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ITC134 – W19
EC1: On Being Responsive

1. In the context of human interaction, what does being responsive mean to you?

To me, being responsive means responding quickly and urgently in order to make the other person feel valued and important.

2. How do you feel when you ask help from someone and you get it immediately?

When I ask someone for help and I get help from that person immediately, it makes me feel important in their world. When someone I have asked for help responds to me right away, I feel that they respect me and value my need for their assistance. In contrast, when I ask someone for help and they don't respond quickly, it makes me feel as though that person does not see me as an important part of their life, and that they don't really care about me.

3. Does being responsive mean you treat everyone the same? How so?

Responsiveness doesn't require equal treatment. Some issues require faster responses while others require thought. It does require an equal level of follow up to make sure that all requests are given equal care, but some responses will need to be handled on a different timeline.

4. How can a business be responsive?

Businesses can be responsive by making customers' needs a priority and having plans on how to address those needs. Following the five steps in "Delivering Quality Service" allows businesses to timely and efficiently be responsive and ultimately more successful.

5. Do you have any ideas on how to be more responsive? What are they?

Yeah, I have a few ideas on how I could be more responsive. For starters, I could pay more attention to my phone instead of leaving it on silent (and out of reach) as frequently as I do. When unable to answer the phone, checking messages as soon as available, and returning the call immediately after hearing the message, rather than putting it on a "to-do" list (and frequently forgetting about it). Also, doing the same with email…checking more frequently, and responding right away instead of setting it aside as a task to be done later. I'm sure there are more, but those are the big ones that I am thinking of now because I need to work on improving my own responsiveness in these areas.

6. *We're going to work together in groups a lot this quarter. How can you be responsive to the group you work with on projects?*

By coming to class on time and actively participating in the group, and if unable to be present in person, letting the group know and making myself available via email/phone/text…remaining active even if not physically present.