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Group - 3B

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Reflection Paper

I have learned a ton of things about effective communication during this course. I've realized that being proactive, honoring commitments, going the extra mile, avoiding judgment on character, being honest, and making my own mistakes will lead me to the best possible career that I can have.

The most core value that I find valuable personally is "avoid judgement on a character", I find it normal for someone to judge someone based on the thing that's been said or communicated, but now I realized that I should take all things professionally in the work environment. Everyone is dealing with something that can cause anger, rage, or even sadness. I learned to be more open-minded and give the benefit of a doubt to other people. From now on I will do my best to address rude or weird communicated statements over me with love and intelligence.

I will rate myself be a 6 out of 10 in communication skills, I find myself dealing with my problems rather than communicating to others to improve my skills. If I applied what I learned in this course right away I could be an 8 out of ten immediately, because this is a good course for someone like me who lacks communication skills. I chose 8 because I believe as Michael said it will take years to master this craft and that's my goal.

The scenario of Own Mistakes "Scenario 1: Client unhappy", is a really hard topic. I heard most developers tackled this and experienced this, If I am not being a good person I might just come upon excuses and other ways to go through and not face any conflict. This is very impactful to me because I know this moment will come and now, I know how to handle this. By applying the 5 core values I believe I can overcome this kind of scenario.

I will focus more on the core value of avoiding judgement of character, ever since I was a high school student, I find judging people easy, based on what they say and what they do. I found out that, that is not the case all the time. To be completely honest I find it my dark side and I want to improve and move on in regards to this. I will overcome this by taking things with love and intelligence, also by being patient and caring.

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I. Power Outage

Scenario: 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.

Please answer the following questions:

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?

- I would send an email/chat immediately when the power outage happens, I would also email/chat my supervisor immediately 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 advise the person to be proactive even during weekends/non work hours. I would advise the person to respond within minutes if the email was sent during working hours or hours if the emails is sent past work hours. Don't wait for a day is the rule of thumb for email sent in non-working hours/weekends and minutes is the rule of thumb for emails sent during working hours.

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 communicate this to my supervisor by saying thing like "I'm sorry for my lack of progress, I am working on it right now." Spend time even during Saturday this will portray a good employee.

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 communicate this by apologizing for the delay and I will make up for doing extra mile of work. This is also a good trait of an employee for being a team player.

II. A New Project

Scenario: 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.

Please answer the following questions:

1. What went wrong with this scenario?

- The employee is not proactive enough when the project is given. The employee's fault is not asking more details for the project. Also being shy will not do any good as it will make thing unproductive.

2. What could you have done to improve this situation?

- I will probably ask for more details thru slack if there's small details to be asked. If there's a lot of things need to be discussed I will ask for a meeting and I will indicate what the meeting is all about.

3. What would you do to rectify this situation?

- First apologized to the supervisor for being not proactive and then ask for a meeting. Also, it looks like the deadline will not be met so ask for an extension of deadline after I understand complete what's the project will look like, go extra mile because I am already late because of my mistakes.

4. 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.

Hi (Supervisor), I've read the instruction and requirements of the project you sent over slack. I would like to ask what should be done in this part (Question), this part I am quite confused what will be the final output will be (Confused Part). Also, for the ongoing projects, how will this affect our existing deadline? Can you make adjustments based on our deadlines to our projects?

1. Project 1 – deadline Monday
2. Project 2 – deadline Tuesday
3. New project – proposed deadline Wednesday

Thank you very much.

III. Project Deadline Passed

Scenario: 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?
 - The project is not well planned.
 - Employee didn't followed up.
 - Employee didn't a lot extra time for the project.
2. How could you have handled this situation better?
 - Plan the project well
 - Follow up supervisors once a day
 - Put extra time for the project even if the deadline is still far.

3. If you were to go back on time, when would you go back to and what email communication would you send and why?

- Besides everyday update, I will update my supervisor around Monday because I think that's the time to realize if the deadline will be met or not.

- Hi (Supervisors Name), about the project X, I did my best and put extra hours to meet the deadline but unfortunately the deadline might not meet. This is my fault for not planning accurately. This is only to inform you that there is possibility for the deadline to not meet, but I will assure you that I will do my best and put more extra time to finish the project. Thank you.

4. Who was ultimately responsible for this project being completed? Who should have followed up first? The supervisor or you?

- The employee is the most responsible, the employee should follow up first, in short me/the employee should follow up first.

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.

- Hi (Supervisors Name), about the project X, I did my best and put extra hours to meet the deadline but unfortunately the deadline might not meet. This is my fault for not planning accurately. This is only to inform you that there is possibility for the deadline to not meet, but I will assure you that I will do my best and put more extra time to finish the project. I will work through this on the week end and I will give you an update on Monday. Thank you

5. 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.

- Hi (Supervisors Name), about the project X, I did my best and put extra hours to meet the deadline but unfortunately the deadline will not be meet. I will assure you that I will do my best and put more extra time to finish the project. I will work through this evening until I finish it. See you on the meeting. Thank you

IV. Meeting Scheduled

Scenario: 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?

- The employee didn't ask the supervisor for an update for the meeting during 3:00pm – 3:15pm.

