

## Reflection Paper

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

I need to continue making my core values better. I learned a lot about the importance of communication and how hard it is to actually communicate properly. I need to keep practicing everyday day and to always keep in mind the core values that was taught in this lesson.

I need to cultivate empathy by putting myself in the shoes of other people. I need to understand their perspectives, emotions, and concerns. This can lead to more compassionate and effective communication. I need to apply my core values consistently in all aspects of my life. Whether in personal relationships, professional settings, or casual interactions, aligning my actions with my values strengthens my integrity and authenticity.

Effective communication is essential in a work environment for fostering collaboration, building strong teams, and achieving organizational goals. Clear and Transparent Communication is needed. I need to ensure that my messages are clear, concise, and easily understandable. Transparency is essential to build trust among all of my team members.

I need to listen to other people's criticism. Constructive feedback helps individuals and teams understand their strengths and areas for improvement, fostering a culture of continuous learning.

### **2. How would you have rated your communication skill before taking this training (on a scale of 0-10)?**

Before taking this training, I would have rated my communication skills at a 3 on a scale of 0-10. This rating is reflective of my natural shyness, which has often made it challenging for me to express myself confidently and engage in open conversations. I tend to be reserved in social settings, finding it hard to initiate discussions or contribute my thoughts effectively.

My shyness has been a significant factor influencing my communication style. I often hesitate to speak up in groups, and I may struggle to articulate my ideas coherently. This has occasionally led to missed opportunities to share my perspectives and connect with others on a deeper level.

However, I recognize the importance of improving my communication skills, both personally and professionally. By undertaking this training, my goal is to develop strategies to overcome my shyness, enhance my ability to express ideas clearly, and feel more comfortable engaging in various social and professional contexts.

I am eager to acquire new techniques and gain insights that will empower me to navigate conversations with greater ease, build stronger connections with others, and ultimately boost my confidence in communication. I believe that with dedicated effort and the right guidance, I can make significant strides in improving my communication skills and moving beyond the limitations imposed by my shyness.

### **How would you rate it now (just after taking this course)?**

After completing this course, I would now rate my communication skills at a 6 on a scale of 0-10. The training has been instrumental in providing me with valuable insights and practical tools to enhance my communication abilities. I've learned a lot about effective communication strategies, including techniques to overcome shyness, articulate ideas more clearly, and engage in meaningful conversations.

One of the key takeaways from the course is the realization that communication is a skill that can be continuously developed and refined. While I've made significant progress and feel more confident in expressing myself, I also acknowledge that there is still much to learn and improve upon. The journey towards becoming a more proficient communicator is an ongoing process, and I'm committed to further honing my skills.

I've become more aware of my communication strengths and areas that require additional attention. The course has equipped me with a foundation to build upon, and I'm excited to continue practicing and implementing what I've learned in various real-life situations. I understand that sustained effort and application of the newfound knowledge will be crucial in solidifying these improvements and elevating my communication skills to an even higher level.

Overall, this course has been a catalyst for positive change in my communication style, and I am optimistic about the continued growth that lies ahead as I apply these principles in both personal and professional interactions.

### **How would you rate it 12 months from now? Why did you give yourself the score you did?**

Looking ahead to 12 months from now, I am optimistic about the trajectory of my communication skills and would project a rating of 9 on a scale of 0-10. I know that the journey of joining a team will be very transformative, and I expect the positive momentum to continue. Joining a team will be a crucial part of my growth, providing a supportive environment that fosters continuous learning.

I foresee ongoing improvement because of the dynamic learning opportunities within the team. Working alongside experienced individuals will allow me to observe effective communication in action and receive constructive feedback, which are invaluable resources for refining my own skills. I am enthusiastic about the prospect of gaining insights from diverse perspectives and acquiring new tools that will contribute to my growth as a communicator.

Acknowledging that the road ahead may not always be easy, I am committed to embracing challenges as opportunities for further development. I understand that the process of refining communication skills is ongoing, and I am dedicated to putting in consistent effort to enhance my abilities. I anticipate that each day will present chances for learning and improvement, and I am eager to seize those moments with an open mind and a willingness to adapt.

Moreover, I recognize that achieving a rating of 9 is a reflection of both progress and humility. While I expect significant improvement, I remain aware that there is always room for refinement and that the learning journey is continuous. I am excited about the prospect of surpassing my current capabilities and evolving into an even more effective and confident communicator over the next year.

