

**Professional Practice**

**30202191**

**Y/615/1620**

**Section (5)**

**HTU Orientation Day – Fall 2023**

Planning a Training Event

Assignment 1 – Part 1

**GROUP WORK**

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**Spring 2021 - 2022**

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Working in Groups:

Part 1: Planning & Resourcing

Introduction

We, the “Four Sure” team, were asked to plan a two-day orientation event for 50 new students that were accepted to the School of Computing and Informatics (SCI) at Al Hussein Technical University (HTU), in September of 2023. The aim of this event is to welcome the newly enrolled students and introduce them to the university, encourage them to their upcoming journey in HTU, and make them more familiar with the faces of the deans, professors, as well as the campus and its facilities. The event was held on September 27th and 28th, 2023. The chosen theme of the event was the technical theme consisting of three main colors: red, white, and black.

Our plan for the two days is mentioned below:

1. Transportation   
   Our strategy was to send four buses distributed to four chosen landmarks around Amman to make it more accessible for students to participate in this event. A Google form was sent inquiring about each student’s place of residency. Based on those results, the four landmarks were chosen to be: Mojama’ Al Shamal, Al Dakhilyeh Circle, Sweileh Circle, and Zahran Street.
2. Invitations & Speakers  
   For the first day of the event, the list of the formal invitees was:
   1. HTU President, Prof. Ismael Al Hinti.
   2. The Dean of Student Affairs, Dr. Bassam Al Btoush.
   3. The Dean of Computing and Informatics, Dr. Huthaifa Al Omari.
   4. The Director of the BTEC/Pearson program, Ms. Rumiana Bahova.
   5. A representative of the Crown Prince Foundation (CPF).
   6. Two fourth-year students to speak about their experience at HTU.

And, for the second day of the event, the list of formal invitees was:

1. Dr. AJ Abdallat, CEO of Beyond Limits to talk about his success story on founding his artificial intelligence company.
2. Major Mahmood Maghayrah, Head of the Cyber Crime Unit in Jordan to discuss the various applications of cyber security.
3. Mohammad Al Haj Hassan, Co-Founder of Jawaker application to share his success story in the game development field.
4. Activities and Event Area   
   Our venue consisted of:
   1. The Soft Area:

The soft area was the main venue of the event. We had it booked from 8:00 am to 2:00 pm. Starting from 10:30 am, the attendance/invitees were welcomed to find their seats, and at 11:00, the opening ceremony started.

Out of precaution, we made sure to book it 2:30 hours before the start of event, at 11:00 am, to have plentiful time to deal with any unforeseen circumstances, run technical tests, and do some rehearsals.

* 1. The square:

The square was the venue for the break we held succeeding the opening ceremony where donuts and coffee were served.

* 1. The library:

For the first day, the library was the venue for the student clubs. However, for the second day, the library was the venue for KHBP’s companies’ booths.

4. Budget

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Expenses | Price | | |
| **Price per unit** | **Number of Units** | **Total Cost** |
| 1 | Event Planning Company – 4Sure | - | - | 1768.00 JOD |
| 2 | Coffee Break Snacks | 1.00 JD | 60 Units x 2 Days | 120.00 JOD |
| 3 | Decorations | - | - | 50.00 JOD |
| 4 | Tote Bags with HTU’s Logo | 1.00 JD | 60 Units | 60.00 JOD |
| 5 | Pens with HTU’s Logo | 0.50 JD | 60 Units | 30.00 JOD |
| 6 | Notebooks with HTU’s Logo | 1.00 JD | 60 Units | 60.00 JOD |
| 7 | HTU T-Shirts Down Payment | 7.50 JDs | 60 Units | 450.00 JOD |
| 8 | Event Badges | 0.50 JDs | 50 Units | 25.00 JOD |
| 9 | Orientation Pack Schedule and Brochure | 1.00 JDs | 60 Units | 60.00 JOD |
| 10 | Buses Transportation | 52.00 JDs | 4 Units x 2 Days | 417.00 JOD |
| 11 | HTU T-Shirts Final Payment | 7.50 JDs | 60 Units | 450.00 JOD |
| ∑ | **Total** | **-** | **-** | **3490.00 JOD** |

510.00 JOD was reserved for any contingencies to occur last minute.

**Contingencies**

1. 4th Year student backup

* Ideal scenario: Main speaker is present.
* Troubled scenario: Main speaker is absent; we resort to the backup.
* Explanation: For the segment where a fourth-year student will be speaking, another 4th year student is to be invited as a second option. Both students are to be equally prepared. This way, if the main speaker could not make it to an unforeseen circumstance, we would not be left empty-handed.

