



## **ASSIGNMENT**

**After all these readings, I want you to answer the following corresponding questions:**

- 1. To be an effective manager requires a wide range of skills, and each of these skills should complement the others. What skills should be developed and maintained so that you can help your team accomplish its objectives efficiently and effectively?**

Managers are responsible for the development, organization, and success of a company. And to that, they need to have a vast professional experience to their specific scope of work, so that they can give instructions, knowledge, and strategic direction to the team in line with excellence and standards, resulting in more reasonable choices, effective outcomes, and minimal mistakes. In particular, it will pave the way to enrich the problem-solving and decision-making skills of a manager, allowing them to pinpoint institutional problems as well as consequently addressing them by creating alternative solutions. However, these skills will not be effective if a manager doesn't know how to deliver the message to his subordinates and clients. That's why communication and motivation skills are relevant so that a manager can relay the information with clarity as well as express his expertise, ideas, and knowledge to the team. As a result, this will be the key to effectively teach and train his team to reach their full potential, making it as a way to earn trust with each other and open the lines of communication within the team (interpersonal skills).

- 2. In some situations, customer complaints may arise and often times engineering managers may be called to resolve this matter. What would be the recommended guidelines for handling complaints? Please elaborate.**

When a customer complains, the managers are the one who steps in and is responsible to maintain order and peace. As a result, it is typical to enter the room with a calm and respectful manner, such as delivering a gentle voice and showing humble personality to loosen the negative energy. If the customer shouts as response, make sure to talk with professionalism and don't be intimidated to ensure smooth conversation. Moreover, don't be inflicted by biases, so that you can hear the two sides of stories. Yes, the customer is always right and your team is closed with you, but make sure to understand the problem before proceeding to decide the proper solution to be conducted. And to that, you need to ask some major questions related to the argument and conduct factual evidence through eye witness or CCTV footage. Furthermore, establish a solution considering the appropriate actions including providing the customers with their needs or creating a plan of action for your team.

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**3. In general, what is the difference between engineering management and management?**

Engineering management and management have the same functions and responsibilities, but have distinct technical differences to their scope of work and skills. In fact, engineering management considers the engineering principles and analysis in the engineering-driven business and at the same time has knowledge of managerial skills. In other words, managers in engineering both have the expertise of knowledge as engineers and have the skill of leading a team. On the other hand, management is the general term for leading a business function to meet the short and long term goals of a company, but did not have a focus of technical knowledge like engineering managers. They typically play the key to oversee a wide range of business activities and guide different departments.

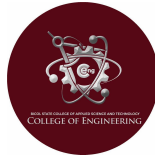
**4. What plans and philosophies can guide managers to have successful people management skills?**

To have successful people management skills, managers need to consider his people as his own and treat them with respect as human beings in order to gain harmonious communication in the team. In particular, they should support their team by embracing a coaching approach, where they integrate their responsibilities to understand an individual's work conditions by providing regular feedback and empowering employees through personalized development and guidance. In addition, positive psychology is also necessary to earn trust and respect from the team, since you will outline strengths as accomplishments and weaknesses as something that you can fix as a team, allowing you to have an unpressured workplace. As a result, cultivating orientation, mentorship programs, and social activities can be great ways to help employees to reach their full potential as workers, deliver exceptional performance, and achieve successful results.

**5. Some engineers and managers are known to have more problems in interpersonal relations than others. These difficulties may arise due to personality, chemistry, value system, priority, tolerance, competition, and other such factors. How can they improve their interpersonal skills?**

A great way to improve the manager's interpersonal skills is to consider his face, heart, and mind. First, if you handle a team make sure to present yourself as an approachable manager, showing positive aura, good eye contact, and sweet smile. In doing so, your employees will not be intimidated by your looks and have the courage to share their work conditions and concerns to you and to the team. Second, you need to create a harmonious environment by trusting your employees, so that they can feel comfortable to talk with you and express their passion positively. And lastly, you need to destroy the barriers between you and your

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employees by setting aside your ego and downward look to your team. Yes, you are the leader, but you will not achieve things if your team is not beside you. Therefore, you must show them with active encouragement, recognize their achievements, and make them feel valued in personal and professional terms.

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