**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 learned a lot from the frequency and modes of communication and being proactive. These were very impactful because I didn't really know most of the things said in the video. Therefore, I watched the videos very attentively to know what are right things to do in different situations. Hopefully I remember all of the things that was said and I can continue practicing in a real work environment.

**4. Please outline which core values you want to focus on improving over the next 6-12 months and why you've picked these.**

Over the next 6-12 months, my primary focus will be on cultivating and strengthening three core values: being proactive, going the extra mile, and honoring commitments. These values have been carefully chosen due to their potential to significantly impact not only my individual performance but also the overall dynamics of the workplace.

- A) Being Proactive: Taking a proactive approach means more than just reacting to tasks or challenges as they arise; it involves anticipating needs and potential obstacles before they become apparent. By adopting a proactive mindset, I aim to enhance my efficiency and problem-solving skills. Anticipating and addressing issues before they escalate can contribute to a smoother workflow, ultimately fostering a more productive and effective work environment.
- B) Going the extra mile: signifies a dedication to exceeding expectations and delivering exceptional results. It involves not just meeting the requirements of a task but actively seeking ways to add value. By consistently going above and beyond, I aim to contribute positively to team goals and projects. This commitment has the potential to set me apart as a reliable and valuable team member, fostering a culture of excellence within the workplace.
- C) Honoring Commitments: Building and maintaining trust is foundational to any successful professional relationship. Honoring commitments is a key component of establishing trust with colleagues, clients, and supervisors. Consistently delivering on promises demonstrates reliability and integrity, contributing to a positive and collaborative work environment. It lays the groundwork for strong, enduring professional relationships and positions me as someone who can be counted on.

Embracing these core values aligns with my broader professional aspirations. I believe that by embodying these principles, I not only enhance my individual contributions but also contribute to a positive workplace culture. Furthermore, I anticipate that these values will serve as a catalyst for increased responsibilities and potentially open doors to leadership roles within the organization. Overall, this strategic focus on core values aligns with my commitment to personal and professional growth.

**What will you do to make these concepts become fully internalized and become part of you?**

I will make specific and achievable goals related to being proactive, going the extra mile, and honoring commitments. I will also develop daily or weekly habits that align with these concepts. Consistent actions over time will contribute to me forming habits, making it more likely that these behaviors become ingrained to me.

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

One of the profound lessons I've gained from this course goes beyond the technical aspects of communication. It involves the realization that true growth often lies outside my comfort zone. The course has emphasized the importance of stepping out of familiar territory, taking risks, and embracing challenges as opportunities for personal and professional development.

By consciously pushing myself beyond what feels comfortable, I've discovered new facets of my capabilities. This willingness to step into the unknown has not only expanded my skill set but has also cultivated a resilience and adaptability that are crucial in dynamic environments. I've learned that discomfort can be a sign of growth, and instead of shying away from it, I now approach it with a mindset of curiosity and a belief that it will lead to positive outcomes.

Additionally, the course has instilled in me a strong sense of the value of continuous improvement. It's not just about acquiring skills and knowledge but about an ongoing commitment to refining and enhancing them. I've developed a mindset that encourages me to seek feedback, learn from experiences, and consistently strive to be a better version of myself.

This newfound perspective extends beyond personal growth; it also underscores my commitment to contributing meaningfully to my future team and company. Recognizing that my individual progress contributes to the collective success of the team, I am motivated to bring my best self to the workplace. I've learned that by continuously improving myself, I not only enhance my own prospects but also become a more valuable and collaborative member of the broader professional community.

In summary, this course has been not just about programming and communication skills but a holistic journey of self-discovery, embracing challenges, and cultivating a mindset of continuous improvement. These lessons are not only applicable to my professional life but resonate on a personal level, shaping my approach to various aspects of life beyond the scope of the course.

WENDELL HERNANDEZ

## **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 having 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 sick leave anyway.

Please answer the following questions:

### **1. What communication would you send out to your project manager/supervisor?**

I hope this message finds you well. I wanted to provide you with an update on the progress of the project. Due to an unexpected power outage that lasted the entire day, I experienced a significant disruption in my ability to work on the project. To compensate for the lost time, I am committed to putting in extra hours over the next few days to catch up on the work and ensure that we remain on track. If there are any specific tasks or aspects of the project that require immediate attention or adjustments in light of this setback, please let me know, and I will prioritize accordingly. Thank you for your understanding.

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 will send this before the power comes back. I will send this immediately after a few hours of waiting for the power to come back or after knowing that the brownout will last for a whole day.