1. Resolving to Deanship of Student’s Affairs’ (DSA) Catering.
   * Ideal scenario: The coffee sponsor arrives with no disturbances.
   * Troubled scenario: The coffee sponsor is unreachable or cancels out.
   * Explanation: In this situation, the DSA’s catering services will be resorted to because they are already available in the university’s private kitchen. These services are usually used for student clubs’ activities, as well as hospitality for formal university guests making them a viable and fast solution.
2. Having the University’s Portable TV Screen Nearby.
   * Ideal scenario: The Soft Area’s multi-display system works out with no problems.
   * Troubled scenario: The HDMI cable of the system breaks, or the multi-display system malfunctions.
   * Explanation: The university has a TV screen hooked on to a stand. This screen is usually moved around the campus on an on-demand basis. This stand will be placed nearby the stage; incase the multi-display system malfunctions or does not work properly during the testing period before the event starts.
3. Bringing Backup Speakers.
   * Ideal scenario: The Soft Area’s audio system works out with no problems.
   * Troubled scenario: The Soft Area’s audio system malfunctions.
   * Explanation: An extra set of loud computer speakers, which one of us already owns, would be brought as an emergent second option.
4. Request 12 Ushers from the Deanship of Student Affairs.
   * Ideal scenario: 8 ushers are available.
   * Troubled scenario: Less than 12 ushers are available.
   * Explanation: 12 ushers are to be requested, so if four were unable to make it, the chance of having 8 would be greater.

