Q3. Teamwork and Cooperation

Teamwork and Cooperation is the ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
Our team works closely together on everything that we undertake. In addition to a working alongside your colleagues, you would also be working closely with Ministry partners to develop software solutions to address challenging problems.

Describe a time when you worked on a project with multi-disciplinary teams or people who had different work styles or ideas.
• What did you do to ensure the project was successful in the end?
• What do you think you could have done better?

• Briefly outline the problem and describe how you approached solving it.

When the first several cases of Covid were found in our country, the government took the decision to close schools. I recall having a meeting a few days prior when the first suspected case was announced and discussing what we should work on to ensure that students could be successful at exams which might not even take place. There was also discussion of how quickly and effectively we could shift to online learning. When the actual decision was made schools were in varying levels of readiness and resources including staff needed to be utilized in different places

• What was the process?

I was asked to provide support to an elementary school in my district. It required meeting with the principal and staff initially, researching learning platforms and meeting options, understanding content and how it was usually delivered. Once I understood that somewhat the next step was to audit technology available to students and teachers as well as their level of technological skill.

- Who was involved?

After meeting with staff, a training committee was set up which I chaired, consisting of parents and staff. Training for parents, staff and students was crucial for education to continue and it had to be done quickly. Some parents and myself conducted training, while I was responsible for developing training plans, timelines and manuals.

- What was the outcome?

The outcome was successful since the school was able to successfully implement online learning using Google Workspace (including Forms, Docs and JamBoards) and Zoom.

There were many challenges:

scheduling meetings around trainers' and teachers' schedules - we assigned individual trainers to each teacher, teachers who needed more support were assigned to parents with more time

developing training material – I had to make multiple iterations, stepping back and changing my language, adding annotated screenshots and videos with successive iterations

and determining successful use of tools.

The biggest challenge was helping some teachers on their learning journey as they experienced frustration. I had teachers who wanted to continue teaching on a whiteboard or who did not like being on camera, or having more meetings – I focused on asking trainers to be as supportive and encouraging as possible and realized the need to get the principal on board, the biggest win for me was helping them move to concise meeting formats with timed allocations and actionable points

- What do you think you could have done better?

Simplified my language and instruction method much earlier

I don't think that I developed clear metrics for successful usage of tools, perhaps surveys, number of tests done via forms vs send home sheets, could have been used but the committee's assessments were largely subjective