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 will chat my supervisor 3:10pm asking what could have happen or if the schedule is moved.

- Message: Hi boss, I am in the zoom meeting room right now for our 3:00pm meeting, is there a change for the meeting or schedule? Thanks.

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

I would send 2 messages @ 3:10 and @ 3:15-20

3:10 pm: Hi boss, I am in the zoom meeting room right now for our 3:00pm meeting, is there a change for the meeting or schedule? Thanks.

3:20pm: Hi boss, it seems that you are busy or doing something, I am still at the zoom meeting room. I will wait for you and for the meantime I will continue to do my existing project. I hope you are fine.

V. A New Consulting Project

Scenario: 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.

Dear John,

I'm Rommel Niebres, the full stack developer of Company X and I'd like to personally thank you for choosing our company for your needs in software.

I've seen the requirements and request for the project and to be honest I am new to this kind project. I am excited to build the software, according to the way that we will both like.

I am open for meeting via personal or video call, so let me know if you'd like that. I am glad to give updated and useful information while we are building the software. I'd love to hear what you think of this idea and if there is anything we can improve. If you have any questions, please reply to this email. I'm always happy to help!

Rommel

I will send it immediately after I know the details of the project and the client is confirmed. For specific time I would choose Monday or Tuesday morning to give John time to respond and we can still schedule meeting during Wednesday-Friday.

VI. Major Error

Scenario: 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?

- I would let the client to cool down for 1-2 days then I will confront him/her.
- I would not wait after all I admit it's my fault so I need to clean my mess up and with integrity tell the truth. I would initiate the meeting

Dear Client,

I'm Rommel Niebres, I would like you to know that we have encountered a problem with the database of our product. I suspect that we are attacked by malicious threat that cause our database to be lost.

I admit that I could have done a better job to secure the data and implement a security that can prevent this, it is entirely my fault and I am really sorry for this.

If you need more explanation on this, I am happy to answer and explain everything that you want to ask. Thank you

Rommel

VII. Sickness of a Family Member

Scenario: 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?

- Tell my Supervisor about the situation and tell him/her that I will continue to work. I will also tell that knowing my situation if I do something unordinary like leaving early or not clocking out It might be about the situation with my wife. Needless to say, I will still continue to do and finish my task within the day.

2. What would you do if helping your wife means you won't be able to complete all the tasks for the day?

- I might as well take an unforeseen leave/ emergency leave, I don't want to hurt myself, my family and the company by lying about the situation.

3. How should you communicate this with your supervisor and with your teammates?

- To my supervisor I will be honest and I will ask I can take a leave for that day depending on my wife condition. For my teammates I will ask kindly if they have some free time, I will ask politely to take some urgent tasks needed by the company

for that day, and I will take this as a favor. This also depends to my level of relationship with my supervisor and teammates, but overall, I will stay professional either way.

VIII. Mental Health Concern

Scenario: 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?

- I think Steve is facing problems, I don't know what but I believe the fact it says that "His quality of his work is not the same as it used to be." means he is a good employee but suddenly something happened that's why his performance is now low.

2. If you were Steve's supervisor and you noticed the change in Steve's output after 3 days, what would you do?

- I would confront Steve and ask what's the problem. Depending on his answer I will take initiative to help him in every way possible.

3. If you were Steve, how are you going to communicate this to your supervisor and teammates?

- For the supervisor, I will own my mistake and admit that It's completely my fault for not going to work for 3 days. I will share whatever the reason is for not going to work and I will accept any punishment that I will have to face. In the end I will apologize again personally and email depending on our conversation if needed. For my teammates I will apologize for not being helpful for the team and will share information on what happened depending on the level of our relationship. I will not make excuses and I will tell the truth and I will own my mistakes.

IX. Teammate Not Following the Policy

Scenario: 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?

- Clearly Matt is violating the policy of the company.
- No one in the Old employee tell the supervisor about the situation

2. What should Mimi do?

- Mimi should strengthen the bond between her and her supervisor or team leader. After building that trust, open up about the company policy and say that you know someone who's not following the policy. Depending on the supervisor reaction Mimi should only tell the truth, she must also do this because she Care about the team and the company.
- If Mimi and Matt relationship got leveled up, Mimi should confront Matt about his behavior and find the balance between being a teammate and an employee.

3. To whom and how should Mimi communicate this?

- To both Matt and the supervisor, communicate this with love. The reason for this communication is for the team and company. Mimi should do this with care towards everyone, the company, supervisor and Matt.

X. 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 will request for a meeting and will email them a hint of this required RnD.

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?

- In the meeting I will say that due to unforeseen detail, we will need to make an adjustment. I will apologize first and I will ask them if this is fine with them.

3. If you are a team leader, what would be your response to this kind of situation?

- First, I will be disappointed because it's work after all, but I will try my best to support the team towards the goal. I believe the most important thing is to find balance with team member and goals.

4. What do you think is the possible solution to make it to your deadline?

- Knowing it will take a day, depending on the day I will immediately reschedule the deadline for 1 working days.

XI Exercises answers

Frequency and Modes

Frequency of Communication

Scenario 1: Answer the email back immediately.

