**Silver Roi V. Ramos**

**Communication Course**

**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.

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 find a way to send an email right away to my project manager/supervisor. I would inform my project manager/supervisor that there is a sudden power outage for a whole day in my place. If I cannot find right a way to send an email to my project manager/supervisor, I would send an email right away after the power outage.

1. 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 him/her to be aware that failing to send any type of communication back to the supervisor/team can lead to poor performance. This kind of behavior can piss the supervisor/team. I would tell him/her that he/she need to always check his/her mails and also be active in answering emails and chat.

1. 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 would make use of my full time on Saturday in order to make up for my lack of progress and lack of hours. I would ask the permission of my supervisor to work on Saturday thru email.

1. 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 would send an email to my supervisor which informs that I missed important deadlines for the project due to the power outage. I would also tell my supervisor that I will double my effort to finish my missed deadlines and will be open for suggestions and comments.

**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.

Please answer the following questions:

1. What went wrong with this scenario?

The new employee doesn’t have the courage to send an email to his/her supervisor.

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

The new employee should have the courage to send an email to his/her supervisor about the given project. He/she must tell that he/she have a lot of questions/confusions about the project.

1. What would you do to rectify this situation?

I would send an email right away to my supervisor that I currently working on other projects and would ask a request if the given project will be passed to an employee with lighter schedule. I would also tell that if my request is not granted, I have questions and confusions about the paper that I need to inform my supervisor.

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.

Dear [name of supervisor],

Good day sir/ma’am! I would like to inform you that I like to ask for a request if the given new project can be passed to another employee with lighter schedule because I am currently working on other projects. I would deeply appreciate and accept your response to this matter.

If not given the chance on my request, I have questions and confusions about the paper of the new project. I will attach the documented questions and confusions in this email.

Sincerely,

Silver Roi V. Ramos

**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!

Please answer the following questions:

1. What went wrong with these situations?

The employee doesn’t have the courage the tell his supervisor about the given project and he/she didn’t work hard enough to finish the project.

1. How could you have handled this situation better?

I would work hard and extend the usual 40hours/week in order to finish the project. I would also have the courage to tell an update on my supervisor.

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

I would go back the time of the project deadline, and I would inform my supervisor that I am still not finished with the project. This can help in my supervisor to be aware and informed and create and think of other ways to finished the project.

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

The ultimately responsible is the employee. The supervisor should be the one who must follow up first but as an employee, we need to be aware because sometimes supervisor tends to forget to follow up a project and we must make a move to follow up the project.

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.

Dear [name of supervisor],

Good day sir/ma’am! I would like to send updates about the new project that you have given me last Wednesday. I am currently working on the project and I would also like to have a request if I can work on Saturday this week, in order for me to have more time in finishing this project.

Sincerely,

Silver Roi V. Ramos

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 [name of supervisor],

Good day sir/ma’am! I would like to send updates about the new project that you have given me last Wednesday. The project deadline would be tomorrow and I am sorry to inform you that despite my efforts in working hard to finish the project, I am still not finished in my project. I would like to seek comments and suggestions on what should I do to make up for not finishing the project.

Sincerely,

Silver Roi V. Ramos

**Meeting Scheduled**

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 do anything about the issue that his/her supervisor didn’t showed up in their meeting schedule.

1. 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 would send an email to my supervisor about the meeting that we have a scheduled meeting at 3pm. I would send this after 10-15 minutes of non-presence of my supervisor in the meeting. I would ask if he/she has an important meeting than mine and I will request if we can just have a rescheduled of our meeting.

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

Dear [name of supervisor],

Good day sir/ma’am! I would like to update you on our scheduled meeting this day at 3pm. After 15 minutes of your non-presence, I thought that I need to send an email.

If you have an important meeting rather than our meeting, I would suggest that we can rescheduled our meeting. Comments and suggestions regarding this matter is highly appreciated.

Sincerely,

Silver Roi V. Ramos

*Sent: 3:15pm*

**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.

Dear [name of client],

Good day sir/ma’am! I am very much excited about the project you have given. I am also excited to exchange request and communication with you.

Regarding the exchanging of communication, I would also like to know where can I send you my questions and suggestions about the project. This can help me to meet your expectations for the project and this can also help me to complete the project before the deadline.

Comments and suggestions regarding this matter is highly appreciated.

Sincerely,

Silver Roi V. Ramos

*This email would be sent early in the morning of a working day because I know that clients often check their email first thing in the morning at work.*

**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 set back 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 type 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 wait a few days before the client cools down before talking to the client but while waiting, I would think and create of other ways to finish the project. I would also set a meeting with the client to inform the client about the status of the project and suggest ways to finish the project and be opened up for suggestions. If I were to draft an email to the client now, I would tell the client that I am very sorry about what happen in the project and will request for more time in order to finish the project. I would also inform the client that if given the permission on my request, I would ensure to finish the project and will work harder.

**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.

* What would be your plan in this situation?

I would send an email to my supervisor and teammates my situation and would request some back up help from my teammates.

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

I would still help my wife but as soon as she take a nap or sleep, I would do my best to help my teammates in completing the tasks. I would also request some help in my teammates in completing the tasks assigned to me.

* How should you communicate this with your supervisor and with your teammates?