### **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 noticed there was a delay in your communication with the supervisor/team. It's essential to keep everyone informed. Even if there's a delay or challenge, send a brief update. It keeps everyone in the loop. Remember, open communication is crucial. Let me know if you need any support or guidance on this.

### **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?**

Despite the challenges, I am committed to making up for the lost time. I will be dedicating additional hours over the weekend to compensate for the lost time and ensure we get back on track. I will prioritize key tasks to maximize efficiency and focus on the most critical aspects of the project. While I understand the importance of our deadlines, I want to ensure the quality of our work. Thank you for your understanding.

**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 never assume that it's okay not to make up for these hours ever.

- 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 hope this message finds you well. I want to sincerely apologize for the missed deadlines on the project caused by the recent power outage. I understand the importance of timely delivery and take full responsibility for the delay. To rectify this situation, I have reassessed the project timeline, and I am committed to working diligently to catch up. I will provide a revised schedule that outlines how I plan to meet the project milestones. I will be putting in additional hours and leveraging all available resources to ensure the project gets back on track swiftly. Please let me know if there are specific actions or adjustments you'd like me to prioritize. Thank you for your understanding.

WENDELL C. HERNANDEZ

### **A New Project**

You are very new to 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 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 did not seek clarification on the project. The new employee hesitated to approach the supervisor for more time or clarification, possibly due to a fear of disturbing the supervisor. Open communication is crucial in a work environment, and employees should feel comfortable seeking guidance when needed. Proper time management is also essential to ensure that tasks are prioritized effectively.

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

To improve this scenario, it's essential for the new employee to proactively seek clarification, communicate challenges, manage time effectively, and ensure a clear understanding of expectations and deadlines.

**3. What would you do to rectify this situation?**

Send a message to the supervisor requesting a meeting to discuss the project in more detail. Prepare a list of specific questions and points of confusion about the project. Briefly update the supervisor on the progress made so far and explain any challenges you've encountered. It's important to be transparent about the current workload and request guidance on prioritizing tasks effectively. Prioritize tasks and allocate dedicated time for the new project. If possible, delegate or postpone less critical tasks to focus on meeting the project requirements within the set timeline. By taking these proactive steps, I can demonstrate accountability, improve communication with the supervisor, and work towards successfully completing the project.

- 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.**

I hope this message finds you well. I appreciate the opportunity to work on the new project you assigned to me. As I delve into the details, I have a few questions and uncertainties that I would like to clarify to ensure that I am on the right track and can meet your expectations. Additionally, I would like to confirm the deadline for this project. I want to ensure that I can allocate the necessary time and resources to meet your expectations. If it would be more convenient, I'm open to scheduling a brief meeting to discuss these matters in person and ensure a clear understanding. Thank you for your guidance.



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### **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 has 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?**

First of all, you should not break your commitment. Working only 40 hours/week is not good enough. If you committed to finishing the project, you should put around at least 70-90 hours/week. You should be proactive and provide regular updates to the supervisor even when he did not ask.

**2. How could you have handled this situation better?**

Work at least 70-90 hours/week. Be proactive and send enough updates to the supervisor even when he did not ask. A more proactive approach to seeking guidance and providing updates can help avoid misunderstandings and ensure smoother project execution. It's crucial to maintain open communication, set clear expectations.

**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 hope this message finds you well. I wanted to provide you with an update on the Project that we discussed, as I am committed to ensuring its successful completion.

-update

-update

-update

**and why?**

Update the current status of the project and communicates that progress has been made. Reinforces the commitment to project success and quality.

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

I am the one responsible for this project being completed. I should always be the one to follow up first.

- 5. If you could go back to Friday the previous week (before the project was due), what would you do differently? Draft an email communication to your project manager.**

I trust you're doing well. I wanted to provide a quick update on the Project you gave to me that was due this Wednesday.

-update  
-update  
-update

I've made substantial progress in the project and I am working diligently to ensure that the project is finished on time.

- 6. 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.**

I trust you're doing well. I wanted to provide a quick update on the Project you gave to me that was due this past Wednesday. While I've made substantial progress, a bit more time is needed to ensure the highest quality output.

I'm reaching out to discuss potential adjustments to the timeline or any support/resources that may be beneficial. Can we schedule a brief meeting as soon as possible to go over this in more detail?  
Thanks for your understanding.

