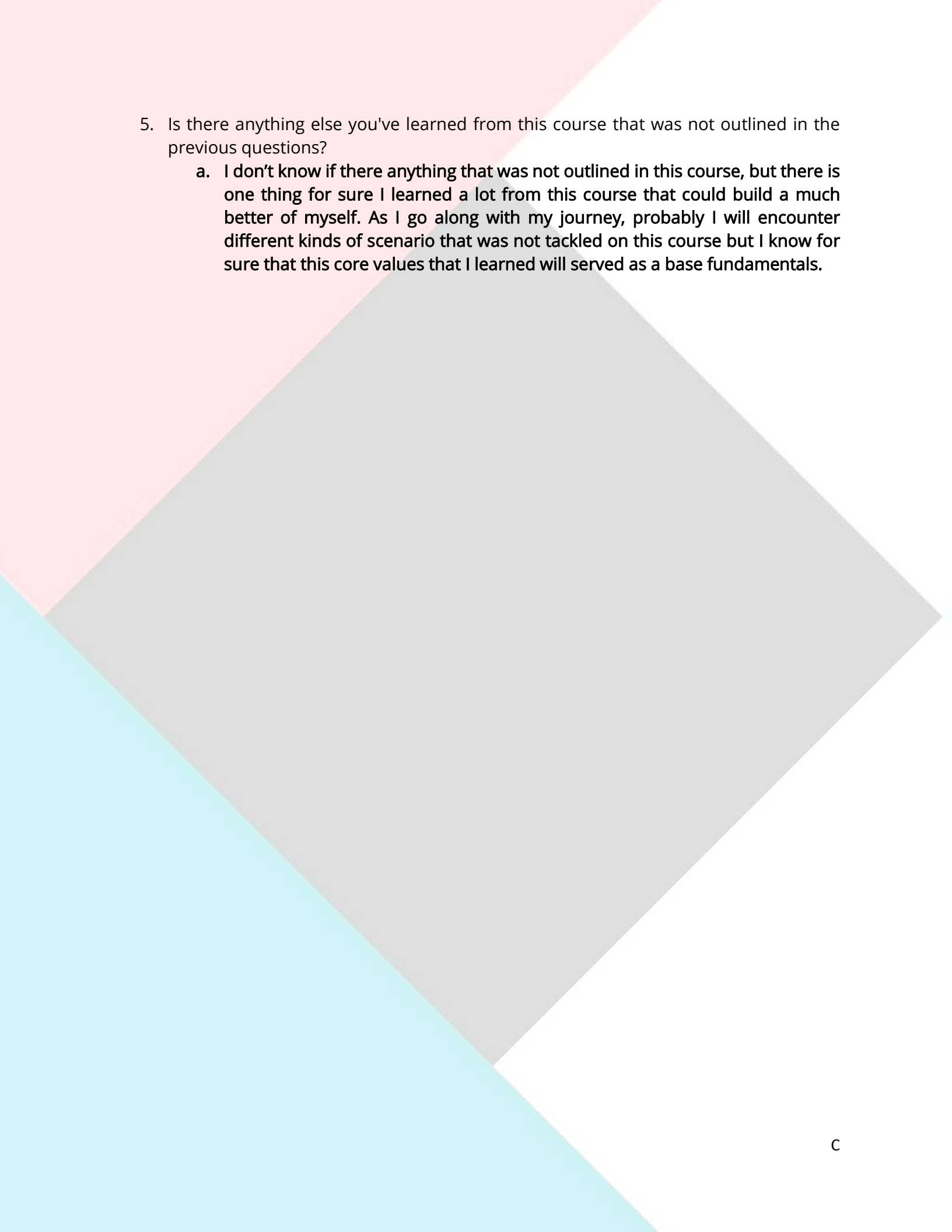


REFLECTION PAPER

1. What were your main takeaways for you? What insights did you gain from taking this course?
 - a. What I learned about this course is that there are different situations, perspectives, people, decisions, emotions, and points of view that need to be considered. It shows that working in a company or a team is tough, but it can be done by being observant in every situation that helps make good decisions. As I walk through this course, I learned that having extra-miles on every work is very important because I learned a lot from it and gives beyond satisfaction to the client and the higher-ups, which is the supervisors. Honesty is the best policy that has never been old, and I learned that being honest in a job is very important because it always reflects me. It also reflects the people around me. This course taught me that years of trust could be destroyed in just one dishonesty act, which is how honesty is very important. This course taught me about commitment to the work given to me is very important because not just developing and growing myself in the job but also makes the company provide quality of service to the client that will also reflect on us in the future. Being proactive taught me that we need to instinctively deal in a situation that could lead to a bad outcome. All of us can be judgmental sometimes but it taught me how to make a judgement in different situations. Taking this course taught me there a lot to learn in communication with other people especially in a working environment.
2. How would you have rated your communication skill before taking this training (on a scale of 0-10)? How would you rate it now (just after taking this course)? How would you rate it 12 months from now? Why did you give yourself the score you did?
 - a. If rate my communication skill in my current situation that would 1 or 2 there is many things that I lacked. After taking this exam and 12 months from now I could say that the rating would be 8 or 9 although the course told me that the course was at least maybe 10% of the communication skill that I will learned but it still that was a lot for me. That 10% of communication skills could change my life in the future. I give this score to myself because I know to myself I will do my very best for the job and on how I communicate with other people especially with the team and clients.

3. Which scenarios/examples provided the most learning for you where your answers before continuing with the video were quite different from the ways I mentioned you should approach? Why were these scenarios most impactful for you?
- a. **Core Value: Go Extra Miles or Over-Deliver**
 - a. To be honest while I was watching the video, I already consider myself a B player, doing what only task that was given to me. I realized that going extra-miles especially with dealing with other people or client will give them the benefits but also, it gives me the opportunity to have good relationship and reputation from the people that I working with.
4. Please outline which core values you want to focus on improving over the next 6-12 months and why you've picked these. What will you do to make these concepts become fully internalized and become part of you?
- a.
 - **Core Value: Own Mistakes**