Justification of Time Allocated

Wednesday, September 27th, 2023

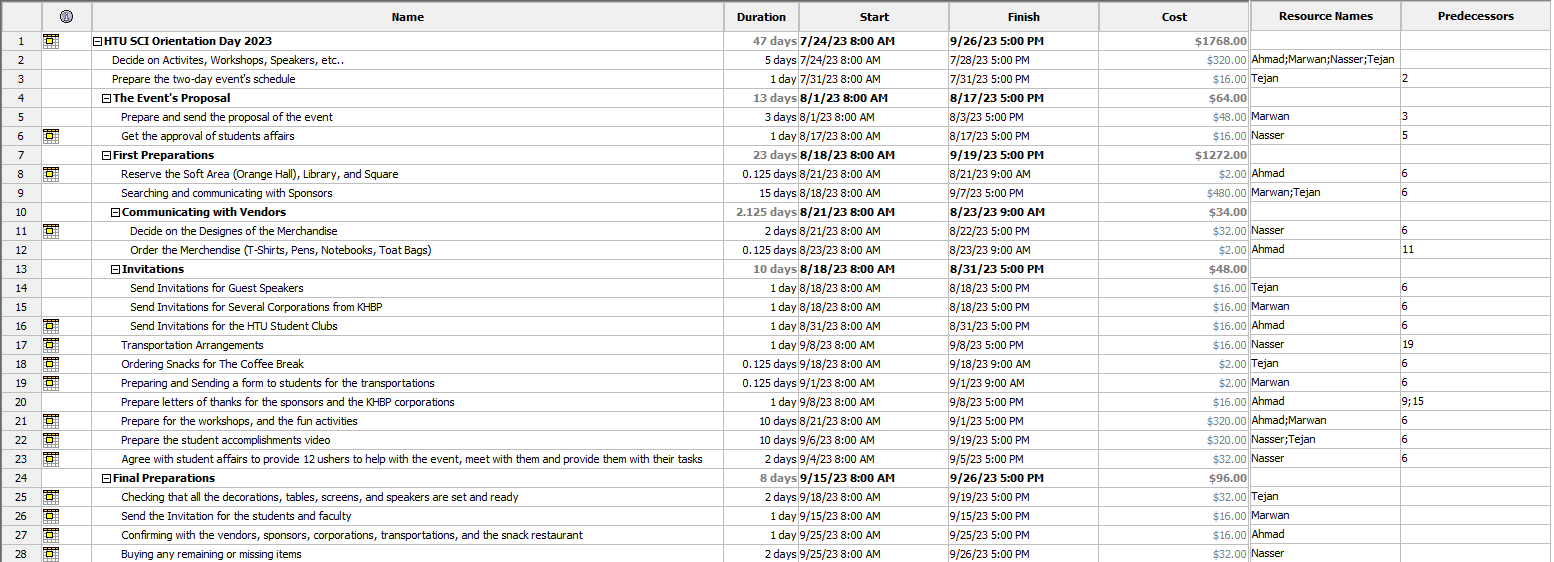
* 9:30 AM – 10:00 AM: Students to gather at the four chosen landmarks: Mojama’ Al Shamal, Al Dakhlyeh Circle, Sweileh Circle, and Zahran Street.
* 10:00 AM – 10:30 AM: Buses to be on-route from the landmarks to HTU.
* 10:30 AM – 11:00 AM: Students to gather in the Soft Area (Orange Hall) prior to the beginning of the event, during which, the ushers distributed the orientation pack to all the new students.
* 11:00 AM – 11:10 AM: A welcoming note that was delivered by the toastmaster of the event, followed by the National Anthem, followed by a short Quran Recital, followed by the University Anthem.
* 11:10 AM – 11:15 AM: A welcoming video recorded by Crown Prince Al Hussein Bin Abdallah II, in which he welcomes the new students to his university and talked about the importance of technical education.
* 11:15 AM – 11:25 AM: A welcoming speech that was delivered by the University President, Prof. Ismael Al Hinti, in which he shared his personal university experience as a student and encouraged the students to their upcoming journey in HTU.
* 11:25 AM – 11:30 AM: A speech given by the Dean of Student Affairs, Dr. Bassam Al Btoush, in which he extended the words of welcome, spoke briefly about HTU’s rules and regulations, and expressed the importance of the open-door policy between the deanship and the students.
* 11:30 AM – 11:35 AM: A speech given by the Dean of School of Computing and Informatics, Dr. Huthaifa Al Omari, in which he extended the words of welcome, and spoke about the rapid growth of the importance of the IT fields nowadays, and the numerous job opportunities which are available for IT graduates in various business sectors.
* 11:35 AM – 11:40 AM: A brief introduction into the BTEC Pearson learning system given by the Director of the Program, Ms. Romiana Bahova.
* 11:40 AM – 11:45 AM: A speech that was delivered by a representative of the Crown Prince Foundation, in which they talked about CPF’s vision, initiatives, programs, and values.
* 11:45 AM – 11:50 AM: A speech that was delivered by a 4th year SCI student, in which they gave pieces of advice and shared their experience in HTU.
* 11:50 AM – 11:55 AM: A video that showcased the local and international accomplishments of HTU students.
* 11:55 AM – 12:15 PM: The break started with the students moving to the Square where they were served coffee via a coffee truck from Qahwa BLK, and donuts from Donuttery.
* 12:15 PM – 1:30 PM: The students went to the library where the student clubs had set up. Each club had a small booth to encourage the students to join their community. The purpose was to introduce and push the new students to engage with the student-run communities. The clubs also presented a variety of fun activities which included: the Dabkeh, drums, and drawing henna.

