**Reflection 1 – Reflection on Sustainability – principles of sustainability to create viable systems.**

During my internship, I was asked by my supervisor to dispose of devices such as laptops and desktops because they were written off and replaced with newer models. Before doing so, I was responsible for retrieving hardware components from these old devices. I was perplexed by the request because I thought these would not be useful in the newer models. However, I was assured by my supervisor this was not the case and that most parts such as the batteries, fans, RAM, SSD and Hard Drive were reused in other computers. I was surprised by the fact and very excited to get a move on with removing the parts.

After removing all the parts from the computers, I had to discern which parts were reusable or damaged. For example, many of the batteries removed were not reusable and instead I disposed of them in a separate recycling bin for hazardous materials. I was glad my supervisor encouraged me to remove these parts so they could be recycled properly. Parts that were reusable were used during my internship for speedy replacements for employees’ broken computers. I felt pleased when I reused parts, and they functioned properly on a different computer.

I found this an eye-opening experience because I assumed a company working in electronics, wouldn’t think twice about recycling old hardware components. But it was impressive to see even such companies make small steps to be more sustainable with their resources. Dowling et al (2016) reinforce similar strategies of conserving resources and limiting emissions as vital for sustainable engineering. Upon reflection, this experience has highlighted the benefits of recycling parts are three-fold. First and foremost, it saves money. Secondly, enables quick repairs rather than waiting for new parts to arrive. And finally, it reduces waste and resource consumption.

This experience has taught me the value of recycling hardware parts which I will strive to do going forward as a software engineer. I have a newfound respect for old hardware components and look forward to opportunities to recycle and reuse again.

**Reflection 2 – professional practice within intercultural and global contexts**

The company I was interning at, Legrand, is a global company with headquarters in France. Throughout my internship, I had several instances where I was engaged in conversation with employees from different cultures than my own, predominately French. During the initial stages of my internship, I was given a project to extrapolate data from their databases and create user-friendly data visualisations so that the method engineers could easily and quickly understand their performance KPIs. This task required me to maintain constant communication with several engineers who were French.

During an initial meeting with the engineers, I was asked “what do you mean by this?” or repeated myself several times. I noticed within myself that my communication of ideas was not being well received and not completely understood by the other employees. After some time, I started to slow down my speaking, because I realised for these engineers, English was their second language, and I was making it hard for them to keep up with what I was saying. I tried to use simpler terms to minimise misunderstandings which were well-received. I also was surprised at times by their different communication style which was more direct and straight to the point. I was used to casual and indirect communication which I had with my IT team, who were from the same culture as me. After the meeting, I felt slightly overwhelmed by the experience since I was not used to such conversation styles.

Upon reflection, I noticed that not only did I lack experience, but also intercultural competence to communicate with engineers from a different culture than my own. In my culture, I have always grown up to engage in more casual conversation, less direct and which can be humorous at times. Since the IT department in which I worked in was predominately Australian, I found conversation easier because we understood each other’s communication approach. I had to develop the skills to effectively communicate and collaborate with people and I struggled to do that at the time.

In retrospect, I have never realised that my own cultural biases and assumptions hindered my worldview. Looking back, I realise how important it is to include relevant constructs from other cultural worldviews by being more aware of different communication styles, values and norms (Bennet, 2004). Bennet (2004) article reinforces that acting in ways that to some extent appropriate in other cultures helps improve intercultural competence. I am now more aware of my own cultural biases and assumptions and will continue to practice intercultural competence to enhance communication and collaboration in a global and intercultural workplace.

**References**

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