 - a. In this core value, I want to improve myself that for every mistake I want to do better and best of my effort to avoid mistakes. I also want to have the courage to face my own mistake in order for me to grow and develop my one self. Not having afraid of my own mistakes that makes me stronger and makes me who I am.
 - **Core Value: Be Proactive**
 - a. I'm literally shy when it comes to people, I tend not to speak up about my ideas, my thoughts or my emotions because I am afraid that maybe I cause some mistake if act carelessly. I want this core value to internalized and become part of myself by being thoughtful to others, respect others and show my true self to other people with respect.
 - **Core Value: Go Extra Miles or Over-Deliver**
 - a. I want also to internalized this core value to myself because I know by having one this core value will greatly help improve my skills, my communication and my relationship from other people especially the clients. Going extra-miles can also break my limits as I go beyond what I can do for the job that will greatly help the company and for the client

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5. Is there anything else you've learned from this course that was not outlined in the previous questions?
- a. I don't know if there anything that was not outlined in this course, but there is one thing for sure I learned a lot from this course that could build a much better of myself. As I go along with my journey, probably I will encounter different kinds of scenario that was not tackled on this course but I know for sure that this core values that I learned will served as a base fundamentals.

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SCENARIO 1: 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 have 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.

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?
 - a. **There's a lot of ways to communicate even with the power outage. First, I will try to find as much as possible solution to send an email to the project manager/supervisor to report the power outage in my place. Using my smartphone to communicate with my project manager/supervisor as soon as possible regarding to my problem is my priority in the current situation, because it can cause an interruption to the flow of the project. Doing so, the team can adjust to my current situation. Prioritizing things based on the current situation is very important, I would rather cancel my plans for the Saturday than not doing anything for the project. I know my family and friend will understand my situation and I don't want to cause any problem to the project, if there's one, then I want to solve it as much as possible.**
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?
 - a. **Since things already been done, my advice for him/her is that always follow instructions, be attentive and focus on what task/job that is given to him/her. There is a high chance that one mistake could lead to firing from the company. I would say that there is always a result for very action he/she made, the results could be either bad or good, it depends, so don't slack off.**
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?
 - a. **I would tell my supervisor about the lack of hours that I have made and the reason behind it. So that the supervisor is fully aware of the project progress. I will occupy my weekends just to make up those hours that I lack for the**

