My main takeaways are that all must things must be done in an honest and respectful way
because everyone has their own obstacles in life and must be addressed properly. With
this course, I have gained valuable insights that I must be proactive, honor commitments, go the
extra mile, avoid judgment on character, honesty, and accept my own mistakes so that having all
these core values I may be able to achieve great things in life.

If I would scale from 1-10 my communication skill before taking this
training, I would say that it is from 3. If I would just rate it now after taking this
course, I would say that it is from 5. And if I would rate it 12 months from now, I would say that
it will be 7.
I had given these scores to myself because before I took the course, I did
not know the proper way to communicate and now that I know more about communication then i
t gives me more ideas on how to communicate in a proper and professional way.

The scenario for "Missing Deadline" had provided the most learning for me because
it reminds me that time is precious and I must not waste the time of
others and this scenario had the most impact on me and teaches me to value every time.

The core value "Own Mistakes" is what I would want to focus on improving over the next 6-12
months because not all times are great and may cause trouble to myself and to others as
well. So with this scenario, I have learned especially that time is valuable and if I had caused
trouble then I must see to it that I will make it up to others.

I believe that this course had outlined the important questions and I have honestly answered them
all.

Thank you,
Evangel Daping
Village88 Trainee

POWER OUTAGE

You had a sudden power outage for a whole day! You were working on an important project and you were not able to make the progress you needed for the day. You were also not able to put in the hours for the project. The power outage happens on your Friday and only by Saturday morning, you're able to have power back. You had lots of things planned for Saturday and Sunday and you were looking forward to having this weekend off to spend time with your friends and family. Plus, you're feeling a bit sick and were thinking of using your Monday as a sick leave anyway.

Please answer the following questions:

What communication would you send out to your project manager/supervisor? Would you send this after the power comes back or would you send this communication before the power comes back? How many hours after the power outage would you send this email?

I would notify my manager/supervisor in less than an hour after the power comes back by Saturday morning.

Say you were mentoring someone else in the Village and this person failed to send any type of communication back to the supervisor/team till Monday morning. What advice would you give this person?

As part of mentoring someone else in the Village, I advise this person that he/she must apologize and give valid reason/s to the supervisor/team for failing to send any type of communication back and tell him/her to not do this again.

How would you make up for the lack of progress and the lack of hours you've put into the project? How would you communicate this to the supervisor? Or would you just assume that it's okay not to make up for these hours as it's already Saturday your time?

I would make up by sending my supervisor with sample email like this:

To Supervisor,

Hello, I am a bit frustrated to not able to make the progress that I needed for the task yesterday and not put in the hours for the project due to a sudden power outage in my place for the whole day yesterday until just this morning. And I thought that I would just use my weekend to continue the task that I am working on and be able to make further progress within the end of the week.

Morover, I am feeling a bit sick and were thinking of using my Monday as a sick leave anyway.

Respectfully,

Evangel Daping

If you missed any important deadlines for the project due to this, how would you make up to your supervisor/team for this lack of progress? How would you communicate this?

I would make up by sending my supervisor/team with sample email like this:

To Supervisor/Team,

*Hello, I am a bit frustrated to not able to make the progress that I needed for
the task yesterday and not put in the hours for the project due to a sudden power outage in
my place for the whole day yesterday until just
this morning. I have missed important deadlines for the project due to this
and I apologized for failing to meet the deadline. I would just use my weekend to continue the tas
k that I am working on and be able to make further progress within the end of the week.*

Respectfully,
Evangel Daping

A NEW PROJECT

You are very new to the company and your supervisor has given you a new project. This communication was done over Slack and your supervisor gave you some general instruction for the project but you still had a lot of questions/confusions about the project. Your supervisor was expecting you to finish this project by Wednesday the following week but you haven't really made that much progress on the project yet, due to other projects you were working on and because your supervisor is known to be extremely busy and you felt shy asking for some time to go over the project.

Please answer the following questions:

What went wrong with this scenario?

      I have failed to ask a lot of questions regarding the new project and did not ask the supervisor if what project to prioritize first.

What could you have done to improve this situation?

      I would just ask the supervisor for an extension because of not having really made that much progress on the project yet due to other projects that I am working on.

What would you do to rectify this situation?

      Upon receiving the new project, I should have already asked the supervisor a lot of questions about the new project and if this will be prioritized first over to the project that I am currently working on for me to avoid confusion in what project to be made first.