Thursday, September 28th, 2023

* 9:30 AM – 10:00 AM: Students to gather at the four at the four landmarks: Mojama’ Al Shamal, Al Dakhlyeh Circle, Sweileh Circle, and Zahran Street.
* 10:00 AM – 10:30 AM: Buses to be on-route from the landmarks to HTU.
* 10:30 AM – 11:00 AM: Students to gather in the Soft Area (Orange Hall) prior to the beginning of the event, during which, the ushers distributed the orientation pack to all the new students.
* 11:00 AM – 11:10 AM: A welcoming note that was delivered by the toastmaster of the event, followed by the National Anthem, followed by a short Quran Recital, followed by the University’s (HTU’s) Anthem.
* 11:10 AM – 11:20 AM: A welcoming note that was delivered by the University President, Prof. Ismael Al Hinti, in which he shared his personal university experience as a student and encouraged the students to their upcoming journey in HTU.
* 11:20 AM – 11:30 AM: Dr. AJ Abdallat, CEO of Beyond Limits, shared his success story on starting an artificial intelligence company. He also gave artificial intelligence students general advice for IT beginners and told them about the job opportunities that this field offers.
* 11:30 AM – 11:40 AM: Major Mahmood Maghayreh, head of the Cyber Crime Unit – Jordan, discussed the various applications of cyber security. He also gave cyber security students some advice for IT beginners and told them about the job opportunities that this field offers.
* 11:40 AM – 11:50 AM: Mohammad Al Haj Hassan, Co-Founder of the Jawaker application, shared his success story on founding Jawaker and the massive success that it had accomplished in a short period of time since its release. He also gave computer science students some advice for IT beginners and told them about the job opportunities that this field offers.
* 11:50 AM – 12:00 PM: The Four Sure team prepared an online game on the website Kahoot.it, which introduced the students to the university, its various buildings, how to use the eLearning and student portal systems, the rules and regulations of the university, and the BTEC/Pearson program, in an interactive and enjoyable online game.
* 12:00 PM – 12:45 PM: The students and faculty had a full tour across the campus of the university: the main building, Iman building, Engineering workshops, Mind Lab, Tech Works, the innovation center, and the two new buildings.
* 12:45 PM – 1:00 PM: The students moved to the Square, to enjoy their coffee break which were served in a coffee truck by Qahwa BLK, along with donuts that were bought prior to the event from Donut Factory.
* 1:00 PM – 2:00 PM: Several corporations from KHBP, such as: Microsoft, Aramex, Tamatem, Kharabeesh, Zinc, Samsung, MBC, Al Mamlakeh, Al Wakeel, and several others had booths in the Soft Area. They informed IT students about the job opportunities that these companies offer to IT graduates.

Professional Event Schedule

The following is the two-month preparation plan prior to the orientation event:



A picture containing text, indoor, screenshot

Description automatically generated

A picture containing text, receipt

Description automatically generatedOrientation Pack

The pack included a tote bag, a pen, a notebook, and a t-shirt all having HTU’s logo printed on them. In addition, to a brochure and a brief schedule of each day as shown below:

HTU’s 2023 Orientation Day Schedule

**A picture containing text

Description automatically generatedText

Description automatically generated**

HTU’s 2023 Orientation Day Brochure - Front

HTU’s 2023 Orientation Day Brochure - Back

Graphical user interface, text

Description automatically generatedThe following is a sample of the emails sent:

**Text

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Part 2: Problem Solving

Definition & Process

Problem solving is the process in which an individual tackles a certain problem in multiple steps to reach an appropriate solution. This process can be broken down into four steps as the following: (IOWA, 2021; ASQ, 2022; Instagantt, 2022)

1. **Defining the problem:**

We have to diagnose the cause of the problem. In addition to taking measures to control the progress and the development of the problem.

1. **Generating alternative solutions:**

We have to come up with reasonable alternative through applying different problem-solving techniques and methodologies.

1. **Evaluate and select an alternative:**

We evaluate all alternatives and then we either select the most appropriate one, or we might merge more than one alternative to reach a more efficient solution.

1. **Implementing the solution:**

This step includes executing the chosen solution, following up on it, and continuously improving it. We also reflect on the effectiveness and quality of our solution by testing the outcomes and comparing them with our expectations and intentions.

Importance of Problem-Solving in Planning and Organizing of an Event

(TestGorilla, 2021)

1. **The ability to organize the preparation time intelligently:**

Problem solving can teach individuals to manage their time and find solutions in limited periods. That absolutely leads to have fast decision-making abilities which has a noticeable effect in organizing an event.

1. **The ability to evaluate, plan and execute strategies:**

Problem solving breaks down complicated problems into smaller ones, so it becomes easier to deal with them. During planning for events one can get swarmed with alternatives, problem-solving help evaluate the most important areas from a problem, and thus, guide us to the most appropriate solution to execute.

1. **The ability to think outside the box:**

Problem solvers can find new, innovative, and creative solutions for any problem they face. Having such skill when planning an event can help the team to come up with new ideas which have never been discussed before.

