to team members when I need to discuss different ideas or ask questions. I appreciate when coworkers are approachable and willing to share their expertise, which improves the quality of the work we produce together. On the other hand, the aspect of teamwork I find the least satisfying is working with someone who does not have the same standard of work quality. It can be difficult to work with someone who does not put the same amount of effort into ensuring the final product is cohesive and of high quality. This often results in inconsistencies and lack of cohesion within the project, which can lead to frustration and a diminished sense of accomplishment. I find that having a shared understanding of the level of work expected makes teamwork more effective and enjoyable, as it helps ensure everyone is on the same page. The role I enjoy most within a team is that of a team member, where I can focus on doing the work instead of managing or allocating tasks. I enjoy immersing myself in the details of the project and contributing to the result, rather than being responsible for overseeing the progress of others.

The type of team I would enjoy most is one with a democratic leadership style. I appreciate leaders who encourage participation and ensure that everyone's opinions are heard, regardless of their role or level of experience. This approach fosters a sense of inclusion, making everyone feel like their ideas are valuable and that they have a voice in decision-making. It also creates a more collaborative and engaging work environment where all team members contribute equally.

Something I learned in this course that helped explain what I did or did not enjoy about my work experience this term is the importance of leadership styles. In particular, the democratic leadership style resonated with me. This term, I found myself looking forward to meetings instead of dreading them, which I attribute to the leadership style of my manager. She consistently tried to involve everyone in the conversation by asking for our opinions and creating an environment where ideas could be shared openly. This made me feel comfortable contributing, regardless of whether I was an intern or a full-time employee.

**Question 3**

We also tend to feel more satisfied when we are doing work, we are good at. Your future work will require teamwork skills – perhaps a little, perhaps a lot. Describe how competent and confident you currently feel about your teamwork skills and how you can build on what you have learned in this course.

When answering, integrate **all** the following prompts into your answer. Each prompt should be addressed in its own paragraph.

It may be helpful to review the “Future-Proofing Your Skills” content from Unit 10 to see examples of how teamwork skills covered in PD4 are related to career competencies.

Note: You are **not** expected to use the DEAL format for this question. To clarify, this question is about your knowledge and confidence regardless of your enjoyment while Q2 was about what you enjoyed regardless of skill, knowledge, or confidence.

* How knowledgeable or confident you felt about teamwork when you first started this course and how taking this course impacted your sense of competence or feeling of confidence. Perhaps you underestimated or overestimated your original ability.
* How have any of your experiences this term (course, work, or other) highlighted gaps in your knowledge or skill related to teamwork?
* How could you practice and improve in an aspect of teamwork, or build on existing strengths, over the next term or so?

*WORD COUNT: Your answer should be between 300 and 500 words* ***total****.*

**INCLUDE YOUR ANSWER TO Q3 HERE:**

When I first started this course, I had a low level of confidence in teamwork. This was due to my lack of group projects throughout my academic journey and my experience working in a fully remote environment during my previous internship. I was not used to interacting with coworkers regularly, which made me doubt my ability to effectively work in a team setting. As I progressed through the course, I gained a better understand of effective teamwork And I was able to implement these concepts in real-life situations during my current in-person internship, which helped boost my confidence. Although I initially underestimated my abilities due to my previous limited experience, I quickly realized that I could be successful in a team environment and communicate effectively with my coworkers.

Throughout my work experience this term, I became more aware of gaps in my knowledge of teamwork, particularly when it comes to communication in a daily in-person setting. In my previous internship, where I worked remotely, communication with my colleagues was limited to weekly meetings. This distance left me with fewer opportunities to practice real-time, casual communication and to build rapport with team members. In contrast, my current internship requires me to work on-site, where I interact with my team every day. This difference showed me the importance of spontaneous conversations and how frequent, open communication is key to building strong working relationships and a collaborative environment.

Looking forward, I will continue to improve my communication skills over the next term. One way I can build on what I have learned is by actively seeking out more social interactions with my peers, professors, and teaching assistants, treating these conversations as practice for engaging with coworkers in a professional setting. By initiating discussions with classmates or seek feedback from professors, I can improve my ability to communicate in both formal and informal contexts.