

Ivan Christian Jay Funcion

Group : 3B

Communication Module Assignment

Reflection Paper

1. What were your main takeaways for you? What insights did you gain from taking this course?

- I've learned that communication is everything. Communication is as much as important as your technical skills. Communicating to your boss, supervisor and client is important because it shows how committed you are in the project that is assigned to you. Giving daily reports, weekly reports on the project status to them also shows that you are proactive and doesn't need to be reminded that you need to keep them updated all the time, it also shows that you have initiative.

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?

- I think my communication skills before taking this communication course is somewhere in between 1 to 4. Because, if I would be honest to myself I know I am bad at communicating, whether it could be verbal, written or body gesture. If I am going to rate my communication skills after taking this course, I would say I think 5 points or something like that. Because I also need to practice what I've learned in this course. The course gave me pointers on what to do and what are the things I shouldn't do, all I have to

do now is to apply those core values whether on my job or in my day to day life. If I would rate myself 12 months from now applying those core values, I would rate it around 4 to 8. Because I have plenty of time to apply the core values of communication.

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?

- I would say the scenario in Core Value: Be Proactive. I have learned that professionals should do tasks even if it is not mentioned by their boss or have the initiative to do things with little to no supervision. Also please be considerate with other people's time specially with your supervisor's time, because he is so busy, make the initiative to report updates regarding your task that you are currently doing.

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?

- If I am going to outline what core values, I should be improving I would outline it like this. first I have to learn how to be more proactive, I have to have an initiative at my work, don't wait for your supervisor for orders or things that you need to do help him because he or she is bombarded with work all day, don't add to his stress, help him. Next is having that dedication at your work or being committed to your task. We have to be a man of our words, do everything in our power to deliver what we promised on time. Next is going for an extra mile at your work, for example that you are given a task or you're doing a feature in your application and somehow you notice

that there is a room for improvement in the feature, do it even if the client or your supervisor does not ask you to do it, and later on set up a meeting regarding your idea on that matter that the current idea is good but it can be better. Next is to have the courage to own my mistakes, I have to recognize what are the points that I am lacking so that the team would not expect too much of my capabilities and they might help me on that part. Next is being honest, being honest in the sense that I have to be transparent if for example that I am struggling on my task I would simply ask my supervisor that i might need some additional time or assistance to figure it out, we could use the standup meeting for this matter. And Lastly, judge people based on their performance at work, not on other things, because it can affect your work flow or trust to each other.

5. Is there anything else you've learned from this course that was not outlined in the previous questions?

- None, for me the core values will be a huge help for me when I will be working in the IT industry

Appendices

- I. Power Outage
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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?
 - The first thing I will do is I will send a slack message to our channel so that my supervisor and my coworkers will know what my current situation is. I will send the message to them before the power comes back, and after the power comes back, I will notify/ message them immediately (within a minute) that my power got back. After the power comes back, I will use my Saturday to work on the task that I haven't done due to power loss, and have the Sunday to dedicate to my family, as for going out with my friend, I will tell them that I couldn't make it because of that matter, but I will still take the sick leave in Monday, because I am feeling sick plus will hinder me from doing my job well.

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 will advise him/her not to do that next time ever, instead I will recommend that checking he/she should check his/her email/chat 1-2 times a day during the evening. During the weekend, he/she should also check your emails/chat at least 2-3 times a day. Advised him/her to be honest and transparent if he is stuck on some tasks so that I could assist her, because for me the reason why he is not communicating back to our channel is because he failed to do the task on time and was afraid that he might be yelled at by our boss.
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 find a way to make progress or maybe seek advice from experienced colleagues on how to catch up on the project. I will give an update thru email giving all the efforts and work I have done so far.
 - No, it is not okay to assume, I will just be honest with my boss about the progress, I will send him a copy of the weekly report via email. And add some key points regarding why I am having a lack of progress in the project.

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 send them a message via slack chat and tell them about the situation that i am currently in, I will tell them that i am putting some extra time just to make up with hours lost due to that uncertainty but still wasn't able to finish what it is that needs to be done. I will apologize for not the delay that' I've caused

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?
 - Insufficient instruction. And the employee is too shy to ask additional clarification regarding the project. He should probably ask additional

information about the project so that it will not become a problem later on.
He could send a slack message for additional clarification.

2. What could you have done to improve this situation? Work on the urgent project.
 - I would ask my boss for an assistance on how to manage the project that I've been working on, ask him what are the project that I need to move to less priority to give way on the urgent project
3. What would you do to rectify this situation?
 - Email the supervisor let him know that I've been working on the other projects and tell the status of the other project. Describe the new project on how I understand it. Tell him what I am thinking of about the new project, ask him should I address it correctly? Let me know which one should be prioritized first.
 - I would email the supervisor, let him know what projects that I am currently doing and update him with the status. Describe how I understand the new project, tell him what are my thoughts on the project, ask for assistance on what project should be placed at a higher priority level.

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.

Sample Email:

To: Mr. Michael,

Good day Mr. Michael, I just want to inform you about the current status of the projects that i am currently handling right now. Project C, which you've given me lately is about 40 % and currently in working progress so far. I have Project A and B currently in progress right now but project C seems to be urgent. I would like to ask for assistance whether I can put either project A or B to be on hold so that I can make room for project C. Is the idea good to you? Please let me know.