I would inform them through mail and will seek help from my teammates. This an emergency but I will inform them that I will also help as soon as my wife takes a rest and gets better.

**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 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.

* What do you think is happening here?

I think Steve is working too hard and forgets to take a rest.

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

I would talk to Steve on what he is feeling and what he is doing for the past days. I would also suggest to Steve to take a leave or break from work. I would also suggest to him to not over-work because sometimes overworking drains energy from our body which can lead to poor output. Having the right amount of sleep is also recommended.

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

I would tell this to my supervisor and teammates. I would also tell them what I have been doing the past days and I will also seek for recommendations and suggestions from them in order to bring back the old me.

**Teammate not following the policy**

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.

* What is wrong in this situation?

Matt doesn’t follow the company policy and Mimi didn’t do anything about this matter.

* What should Mimi do?

Mimi should inform the supervisor and ask questions about this matter including the suggestions of Matt that it is okay to leave for 2-3 hrs.

* To whom and how should Mimi communicate this?

Mimi should communicate this to his supervisor in an email format containing this matter. She should also include his questions about the violations of Matt and his suggestions that it is okay to leave for 2-3 hrs. as long he offsets the missed hours in the evening.

**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.

* How will you communicate this with your team?

I will inform the team about the status of the project and the new hindrance in the project. I will ask them about RnD and if someone is familiar with it.

* 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?

I will inform my teammates about this matter and will thinks ways to finish this task earlier. I would also inform my supervisor regarding this matter and request an extension of deadline of the task.

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

I will ask questions on my teammates about the problem, and will collect recommendations and suggestions. I will think of the best way to fix the problem.

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

I think every employee assigned to task should do overtime and double effort to meet the deadline.

**Reflection Paper**

Now, it's time for you to reflect and write your thoughts in a paper.

In this paper, address the following questions:

1. What were your main takeaways for you?  What insights did you gain from taking this course?
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?
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?
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?
5. Is there anything else you've learned from this course that was not outlined in the previous questions?
6. Once you answers the 5 questions above, attach your answers to the 10 scenarios/exercises as an appendix to your paper

These exercises are to help you reflect and better internalize principles you've learned.  Watching videos will only get you about 10% of the knowledge I am trying to pass on.  Doing exercises will get you maybe about 50% of the knowledge, but writing things down and reflecting will get you maybe 80-90% of the knowledge.  Then by proactively practicing and working on various communication skills, these knowledge will then be internalized over time.  This means, even if you got 80-90% of the knowledge in your head, if you don't actively practice, maybe only 20-30% of that knowledge your brain observed will become part of you.  Even if at one point you had 80-90% of this knowledge, by then, your knowledge diminishes and you'll probably only remember 20-30% of the knowledge you once had.

Spend at least a few hours doing a thoughtful reflection and make sure points 1-5 above are no less than 3 pages of content.  Make sure you add an appendix at the end also where you outline your answers to each of the scenarios/exercises presented after the core values were taught.  This way, your single PDF contains your reflection paper as well as all the answers to the scenarios you've worked out.

Reflection Paper

In this course, my main takeaway is to always be proactive. We need to seek ways on how to help in our team/company. We must not wait for what should we do and should be responsible for ensuring that we are helping in the team/company.

The insights that I have been gained in this course is to always be sensitive in terms of communication. We need to implement the core values needed in communication. It is also recommended to always have enthusiasm.

Before I take this course, I think I would say I will rate my communication skill to 5. Communication with others has been one of my problems and there are times that I cannot communicate with others in the right way. After taking this course, I think my knowledge in communication has gone up a little bit and I will rate myself to 7. I think the knowledge I gain in this course is very needed in my every day living especially in my future jobs. I rated my communication skills right now to 7 because I think I need to implement my learnings first before I can rate myself higher than 7. After 12 months, I think I would rate my communication skill to 9 if not 8 will be nice. I think for the upcoming 12 months, I think I will still be implementing my learnings and I know that my communication skills will still not be perfect. I hope that when years past, I will manage to perfect it and will serve as one of my assets in my future jobs and communication with others.

For me, I gained the most learning in the Scenario 3 at Frequency and Modes. I thought that the scenario was great but, in the reality, it is horrible. I learned that in communicating with the supervisor, we need to have time even though it is not included in our working hours. We need to respect and give back the efforts of our supervisor. For example, in the scenario, the supervisor sends an email during non-working hours. It was sent on Friday, 8PM. We need to give back the efforts of our supervisor who sent an email in the evening by responding that we receive his/her mail. If we are mentioned in an email, it is highly recommended to reply as soon as possible to give back respect to the sender. I also learned that we must check our emails 2 to 3 times during weekends in order to check if we have received an important email.

The core values that I want to focus on improving is being proactive. Being proactive is one of the core values needed in a communication. Having not proactive mindset, I think changes must be implemented as soon as possible. I currently have the mindset of doing works/tasks that are being told because there are times that when I do something that is not being told, I often received bad comments and reactions from my friends and families. This problem causes me to always ask for permission before doing something. With these reasons, I want to be more proactive.

In communication, knowing the proper mode of communication in every scenario is highly needed. We need to have a deeper knowledge in communication and implement the needed core values in ourselves. Being sensitive in our way of communication is always needed in any situation.