project. Even though I hide the fact that there is a lack of progress in the project, in the end, they will eventually find out those lacks of progress, why would I hide it if there is a chance of finding it. I rather spend my time in the project on weekends and make up those hours than hiding it.

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?
 - a. I will openly say to my supervisor/team about the project deadlines that I missed. I will work hard so that I can make up those lacks of progress that I made. Because I know that it will greatly affect the progression of the project for every action that I made especially the mistakes that I have done.

SCENARIO 2: 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?
 - a. First, the supervisor gave some general instruction which is made me confuse on what to do about the project. Second, on my part, I felt shy to ask my supervisor about the project that was given to me.
2. What could you have done to improve this situation?
 - a. I will politely ask my supervisor about some questions regarding the project. Even though I know that the supervisor is busy, it is much better to ask than not be able to do anything about the project.
3. What would you do to rectify this situation?
 - a. I will immediately reply to the supervisor's email along with my question/confusions about the project.

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.

ANSWER:

Dear Mr./Ms. Supervisor

Good day Mr. /Ms. Supervisor, I already received the email that you have sent to me regarding the new project and I already read it. Along with the general instructions that you wrote in the email, there is something that I don't quite understand about the project. There are some questions/confusions that I want to ask about the project so that I can immediately put an action to it and handle the project with care. I really respect your own time and schedule but if you could spare me some of your precious time to discuss this matter with me, I will highly appreciated and it will also benefited the new project.

Respectfully yours,

M. Ubalde

SCENARIO 3: 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!

1. What went wrong with these situations?
 - a. **In this situations, working 40 hours/week is not enough, I over estimated the time that I expected to be completed on Wednesday.**
2. How could you have handled this situation better?
 - a. **Even though the supervisor have forgotten about the project I still need to update, an email with concise details about the project and the progress.**
3. If you were to go back on time, when would you go back to and what email communication would you send and why?
 - a. **I will go back to the time when supervisor told when do I think I can completed the project. I want to give my supervisor an update where the project if fully completed by Wednesday.**
4. Who was ultimately responsible for this project being completed? Who should have followed up first? The supervisor or you?
 - a. **I am solely responsible for the project because it was given to me by the supervisor, whenever there a problem or the project it completed I need to update the status of the project to the 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.

Dear Project Manager,

Good day, I was observing the status of the project that will be due on Wednesday, there is a highly chance that it will not be completed on or before Wednesday. To be able for the project to be completed, I want to occupy my weekends to provide the necessary workings for the project so that it can be completed before the due date. I will send you an report email this weekend regarding the status of the project.

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.

Dear Project Manager,

Good day, I am very sorry for the project that was assigned to me because I did not finish on time even though I work on weekends just to finish the projects but still I did not make it. I did all I could just to finish the project. If you could give me another chance to prove myself once more, I could do much better than this, I will work harder than this.

SCENARIO 4: MEETING SCHEDULED

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.

What went wrong here?

1. If you were super proactive in your communication, what would you have done?
 - a. **I will wait for another 30 minutes or more because that was my supervisor.**
2. What message would you send your supervisor and when would you send this?
 - a. **I will message my supervisor about the zoom meeting when he/she hasn't still showed up after 15 minutes from the said scheduled time.**

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

I will politely remind my supervisor 30 minutes or 1 hour before the meeting for saying "Good day Mr. Supervisor, there will be a meeting via zoom at 3 PM to go over a few items"

If my supervisor doesn't show up from the said meeting then I will email my supervisor regarding the meeting.

SCENARIO 5: 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.