If you could have gone back in time to a week before (when the supervisor first gave you that project and you had some uncertainties/questions back then), draft what that email communication would have looked like.

To Supervisor,

I have received instructions about the new project that I am assigned to work on but I would just want to ask if this will be prioritized first over to the project that I am currently working on?

I need some guidance about this.

Respectfully,
Evangel Daping

PROJECT DEADLINE PASSED

A supervisor has given you a project and asked you when you think you can have the project completed. You answered next Wednesday. You've worked hard during your usual 40 hours/week and next Wednesday has come but you have not quite finished your project yet. Wednesday comes around and your supervisor has seemed to have forgotten about this project and have not followed up with you yet on this project. It's now Friday, and your supervisor still hasn't asked you anything about this project!

Please answer the following questions:

What went wrong with these situations?

      I did not tell about the progress of the project to my supervisor and I just waiting for him/her to ask me about it without telling him immediately about it.

How could you have handled this situation better?

      I could have handled this situation better by trying to tell to the supervisor that I have not finished yet with the project due last Wednesday and I could just ask for guidance or extensions regarding the project.

If you were to go back on time, when would you go back to and what email communication would you send and why?

      I would like to go back to the day when my supervisor has given the project to me and tell that I will probably be finished by the end of next week.

Who was ultimately responsible for this project being completed? Who should have followed up first? The supervisor or you?

      I was ultimately responsible for the project and I should follow up first and not my supervisor.

If you could go back to Friday the previous week (before the project was due), what would you do differently? Draft an email communication to your project manager.

To Supervisor,

Hello, I just want to update you regarding the progress of the project and it is pretty awesome but I just want to ask for an extension for the deadline probably until the end of next week because I think I needed more time to finish it?

Thank you.

Respectfully,
Evangel Daping

If you could go back to Tuesday (the day before the deadline), and assuming you've done absolutely your best to finish the project but just weren't able to, what email would you draft to the communication to your project manager? Draft that email now.

To Supervisor,

Hello, I just want to update you regarding the progress of the project and it is pretty awesome.

I apologize for it is kind of late to ask for an extension right now because the deadline is already tomorrow and I can not make it and I am asking for more days of possible extension just to finish and finalize the project.

Thank you.

Respectfully,
Evangel Daping

MEETING SHEDULED

Your supervisor wanted to meet with you at 3 pm (over Zoom) to go over a few items. It's 3:05 pm now but your supervisor hasn't shown up yet. It's now 3:15 pm now and your supervisor still hasn't shown up yet. You log off from Zoom and continue with your work.

Please answer the following questions:

What went wrong here?

      I logged off from Zoom and continue with my work without waiting for my supervisor to log in.

If you were super proactive in your communication, what would you have done? What message would you send your supervisor and when would you send this?

      I would probably notify him around 10-15minutes before the meeting.

Draft the communications you would send to your supervisor and when you would send each of these communications.

To Supervisor,

Hello, I just want to notify you about the meet-up over Zoom later at 3 pm where you wanted to meet with me and talk about going over a few items.

Thank you.

Respectfully,
Evangel Daping

A NEW CONSULTING PROJECT

Mark has been assigned a new project for a client named John. Mark is the only person working on the project from your company. Mark reports directly to a client who directly manages the project and who is also acting as the project manager. Mark is supposed to do both the front-end and the back-end work for the client.

Mark is new to this project and although Mark has talked to the client a few times, it's not clear what the client expects from Mark, what work Mark should be doing each day, or when they would be meeting, etc.

As you're new to this project, you want to establish a good working relationship with the client also and show that you're talented and you're proactive. Draft your email to the client where you can communicate your excitement about the project and where you can ask appropriate questions to the client. Also, specify when you would send this communication and why you've picked that timing.

To John,

Hello, I am Mark from XYZ Company and currently working here as a Web Developer. I want to say thank you for choosing our company for your needs and I would love to get in touch with you regarding this new project. If it is okay that we meet daily via Zoom to talk more about this project for me to get to know more about your needs regarding this?

Please let me know if you have any questions.