1. **The ability to work under pressure:**

Problem solving teaches individuals to work under pressure by pushing them to deal with problems and come up with alternatives in time-constrained situations. Thus, improving their ability to handle pressured situations in an efficient manner.

Application

While we were planning for the event, we faced an unprecedented problem. We expected to have the ordered t-shirts and brochures with the correct logo printed, being the HTU logo. However, two days before the event, we were informed that the vendor had the wrong logo printed on them. The actual problem was that a down payment of 450 JOD was already put down and the vendor was not willing to redo the items.

As a team, we sat together and tried our best to come up with a logical, reasonable, and less expensive solution. We followed the guided group brainstorming methodology to solve this problem. The steps were as follows. Firstly, we had collected as much suggestions as we could and wrote them down. Secondly, we voted on our suggestions depending on different aspects, such as: cost, time, risk, and effort. Finally, we chose the most appropriate one based on the analytical hierarchy matrix results.

As a result of the brainstorming process, we landed on the following:

1. Determining the Wrongdoer - (Using the Five Whys Technique)

The aim of this approach was to determine the wrongdoer whether it was the vendor, the designer, or one of the team members. We started by investigating the problem to pinpoint where things went wrong. This way, the responsible party would be held accountable for the financial burden, being the final payment of the misprinted t-shirts and brochures, as a result of their mistake. The following demonstrates the process: (Kanbanize, 2021)

1. **The First Why:** Why did the vendor print the wrong logo?

* Because the team member sent the email without proofreading.

1. **The Second Why:** Why did not the team member proofread?

* They requested a file of the logo from the employee in the university. The employee sent the wrong file.

1. **The Third Why:** Why did the employee send the wrong file?

* There had been a mix up in the emails he sent.

1. **The Fourth Why:** Why was there a mix up in the emails sent?

* Because the employee was tasked to send too many emails during that period.

1. **The Fifth Why:** Why was the employee tasked with sending too many emails?

* Because they worked part-time with more than one university.

That being said, this error was a product of poor self-management of one’s workload. In other words, the employee became unhealthily absorbed by the significant workload they signed themselves up to by taking multiple jobs at more than one university and, consequently, failed to properly manage the duties entrusted to them without compromise. Therefore, they will be taking financial responsibility for this incident.

1. T-Shirts Material Change - (Using the OODA Loop Technique)

After the multiple failed attempts to find a solution, the team took a step back and tried to approach the problem from a different angle. (Dsouza, M., 2020; EPM, 2020)

***Loop 1:***

**Observe**: 4Sure observed that the restriction imposed by the remaining amount of the budget and by the shortening remaining timeframe, a solution must be reached soon.

**Orient**: While 50% cotton t-shirts may differ from 100% cotton t-shirts, the team realized that both are considered apparel and would achieve an identical purpose of having a tangible token of greeting to the newly enrolled students.

**Decide**: At that point, 4Sure could see two ways forward:

1. Settle for buying red silicone wristbands and keychains with HTU’s logo printed on them.
2. Change the material of the t-shirts from 100% cotton to 50% cotton.

**Act**: 4Sure decided to go ahead with the material change but faced another problem of having one day left.

***Loop 2:***

**Observe**: 4Sure observed time was of the essence as 1 day was left for the event.

**Orient**: The team decided that exploring other vendors for t-shirts is not a safe option and that a resolution must be made within what is available.

**Decide**: At that point, the team could see two ways forward:

1. Negotiate with our vendor to have the express service of the correct logo printed on t-shirts without additional express charges.
2. Look for other vendors who can offer same-day printing with affordable prices.

**Act**: The team decided to negotiate with the vendor to have the express service of the correct logo printed on t-shirts without additional charges for the express service. The team also assigned a resource to stay at the vendor’s shop to ensure no errors were made and the t-shirts were to finish by the end of the day. As to the brochures, the team decided to print them using the university’s printers.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Options to Consider as a Final Solution to the Problem of the Misprinted T-Shirts | | | | | |
|  | A | B | C | Row Sum | Rank |
| A. Laying the Financial Responsibility on the Wrongdoer | - | 0 | 0 | 0 | 3rd |
| B. Changing the Material of the T-Shirts to be 50% Cotton & 50% Polyester | 1 | - | 1 | 2 | 1st |
| C. Buying Red T-Shirts and Printing the HTU Logo on Stickers to Stick on the T-Shirt | 1 | 0 | - | 1 | 2nd |

The Application of Logical Reasoning

The steps above showcased the logical process we pursued in each approach. After careful assessment of each, and after using the analytical hierarchy matrix, we were able to reach a viable solution.

