

Final Feedback

Thankachan, Sumitha

Here is your performance in this Module

Reach out to Gregory

GATHERING INFORMATION

You needed to ask Gregory about how the team has operated in the past and how they were previously managed. This was important information for you to have so that you can determine the best way to solve the team's performance issue. Gregory would have told you that he thinks the old manager was great and everyone on the team gets along.

PERFORMANCE ANALYSIS

Great work! You asked Gregory for his feedback on why his performance was low, which led to information that will be useful when evaluating the team's overall performance issue.

Reach Out to Alicia

GATHERING INFORMATION

It was important for you to ask Alicia about their thoughts on the team dynamic. By doing so, you would have found out that while they are feeling unmotivated overall, the prospect of pursuing VR technology is exciting to them.

PERFORMANCE ANALYSIS

You needed to ask Alicia for their feedback on why the team has been underperforming lately. Though Alicia is a newer and low-performing member of the team, they are very engaged and could have provided information about the previous manager, including the fact that they never told the team about their results, which led to an unmotivated and disconnected team.

Reach Out to Tom

GATHERING INFORMATION

It was important for you to ask Tom about how the team operates. This information would be useful in determining that Gregory's stagnant performance contrasts Alicia's determination and ambition.

PERFORMANCE ANALYSIS

Good job. You asked Tom for his take on the team's underperformance issue. As a team member with positive sales rates lately, he was able to confirm that the previous manager never shared results with employees, leading to an unmotivated and underperforming team.

Discuss Performance with Janice

PROBLEM IDENTIFICATION

Great job. You told Janice that the previous manager seemed to care more about the team getting along than about the results, which lead to an unmotivated and underperforming team.

CONFLICT MANAGEMENT

You needed to explain that while Janice felt Alicia was causing conflict and frustration, she is actually highly motivated and has skills in technology that will complement the new company direction.

PERFORMANCE ANALYSIS

It was important for you to be honest about Gregory's declining performance and lack of motivation, especially when it comes to embracing new technology and innovation.

PROBLEM SOLVING

You did a good job of identifying that the team needs to be kept informed about their results in order to feel engaged in their tasks and improve overall performance.

Get Back to Janice

FACTUAL KNOWLEDGE

Your response did not effectively address the knowledge area being tested, which was to evaluate the decision to recommend terminating an employee based on their negative impact on team dynamics. You did not sufficiently connect the employee's resistance to change with a direct and clear negative impact on the overall team dynamics, requiring further elaboration on how this resistance hinders team progress and cohesion.

CLARITY OF ARGUMENT

Your response did not adequately examine the quality and relevance of the evidence used to support the claim regarding Gregory Palmer's termination due to his resistance to new technologies. It failed to critically assess whether the evidence provided sufficiently and accurately supported the claims made about Gregory's impact on the team and overall company performance. The response lacked detailed analysis of how Gregory's specific actions contributed to the described negative outcomes, missing an opportunity to connect the evidence more explicitly with the claims. You successfully identified that the writer clearly presented their main claim, which was that Gregory Palmer was the best choice for termination based on his resistance to new technology and sales methods, affecting team progress. This assessment showed your accurate understanding of the text's main point.

Reflection

WHY REFLECT?

Learning by doing is only effective if you internalize the learnable moments of an action or experience. Reflecting is a crucial step in the experiential learning process. Without reflection, it is possible you may go through an experience without understanding what you learned. When you execute a skill without learning from the outcome, you are unable to improve it the next time that skill is required.

HOW TO THINK REFLECTIVELY

A reflection is a description, but one that is deeper than the everyday accounting of your life. You need to step outside of yourself and observe in your memory what, why, and how you did something. Ask yourself questions, such as: What worked and didn't work? What emotions did you experience? What was challenging and what was easy? Pay attention to the strategies you deployed, but also the emotions you felt.

HOW TO WRITE A REFLECTION

When writing a reflection, strive to describe the essence or the underlying nature of your experience. Imagine you are telling a story to yourself, because you are the audience of your reflection. As you write a reflection, you will begin to see connections between ideas such as feeling, action, and strategy. These connections are things you would not have necessarily noticed until observing yourself in action.