Thank you.
Mark

MAJOR ERROR

You were responsible for a lot of important features for the project but something happened where you lost all the user data for the last four weeks. This had really put a big setback for the project and you have suspicions that your website may have been hacked, causing these errors. You have also forgotten to back up the database but you aren't sure whether you want to communicate this to the client as it may make you look weaker. You admit that you could have done things better on your end to handle these types of scenarios but you were just busy, burned out, and frankly, you were already doing a lot of extra things for the clients anyway! The client is not that technical and doesn't even know that a database could be backed up automatically so bringing this up may only make the situation worse.

The client is furious and you're afraid to speak to the client as you know the client will be upset.

Would you wait a few days, until the client cools down, to talk to the client? Would you wait until the client comes and talks to you to arrange a meeting? If you were to draft an email to the client now, what would you say?

To client,

This may have upset you right now, but I do apologize for the trouble I am encountering with the project because of an unexpected problem where the database has lost all the user data and I would like to have a talk with you regarding more about this matter.

Sincerely,
Developer

SICKNESS OF A FAMILY MEMBER

Your wife suddenly feels sick. She could not stand up due to a headache and dizziness. She needs to lie down and needs assistance when going to the bathroom or when eating. You have just finished a meeting and a task needs to be completed within the day.

What would be your plan in this situation?

My plan for this situation is to inform my supervisor immediately after
I attended to my wife and tell the supervisor that there is an emergency going on right now and say that if it is possible that If everything is okay within the hour then I will catch up with a task to be done within the day.

What would you do if helping your wife means you won't be able to complete all the tasks for the day?

What would I do is if possible that I may ask for an emergency leave due to my situation where no one is available to help my wife.

How should you communicate this with your supervisor and with your teammates?

I will communicate this to them immediately for them to be aware of my situations that I might not be able to complete all the tasks for the day.

MENTAL HEALTH CONCERN

Steve woke up feeling very down. He does not have an appetite to eat breakfast nor he doesn't want to go to work. He feels there's no sense in going to work or even doing anything else. He just wants to sleep the whole day. He has been feeling this for the past 3 days. Steve tried to report for work and do the tasks assigned to him, but he seems to get things wrong. The quality of his work is not the same as it used to be.

What do you think is happening here?

I think Steve might have a serious issue he is facing right now and he needs immediate help concerning this.

If you were Steve's supervisor and you noticed the change in Steve's output after 3 days, what would you do?

I will meet Steve and ask what is going on with him and encourage him to be strong and keep the focus on the positive aspects of life.

If you were Steve, how are you going to communicate this to your supervisor and teammates?

I will communicate to them that I need help with this matter and if possible if they can give me some advice regarding my situation.

TEAMMATE NOT FOLLOWING THE POLICY

Mimi is new to the company. She is very excited to be involved in new projects and to learn from her teammates. She reads the company policy provided by HR, but she noticed that Matt, a tenured teammate is not following the policy. Matt always goes out during work hours in the afternoon and would return after 1-3 hours. Mimi got confused because she read in the policy that an employee is only allowed at most 30 minutes of break in the afternoon. She asked Matt where he was going and Matt told her he normally meets his friends. Matt also told Mimi that it's okay and he just needs to offset the missed hours in the evening. Their supervisor is working remotely and he is busy managing other employees.

What is wrong with this situation?

Mimi is not being considerate and overstepped her boundary.

What should Mimi do?

Mimi should just mind her own business and just be honest with her own hours.

To whom and how should Mimi communicate this?

Mimi should communicate this to her supervisor by striving really hard
to build a strong relationship and earned the supervisor's trust first and then that's the only time that she must approach the supervisor and notify the supervisor about so and so's behavior.

UNPREDICTED ADDED TASK

Story points are already estimated and you have already talked with your team regarding the tasks you should work on. Deadline is approaching and you think that you will make it in time with the pace you're going(working at least 50hrs/week). But a day before the deadline, you encounter a task that requires RnD and you have no idea how long this RnD will take you.

How will you communicate this with your team?

I will say that will prioritize first the tasks the supervisor has given for the deadline and will add the new task if prioritize tasks are finished.

After the RnD, you found out it will take at least another day to finish the task. How will you say it to your team and your supervisor?

I would say that if it is important to prioritize this instead then will carry on with this task and finished it before the deadline.

If you are a team leader, what would be your response to this kind of situation?

I will just stick to what the boss has prioritized as to do to avoid confusion.

What do you think is the possible solution to make it to your deadline?

The possible solution to make it to the deadline is to just prioritize what was asked to finish before the deadline.

APPENDICES: