

# REFLECTION PAPER

My main takeaway from this course is you should be HONEST, PROACTIVE, OWNING UP MY MISTAKES, HONOR COMMITMENT, GOING EXTRA MILES AND AVOID JUDGING OTHERS.

I would say that my communication skill went from 3 to 7 or 8. Because all of the scenarios are real life scenarios and I have to sympathize and empathize in the scenarios. It helps me think of possible solutions that I might encounter in the future and also, I need it to put to practice so that I will maintain or further enhance my communication skills.

Almost all the scenarios which needs to be proactive like Updating your supervisor in your progress, because I think it is the key or a way for communicating with others. It really hit me because I myself is not replying to my supervisor when I receive any of his emails and text not knowing that it is also a factor in evaluating me and also owning up my mistakes, I always blame it because of the things that is happening to me even though I know it in myself that I can do better but shoes not to.

What I need to improve more is to be a "PROACTIVE", "OWNING MY MISTAKES" and "GO EXTRA MILES" core value because I know in myself that I am lack of these core values and these core values are important for me in the future. I will di my best in practicing in my everyday life so that theses concept will be fully internalized and become part of me.

I guess HONORING COMMITMENT because I sometimes am not Honoring my commitment which leads to my destroying my trust to others and sometimes I did not have considerations in making up for it.

# POWER OUTAGE

- 1. 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?**
  - What I would do is to immediately send a message to my supervisor saying that I am experiencing a black out all of a sudden then I would also tell them that I will update them when the power comes back.
- 2. 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?**
  - I would tell him/her that it is IMPORTANT to update the supervisor immediately when this kind of situation comes and gather information of when the power might come back so that the supervisor may know when you will be able to work.
- 3. 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 will apologize first and say that I will do extra time or do my best to cover up the lack of progress and hours that I've put into the project.
- 4. 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 will apologize for it and I will do extra time for it so that I can still make up for the hours lost during the power outage and I will ask the supervisor what I can to make it up to him/her

## A NEW PROJECT

You are very new in 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 for 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.

1. What went wrong with this scenario?
  - What went wrong is that – I did not have the courage to ask my supervisor regarding my questions/confusions that leads to slowing the progress of the project
2. What could you have done to improve this situation?
  - I could've asked for my teammates about the instruction or email my supervisor about my questions.
3. What would you do to rectify this situation?
  - What I would do is- ask my teammates regarding the questions/confusions or re-read the instructions if it is still confusing, I would gather questions to ask I would email my supervisor so that the supervisor might

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.

Good Day sir!

My apologies for the interruption, I know that you are a very busy person, but I would like to ask a question and clarify some confusions regarding some general instruction for the project that you gave to me.

These are the following questions and clarifications that I would like to ask:

- Question 1
- Question 2
- Question 3
- Question 4

Hoping for your fast response. Thank you.

Regards,

Kharl Perry Camson

## 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:

1. What went wrong with these situations?
  - What went wrong here is that you said that the project will be completed on Wednesday and you did not apologize for not completing it on the said date and did not even proactively updating the supervisor.
2. How could you have handled this situation better?
  - I would've Email my supervisor for a weekly or daily update so that my supervisor will know if I am making any progress or having a problem doing my project
3. 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 give my updates to my supervisor and will be honest that I am having a hard time completing the project and would like to request a help or an extension
4. Who was ultimately responsible for this project being completed? Who should have followed up first? The supervisor or you?
  - I am the one should be responsible.

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

Good Day,

I would like to give you and update of what I have done so far these are:

- Update 1
- Update 2

I am doing the best I can to finish it within the deadline but, to be honest I am struggling in some of the tasks needed to be done and I would like to request help or an extension of the deadline. So that I can finish it in time.

Hoping to hear from you soon. Thank you

Regards,

Khari Perry Camson

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 emails now.

Good Day,

First, I would like to apologize for not completing the project on the said date, I really did my best to finish the project on time but I really have a hard time dealing with the project. I would like to request for some Help or an extension of the deadline and allot my time in finishing this project.

Hoping for your kind consideration. Thank you.

