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Course Take-Aways

For this assignment, write down what you consider to be the **THREE** most important lessons you learned about organizational behavior and management this quarter. Explain each lesson in a sentence of two. Also include a brief justification for why you think each lesson is so important.

1) Communication is extremely important and a message has many opportunities to become distorted. Therefore, to minimize those opportunities, it is extremely important to be both a good sender AND a good receiver. For instance, if you are working with a team and have vital knowledge concerning accomplishment of the team's goal, but cannot explain or share your knowledge--the group will not be able to benefit from your vital information.

2) It is important to be emotionally intelligent. Let's face it, bad things happen every day; people do horrible things to other people all the time. You can't control some things. I find it to be very valuable to know how events (good or bad) influence your own behavior. Understanding permits manipulation. You can use your knowledge about yourself to perform better, make better decisions, and maybe even "do the right thing" no matter the circumstances of the given situation. For example, if you work hard on a marketing plan that does not pan out well: don't beat yourself up about it, don't blame the environment, and don't get mad-- just take failure in stride. If mistakes can be identified, don't make them again. Winter always comes before spring.

3) \*Carefully\* give trust to earn trust. During the team project, I discovered shared leadership can be a great thing, if you can trust the other leaders. I personally could not do it. In the team project, I was the effective team leader and while I loved the active role, I only acquired trust from my teammates because several of them did not want the responsibility (or maybe they did and I wasn't listening..) When I wanted to delegate work, I looked to my teammate's commitment to project quality and couldn't make decisions from their previous experience/work. Without this information, I had serious difficulty trying to trust my teammate's promises to produce. I honestly feel that my inability to trust held my team back. I prevented our team from truly achieving cohesion, process gain, and ultimately, synergy & our full potential.