The first approach dug out the root cause of the problem and laid the financial responsibility on the employee who caused it. However, due to the harsh economic status of the employee, which was the genuine reason they took up multiple part-time jobs in different universities, the team decided to omit this option.

Furthermore, the second approach, which was changing the t-shirts’ material to be 50% cotton instead of 100% lowered the production cost per unit to be 10 JOD instead of 15 JOD. This decrease in cost totaled was well within the remaining 510 JOD of the budget. Consequently, it made this approach an applicable solution to which 4Sure decided to go through with.

As to the brochures, 4Sure faced the issue of having spent the remainder of the budget on a new order of t-shirts leaving them with not enough money to have the vendor reprint them. Therefore, the team decided to print them at the university using printers available there.

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**Professional Practice**

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**Section (5)**

**HTU Orientation Day – Fall 2023**

Planning a Training Event

Assignment 1 – Part 1

**INDIVIDUAL WORK**

**Submitted to**

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**Spring 2021 - 2022**

Working Individually

Part 1 – Planning & Resourcing

**The Definition of Interpersonal Skills**

They are the abilities and traits that a person has and uses to interact effectively with others. These skills are also known as people skills and social skills, because they can dictate the way that people socialize, communicate and relate to each other. Interpersonal skills also directly correlate with emotional intelligence, effective communication, and active listening skills. (SkillsYouNeed, 2011; Tarver, 2021; The Indeed Editorial Team, 2021b)

**The Importance of Interpersonal Skills:**

1. They are essential in the workspace because the people that you interview will be looking for applicants with strong interpersonal skills and who are able to communicate efficiently with the team. (The Indeed Editorial Team, 2021b)
2. We use interpersonal skills on a daily basis whenever we need to communicate or interact with other people. (SkillsYouNeed, 2011)
3. People with strong interpersonal skills are able to understand others’ feelings, emotions, needs, and wants, therefore, they are able to build stronger relationships and bonds with them. (The Indeed Editorial Team, 2021a)
4. Having strong interpersonal skills can make any communication enjoyable and easy, and it can also help in keeping the feedback loop open, which can ensure a state of continuous development and improvement. (Phoraris, 2017)
5. Strong interpersonal skills such as empathy and active listening make a person seem more trustworthy and self-confident. (Learn From Blogs, 2020)

**Examples of Interpersonal Skills:**

Interpersonal Skills include any skills that a person uses when interacting and communicating with other people, such as: (CFI, 2021; Duszyński, 2021; Perkbox, 2021)

1. Verbal Communication 6 - Conflict Resolution 11 - Negotiation
2. Non-Verbal Communication 7 - Diplomacy 12 - Decision Making
3. Active Listening Skills 8 - Patience 13 - Teamwork
4. Empathy 9 - Public Speaking 14 - Respectfulness
5. Reliability 10 - Openness to feedback 15 - Assertiveness

**Evaluation of my application of interpersonal skills within the project:**

|  |  |  |  |
| --- | --- | --- | --- |
| Interpersonal Skills Application | | | |
| Type of Interpersonal Skill | How / Where did you use it | Your evaluation of your performance and effectiveness of applying the skill | Areas of improvement |
| Facilitation - Teamwork | When meeting with the team, we used to think and brainstorm ideas together and continually improve on each other’s ideas, and work on the assignment together | When comparing my implantation of this skill with my previous experiences in working with teams, I think that this is the first time that I have truly used this skill effectively and efficiently | To implement this skill in other teams in the future, and to be more open to working in teams |
| Conflict Management | Two members of the group had an argument on the WhatsApp group chat, therefore, I called both of them and made them call each other to solve that issue verbally rather than in written messages to avoid any misunderstanding | It is a skill that I regularly use when any argument occurs between my friends, and I believe that I am very good at it, and usually I am very successful using it | To be able to spot and stop the conflict before it even occurs |
| Facilitation - Reliability | When any task was asked of me to be done in the project, all of them were done before their deadlines | Excellent | - |
| Influence - Delegation | As the team leader, I used this skill quite frequently, as I used to delegate tasks between myself and all my colleagues almost equally | I am a person that has a hard time delegating tasks when working in teams, because I am a perfectionist and I am not easily satisfied. Since this assignment is large and requires a lot of work I had to delegate most of the work, and I think that I used this skill efficiently and fairly. | To use this skill more often when working with teams, to be less perfectionist, and to accept other team member’s work as if it was my own. |
| Communication - Openness to feedback | I was always open to any constructive criticism and very welcoming for any kind of feedback | I effectively used this skill while working on the project by always sending the team any work that I have done and asking them for their feedback | To be able to differentiate between constructive and destructive criticism |