Regards,

Kharl Perry Camson

## Meeting Scheduled

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

1. What went wrong here?
  - I logged off from zoom and didn't have any consideration to my supervisor or even message him to ask if the meeting will still go on.
2. 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 message my supervisor in after 5 mins of the said meeting and ask if the meeting will still go on so that I'll just minimize my zoom and continue my work and just go back to zoom if the meeting will start.

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

Hi, I would just like to ask if you will still come to the meeting so that we will just go on standby and wait for you to start the meeting. Hoping for your fast response, thank you.

## 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.

- First, what I will do is to email them showing gratitude for putting their trust on me that I will do my best to meet the client's expectation I will send daily updates so that the clients will know what I'm up to and so that if they want something to change on the update, I will know it soon and change it soon.

Dear Client,

I am very thankful that you've trusted me with this project and I excited working with you! I will do my best to meet your expectations, I will update you daily if you permit it so that you can see my progress in this project.

I would like to start our relationship with transparency so If ever you want something change, questions, clarifications or misunderstandings just let me know and I'll try answer you as soon as I can. Once again thank you and God bless.

Kind regards,

Kharl Perry Camson

## 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?

Dear Client,

I will apologize in advance and I will be going straight to the point and be 100% honest. I have lost all the data that was gathered in the past four weeks and I know that I should have done better to prevent the situation from happening. I would like you to know this because I know that this will affect our relationship but, I am willing to extend my working hours without pay so that I can make it up to you at least and so that I will still regain your trust.

Again, I am really sorry about this situation. I am hoping for your kind considerations. Thank you.

Best Regards,

Kharl Perry Camson



## 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.

1. What would be your plan in this situation?
  - I would Email my supervisor and my HR that I may not be able to work today because my wife is sick and needs assistance and I would just ask them if there is something, I can help them with, without my presence I will do it and also, I will give them update if my wife recovered
2. What would you do if helping your wife means you won't be able to complete all the tasks for the day?
  - I will give them a heads up that I really can't help completing the task and I will request my teammate to cover up for me and I will promise that I will make it up to them.
3. How should you communicate this with your supervisor and with your teammates?
  - I will apologize to them in advance if I can't come for work today and I will help them if I could or I will make it up to them after the situation.

## 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 of 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. His quality of his work is not the same as it used to be.

1. What do you think is happening here?  
-Steve is having a troubled mind that's preventing him to work at his best.
2. If you were Steve's supervisor and you noticed the change in Steve's output after 3 days, what would you do?
  - I will try to communicate with Steve in a best possible manner, I will try to ask him what is going on with him, ask if he has a problem and I will tell him that I may be busy but I am always ready to listen, just set up a date so that I will be available.
3. If you were Steve, how are you going to communicate this to your supervisor and teammates?
  - If I were Steve, I know that this is going to be hard for me to let things out but, I have to tell them or give them a clue of what going in my mind. Or I will build up my courage and tell them what's going on because I know it is affecting the productivity of the company.

## Teammate not following the policy

Mimi is new to the company. She is very excited to be involved on 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. Her 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 with managing other employees.

1. What is wrong in this situation?
  - Matt is taking advantage of the situation and giving Mimi a false advice.
2. What should Mimi do?
  - Mimi should Tell Matt that it is not the policy he is taking advantage of the situation and Mimi should tell the HR and the supervisor that Matt is not following the policy
3. To whom and how should Mimi communicate this?
  - she should tell Matt first that if he did not comply to the policy again she will directly tell the HR and the supervisor

## 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.

1. How will you communicate this with your team?
  - I would tell my supervisor that there is an unpredicted added task that we should do.
2. 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 approach my supervisor and ask for guidance on what to do then I will go tell my team about the additional task
3. If you are a team leader, what would be your response to this kind of situation?
  - I will apologize first for not realizing it earlier and I would tell them as soon as possible that I have encounter an unpredicted task and I would ask them for help and I will just give them an additional salary for that day for helping me in completing it.
4. What do you think is the possible solution to make it to your deadline?
  - I will work overtime for it and I will also ask for my team to work overtime so that it will be finished within the deadline