Scenario 2: Answer the email immediately and tell them I will start working on the email, then after some days email them again with the email fully analyzed.

Scenario 3: Answer the email within the day after seeing it, the rule is if I receive it off-work hours I need to respond within the day.

Scenario 4: Don't reply all, just do a reply to my supervisor.

Scenario 5: Something is wrong with the employees for not replying during work hours.

Modes of Communication

Scenario 1: I should update immediately when asked within the day and tell my supervisor that I will work on it. Then send the 2 pages update.

Scenario 2: Don't expect to receive a reply from a supervisor if you sent a 2 pages report on Friday afternoon, he/she is busy with many emails. What should have done is email a short-sentence email telling the supervisor that you will make an email and will be sent on Monday because it is long or wait till Monday to receive a response.

Scenario 3: Don't use email as a way of communicating emotionally driven stuff, it is better to call or video call even better face to face because words can sometimes be misleading.

Scenario 4: Don't send this kind of email, it's fine to draft it but communicate it in person or in a video call to have better and effective communication.

Core Value: Be Proactive

Scenario 1: Yes, I should email quickly

Scenario 2: I should update with complete details and follow the instruction completely

Scenario 3: Notify the supervisor and HR and also update before the end of the day (Friday). Update them also on Monday morning.

Scenario 4: Don't focus on temporal things over long-term career growth. Be proactive and if you've done all and it doesn't work find another work environment that fits your skills and personality.

Scenario 5: Ask the supervisor about the task and ask if I should finish it or move the existing project deadline.

Scenario 6: I would ask my supervisor about the existing project and the 60HRS project about each project timeline and deadlines

Scenario 7: I should have updated my supervisor every day and I think what I should do is email first and when he responds about it maybe I will ask if I should call him/her because maybe He/she forgotten it because of my mistake.

Scenario 8: Respond with a simple "understood" or react thumbs up for the supervisor to know that you saw the announcement and you are proactive in giving feedback.

Core Value: Honor Commitments

Scenario 1: Do everything that I can to finish on time and I should notify the supervisor because that is the right thing to do. I might think my supervisor might forget but it's probably not the case. Put extra hours and do everything is the way to go.

Scenario 2: Even though I am busy I should do what I promise, regardless of the reason I need to do what I promise.

Scenario 3: I should notify the team and apologize early if there will be a low performance on my project, I will tell my excuses but I will not dwell on it and I will still try my best to deliver. I think I shouldn't extend the deadline it is worse than being on time with a little off of the required output. That indicates that I am fighting and pushing to meet the deadline.

Core Value: Go Extra Miles (Over-Deliver)

Scenario 1: I will try to do both but realistically I would first make sure that projects a, b and c are top-notch in quality after that I will do the 10hr project then the 30hr project. I will be proactive and at the same time being a man of my word.

Scenario 2: A player will look for extra things that can be done and b player will stop and be mediocre.

Scenario 3: There's a reason why my supervisor thinks highly of me, maybe he/she saw potential in me and I should meet the high expectation and go the extra mile to meet the expectation. Leaving the company or changing the supervisor will indicate that I escape the situation over conquering it.

Core Value: Avoid judgement on character

Scenario 1: I should probably notify the team or the supervisor about how I feel. I will explain carefully why I feel the awkwardness with a teammate. I will nicely confront the teammate and share my emotion about it. After all, this is all for the company and the team.

Scenario 2: I will give chance to that person and do everything I can as a supervisor. Firing the person immediately will indicate that I am escaping the situation at least in my opinion, I will first do everything that I can and If that isn't enough with months, I will probably fire the person because the company and the team are hurting and my job as a supervisor is to make things better internally.

Scenario 3: I will tell how I feel to my supervisor, I will confront the person and explain the situation clearly. I will try my best to be a team player even if there's a situation for both of us. I probably should change or find the balance between us.

Core Values: Honesty

Scenario 1: I will tell the client the truth that it can be done in small hours than intended. Yes, I need the money but being honest must come first. I will bill the client according to how many hours it took me.

Scenario 2: I should self-reflect on how much I should a lot for this kind of break. I should avoid emailing my supervisor as much as I can because my supervisor is probably busy and doesn't have time with this kind of stuff.

Scenario 3: I will say this depends on the level of relationship between me and my colleagues/my supervisor. I will confront my colleagues if I have a good relationship with him/her and I will do my best to talk nicely about what is the thing that we need to be doing at work. For my supervisor I will talk to him/her about the status of some of my colleagues by not dropping any names, this will indicate trust and loyalty for both supervisor and the colleagues.

Core Value: Own Mistakes

Scenario 1: I will do everything not to lose my client's trust, I will offer alternative options or make an offer that the money will be returned as soon as possible. I will do everything I could to make up with the client because mistake happens and when it happens, we must do everything we can do fix every mistake we did.

Scenario 2: I will first apologize to the attendees who wait and then ask them if I can continue with my presentation and if they agree I will probably ask the others who have left and I will continue with my presentation. If some of the attendees get mad or didn't want to see my presentation I will apologize over and over again I might also give some offering for my mistakes whether it is food sweets etc.