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Part 2 – Problem Solving

**Problem-Solving:**Problem-solving is the act of discovering the origin of the problem, identifying and selecting potential solutions, and finally executing these solutions (ASQ, 2022). Problem-solving is a very useful skill to have as it can come in handy in any situation in which there is a gap between our current state and our final goal. While planning and preparing for an event, using various problem-solving techniques will make that process much easier and smoother, and it will help in ensuring that everything will be done on time and the event will be successful.

**The 5 Whys Root Cause Analysis:** (Živković, 2020)Firstly, The 5 Whys Root Cause Analysis is a problem-solving technique that helps the problem-solver determine the root cause of any problem that may occur especially while planning an event. It is done by observing and studying the symptoms of the problem to determine the undelaying cause of it. This technique works by asking the question “Why?” 5 times, and then you have to find a valid and objective answer to that question. After you have repeated this process 4 more times, you should have been able to find the root cause of the problem at hand. The great thing about The 5 Whys is that it helps us determine the cause of the problem quickly and that it is very simple and easy to use.

**The Six Thinking Hats:** (SessionLab, 2020; Živković, 2020)Another problem-solving technique that is very helpful when planning for an event is The Six Thinking Hats which is a tried-and-true way of pointing out problems that need to be solved by allowing your team to look at the problem from several perspectives and angles by wearing the six hats. It is also an effective tool for assisting teams in removing blockages from their discussion and having all the elements that are required to tackle a problem successfully.

1. The white hat is the hat that you want to wear when the problem first comes up because it helps you focuse on the facts and to be completely neutral and objective.
2. The hat that you want to wear when you want to show your emotions is the red hat.
3. Wearing the black hat means that you are being cautious and steering away from bad decisions.
4. The yellow hat is the hat of positivity which helps you weigh the pros of any solution.
5. The hat of creativity and new ideas is the green hat.
6. The blue hat is the hat that organizes and controls all other hats by making sure that everyone is using them correctly.

**The GROW Model:** (Performance Consultants (International) Ltd, 2021)The last problem-solving technique that I will be discussing is the GROW model. GROW is an acronym for the 4 steps that are included in it which are:

* Goals
* Reality
* Options
* Will or Way Forward

1. The first step in the GROW model is to set your SMART, inspiring, and challenging goal.
2. Then, you have to study your current situation and what obstacles and barriers are between you and your goal.
3. After that, you have to study your options for moving forward, and put plans and strategies in place in order to bridge the gap between you and your goal.
4. In the final step, you have to identify all the actions that will be taken moving forward by asking yourself questions such as When, What, Where, Whom, and Will.

This model was proven to be very successful in event planning as it showcases clear goals and tasks for everyone and it holds everyone accountable for their work.

**The use of critical reasoning to solve the problem:** (Facione and Gettins, 2016)The use of critical reasoning and critical thinking skills while solving the problem of the wrong logo was probably the most helpful thing that enabled us to solve the problem with maximum efficiency and minimum loss of time. We applied these skills heavily when we first encountered the problem, as we followed the six critical thinking skills that we learned, to be able to apply critical reasoning to our problem to solve it reasonably and correctly.