ANSWER

Good Day John, I'm very excited for having this new project, I would like to meet you in person or via zoom so that we can talk about the project requirements and details thoroughly and also, I want to ask some question about the projects as well. I want to put an overall effort to give you an overwhelming product result to this project. I hope you can spare me some of your precious time, anytime whenever your free.

SCENARIO 6: 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?

ANSWER:

I will immediately tell the client about what happened into their database.

Hello Mr. X, I am deeply sorry for what happened to the database, it is my fault for not being responsible to my job. Even though I work very hard for you, for me mistake is a mistake, I want to compensate with the damage that I made financially but if financial is not enough then I can work for you for free, I know this is embarrassed of me but I'm very competitive that I can surely handle things better than this. I apologized for what happened.

SCENARIO 7: 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?
 - a. **I will ask someone (maybe my relatives or friends) to assist my wife for a day or for the mean time (pay for the service).**
2. What would you do if helping your wife means you won't be able to complete all the tasks for the day?
 - a. **I will exert more effort to do the task, if that's not enough then will exert more, I don't want to let my company down nor my wife because of the situation.**
3. How should you communicate this with your supervisor and with your teammates?
 - a. **I will immediately communicate with my supervisor and teammates regarding my situation and at least they know my situation when problem arise. I will finish my task that was given to me no matter what the situation is.**

SCENARIO 8: 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.

1. What do you think is happening here?
 - a. He don't have any motivation that's why he's feeling down, he need to find someone who can talk to about his mental health. In this case he might get fired from the company. Steve needs to inform his company or supervisor regarding his health, so that the company or the supervisor are fully aware of his situation.
2. If you were Steve's supervisor and you noticed the change in Steve's output after 3 days, what would you do?
 - a. If I were Steve's supervisor, I will approach him 1:1, ask him in a polite way about his output and if there is something wrong about him.
3. If you were Steve, how are you going to communicate this to your supervisor and teammates?
 - a. I will communicate with my supervisor by saying, that I'm very sorry for my output for the past 3 days, I'm feeling so down, I know it may sound like an excuse but I having hard time dealing with my mental health but rest assured that I've been taking care of myself, I already did go to a doctor and checked up. I will make up for those days that I've been burden to you and to my teammates.

SCENARIO 9: 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. 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 managing other employees.

1. What is wrong with this situation?
 - a. **Matt is being dishonest to his work. He took a 1 – 3 hours breaks which is beyond the said allowed break time**
2. What should Mimi do?
 - a. **Mimi should kindly tell Matt about the company policy which is about the break because he may get fired once the supervisor find out. If Matt doesn't listen to Mimi, she can directly tell the supervisor about the situation but in a general way, without announcing any names just to be safe and also respect for other colleagues.**
3. To whom and how should Mimi communicate this?
 - a. **To Matt and Supervisor, Mimi should approach Matt first, maybe Mimi can convince Matt to do his job well and be honest to the job. Saying some advice that can help Matt to change his mind to do his job well. If things don't go well with Matt, that's the time Mimi should communicate with the supervisor. After all Mimi and Matt are workmates as a respect Mimi should not tell Matt's name to this supervisor about his situation but saying about the situation of the whole team or the work place.**

SCENARIO 10: 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?
 - a. **I will immediately communicate with the regarding the task the I encounter so that the are fully aware of my task status. I will ask for some advice on what would be the best solution in order for me to finish the other task which is the RnD before deadline.**
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?
 - a. **I will honestly tell my teammate and supervisor that the RnD will require another day to finish it. I will observe the situation first, I will solved it on my own but if my best effort doesn't enough then in this situation I will kindly ask for help from other teammate to help me finish the RnD.**
3. If you are a team leader, what would be your response to this kind of situation?
 - a. **I may be disappointed he did not thoroughly read all the task that was given to him. He carelessly estimated the task.**
4. What do you think is the possible solution to make it to your deadline?
 - a. **The possible solution is, since the task was assigned to one person I will let the other teammates to help him finish the RnD so that it can finish before the deadline.**