Sincerely,

Ivan Christian Jay Funcion

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?
 - Wrong estimation on when the project should be completed, also the employee did not bother to send a daily or weekly report to his boss.
2. How could you have handled this situation better?
 - I will give a better rough estimate, and try to add additional hours at work
3. If you were to go back on time, when would you go back to and what email communication would you send and why?
 - I will set the exact day where I can finish the project.
 - I will go back to when the project has been given to me. I would use an email to message him about the project specification including the rough estimate when it should be finish.
4. Who was ultimately responsible for this project being completed? Who should have followed up first? The supervisor or you?
 - The employee, he should think thoroughly before giving an estimation on when the project should be completed, also the employees fault is not giving an update to his boss.

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.

Sample Email:

To: Mr. Michael,

Good day Mr. Michael, I just want to inform you about the current status of the project that you've given to me. Currently project Delta is currently 40% complete and still in working progress.

Below are the features that I've already accomplish:

- User dashboard
- User login
- Creating rest API
- Adding JWT in the authentication
- Replacing mongodb with postgresSQL as our database

Please let me know if you have any questions or if you have suggestions on the things that I've currently accomplished.

Sincerely,

Ivan Christian Jay Funcion

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.

Sample Email:

To: Mr. Michael,

Good day Mr. Michael, I just want to inform you about the current status of the project, currently I wasn't able to do much progress that I've promised to deliver. I am doing my absolute best but still can't make it on time. I apologize for the inconvenience, but I assure you to give my absolute best in this project.

Sincerely,

Ivan Christian Jay Funcion

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?
 - Supervisor was unable to attend at that specific time.
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 email/chat the supervisor about the meeting running late so I log off from Zoom.
- I would message my supervisor at 3pm, regarding his/condition. I would also ask if the meeting will continue or not.

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

Sample Email:

To: Mr. Michael,

Good day Mr. Michael, I just want to follow up about our meeting today that was scheduled at 3pm, it is 15 minutes after the scheduled meeting. I was just wondering if you are still coming to our meeting. If it is ok on your side, would it be ok if we reschedule the meeting?

Hope everything is well on your end. Looking forward for our meeting.

Sincerely,

Ivan Christian Jay Funcion

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.

Sample Email:

To: Mr. John,

Good day Mr. John, I just want to let you know that I am thrilled to start this project with you.

However, I need some information about the project that we are going to do.

Listed below are some of my questions:

- What specific technology are we going to use in our front end?
- What specific technology are we going to use in our backend?
- Do you already have the project specification of the project?
- When can i set a zoom meeting so that i can show to you the current progress of the project, aside from giving you weekly report
- Do you have a mode of communication preferred? or can we use slack or discord instead

Looking forward to work with you

Sincerely,

Mark

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?

Answer

- I would not wait for a few days just to message the client, I would immediately message him about the current situation of the feature, that there is some uncertainty but I am currently working on it.

Sample Email

To: Mr. Michael,

Good day Mr. Michael, I just want to inform you that currently we are facing some major issues about our system, and might take some time to fix it. I know this is a huge setback in your business but rest assured that I am trying my hardest to fix this issue. Rest assured that the system will be back on its normal state soon.

Sincerely,

Ivan Christian Jay Funcion

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 will tell my boss immediately what is my current situation, that I could not make the task due to this uncertainty.
- What would you do if helping your wife means you won't be able to complete all the tasks for the day?
 - I will apologize in advance to my boss and to my coworker about the delay, I will tell them what is the situation that I am currently in.
- How should you communicate this with your supervisor and with your teammates?
 - I think the best mode for this is to call your boss, because what happen to your wife is so sudden, maybe a phone call is best suited for this situation and I will follow up my coworkers at our slack channel afterwards.

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 depressed.
- If you were Steve's supervisor and you noticed the change in Steve's output after 3 days, what would you do?
 - I would call Steve about this matter, tell him that his performance is dropping down and ask him what seems to be the problem, if my theory is correct that Steve is depressed, I should let him to rest for a while, give him vacation or anything that might help his current situation.
- If you were Steve, how are you going to communicate this to your supervisor and teammates?
 - As of this moment I don't think Steve can properly converse with his boss if he is depressed, I think if one of his coworkers live near to him, he should probably visit Steve and report that to his boss.

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 is using the work hours to meet with his friends,
- What should Mimi do?
 - I think the first thing that Mimi needs to do is to try to convince Matt to stop using the work hours for meeting his friends. Because if the supervisor did know about this, they're gonna be so doom because no one warns Matt about the wrong doing that he is committing.
- To whom and how should Mimi communicate this?
 - Mimi should try to talk to Matt first, let him realize about the things that he is doing. If doesn't work out, I think that's the time you should escalate it to your HR or to your supervisor.

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 ask for an assistance to my coworkers to figure out how to deal with the RnD.
- 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 would say that the task that I am currently working on requires a few days to finish it. And will apologize in advance for the delay.
 - I would say it like this, "Hi team, after working on RnD I found out that I need some few days to finish the task, I sincerely apologize for this matter".
- If you are a team leader, what would be your response to this kind of situation?
 - I would respond nicely that everyone will be stuck on some part of the project and I will commend him for being truthful or being transparent that he needs additional time for the task.
- What do you think is the possible solution to make it to your deadline?
 - I think add additional hours for me to finish or add some assistance from my coworkers.