1. Firstly, we began by **interpreting** the problem to clarify it to all team members by asking a series of questions. We were able to answer some of them by ourselves, but we asked our instructor about the rest of them.
2. After that, we started **analyzing** the problem and discussing it within the team, by talking about each other’s opinions, judgments, and arguments about the problem to be able to understand and study all the data that was collected, to start examining relationships within the data, and to start coming up with solutions for the t-shirts and brochures in the next step.
3. Furthermore, we started **inferring** by brainstorming all possible ideas using brainstorming techniques which helped us come up with a variety of solutions then we started drawing up our conclusions using inductive and deductive reasoning which also helped us see other possible alternatives and the consequences for these conclusions.
4. In the following step, the team started to **evaluate** these solutions and we start to assess the validity of each solution and the quality of our arguments to be able to reach the best solution to solve our problem.
5. Following that step, we started to formally verbalize and state our **explanation** of the proposed solution, justify all the procedures that we went through, and present our arguments and the reasoning behind them.
6. Finally, **we self-regulated** by making sure that all the solutions and decisions were in place. We also monitored each other’s progress to be able to make sure that the problem will be solved within the given time. We reflected upon the problem from time to time to make sure that everything was going smoothly and we self-corrected where we saw that it was needed.

**How to improve the process of critical reasoning:**To be more accepting of criticism and to accept that our opinion is not always the right one. Also, doing the research before the start of the examination of the problem saves a lot of time, effort, and misunderstandings. Finally, breaking the problem down into smaller and smaller pieces beforehand will make the problem easy to deal with and easy to manage.

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Part 3 – Team Dynamics

Team dynamics are the characteristics of the team that directly correlate to the behaviors and relationships between all team members. Team dynamics are regularly used by team members whenever they have any kind of shared work that requires the direct interaction between them. Having positive team dynamics is essential for the success of any team to be able to reach their common goal. (RallyBright, 2021)

Although we had some conflicts while working together, the thing that I noticed when working with 4Sure is the amazing, trusting relationship that connects all four of us, and the healthy team dynamics that we all made sure to maintain. Openness, mutual trust, and our willingness to correct mistakes are what fueled and enabled us to be able to reach our shared purpose. Interestingly, anytime any team member felt that the team was drifting towards a state of poor team dynamics, we used the interpersonal skills that we learned along with a group of strategies that help in improving team dynamics, to ensure the success of 4Sure and that 4Sure is moving on the right track. We identified the roles of each team member by using the Belbin test. (HSI, 2015)

Starting with the team’s Specialist, Nasser, I think that the “Specialist” team role perfectly fits Nasser, because he is fluent in English, therefore, he proofread almost all of the report and made a lot of modifications to ensure that it was perfect. Moreover, Nasser is also a graphic designer, therefore, he designed most of our wonderful orientation pack and presentation. Nasser is also the Shaper of the team, and that does fit well with Nasser because he always likes to take on challenges, he keeps the team moving, and he works best especially while being under pressure. (BELBIN Associates, 2015)

Moving on to our team’s Plant and Team worker, Ahmad is a great example of both of these roles. Ahmad is very creative and imaginative and he regularly comes up with unorthodox solutions for most problems that he may face. Ahmad is also a very cooperative person, and he actively listens to everyone’s ideas. On the other hand, sometimes Ahmad might be forgetful and he often avoids confrontations. Ahmad was always trying to improve on the team and helping us overcome any obstacles that came our way, for the team to reach the peak of our effectiveness. (BELBIN Associates, 2015)

Tejan who was the team’s Implementer and Coordinator is a person who plans everything that she has to do to be able to reach the team’s collective goal. She is very reliable, practical, and confident. Also, she always reminded us of our ultimate goal, and told us how to turn our ideas into actions to be able to accomplish that goal. Sometimes, she might be a bit inflexible in her work, but she is a great asset to any team that she works with, because she does her best for the team to be successful. (BELBIN Associates, 2015)

Finally, I was also the Specialist and the Coordinator of the team along with Nasser and Tejan. I think that both of these roles fit and describe me pretty well, as I already have many experiences in planning and hosting events for many young children and their parents. I always strive to be the best at everything I do to be able to reach the final goal. I also consider myself to be a very mature, dedicated, and confident person. As the team leader of 4Sure, I think that I had a big role in the success of the team by managing the team, arranging for meetings, solving any conflicts that occurred on the spot, coming up with new and creative ideas, delegating tasks, making sure that everyone is doing their tasks, and communicating with our instructor. I hope that my experience and efforts were very helpful for the team’s overall success. (BELBIN Associates, 2015)

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