WENDELL C. HERNANDEZ

### **Meeting Scheduled**

Your supervisor wanted to meet with you at 3 pm (over Zoom) to go over a few items. It's 3:05 pm now but your supervisor hasn't shown up yet. It's now 3:15 pm 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?**

First you should send a message to your supervisor first to know what is going on. And should at least wait for at least 30 min before leaving and sending another message to your supervisor about rescheduling the meeting.

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

3:05 PM - Reminder Message:

Hi sir [Supervisor's Name], Just a quick reminder about our scheduled Zoom meeting at 3 PM. Looking forward to our discussion.

3:30 PM - Reschedule Proposal:

Hi sir [Supervisor's Name], It seems we might have missed each other for our 3 PM meeting. If there's a better time for you today or another day this week, please let me know when we can reschedule.

WENDELL C. HERNANDEZ

### **A New Consulting Project**

- 1. 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.**

I trust this message finds you well. I'm Wendell Hernandez, and I was assigned to work together with mark on this project. I'm eager to dive into the project you've entrusted to me.

To ensure we're on the same page, could we schedule a brief meeting next week? I'd love to hear more about your vision, preferred communication style, and any specific milestones or deadlines you have in mind. I propose [Proposed Day and time] at [Proposed Placed], but I'm flexible.

In the meantime, any documentation or additional details you can share regarding your expectations for the front-end and back-end work would be immensely helpful.

Looking forward to a successful collaboration!

- 2. Also, specify when you would send this communication and why you've picked that timing.**

I would talk to mark about the project then I will immediately send this to the client.

WENDELL C. HERNANDEZ

### **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 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.

- 1. 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?**

No. I will contact the client immediately to inform them about the situation

- 2. If you were to draft an email to the client now, what would you say?**

I hope this email finds you well. I am writing to address the recent issues we've encountered on our platform and to provide you with a transparent update on the situation.

Firstly, I want to sincerely apologize for the inconvenience and frustration this may have caused you. I understand the importance of the data and the setbacks this has caused for our project. I take full responsibility for the recent events, and I am committed to resolving the issues promptly.

After a thorough investigation, it appears that there may have been a breach in our security measures, leading to the loss of user data from the past four weeks. I also want to acknowledge that I could have handled the situation better by implementing proper backup procedures. I am truly sorry for this oversight.

Moving forward, I am implementing rigorous backup protocols to prevent such incidents in the future. I value our partnership and your satisfaction with our services. I am more than willing to discuss this matter further and address any concerns you may have. Once again, I apologize for the inconvenience and assure you that we are taking every measure to rectify the situation.

Thank you for your time and consideration.

WENDELL C. HERNANDEZ

### **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.

**1. What would be your plan in this situation?**

My plan would be to call a family member or hire a helper immediately to help out. Then immediately inform my supervisor and teammates about the situation.

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

I will find out a way to find someone who can help her instead of me doing everything. Either by calling a family member or hiring a helper

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

I hope this message finds you well. I am writing to inform you of a personal emergency. My wife is unwell and requires immediate attention, as she is experiencing severe headaches and dizziness. I am committed to completing my tasks, and I am trying my best to find a solution to my problem as fast as possible. I will do my best to complete tasks during this time and will keep you updated on my progress. Thank you for your understanding during this challenging time. I will keep you informed of any changes or developments.

WENDELL C. HERNANDEZ

### **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 in 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. The quality of his work is not the same as it used to be.

**1. What do you think is happening here?**

Steve's sadness, lack of interest in activities, changes in appetite, and decreased work performance suggest that he may be experiencing symptoms of depression.

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

my approach would involve a combination of empathy, support, and professional guidance. Arrange a private and non-judgmental meeting with Steve to discuss his recent changes in behavior and performance. Begin the conversation by expressing genuine concern for Steve's well-being. Encourage Steve to share his thoughts and feelings. Let Steve know that you are there to support him. If the conversation reveals that Steve is struggling with personal or mental health issues, encourage him to contact the Human Resources department. Schedule follow-up meetings to check in on Steve's well-being and see how he is progressing.

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

I hope this email finds you well. I am writing to request a meeting to discuss a personal matter that has been affecting my well-being and, consequently, my work performance.

Over the past few days, I have been facing some challenges related to my mental health, which have impacted my ability to perform at my usual standard. I am in the process of seeking professional help to address these challenges and improve my overall well-being. I am open to discussing any adjustments that may be needed during this time, and I am committed to maintaining a high standard of work despite these challenges.

Could we schedule a meeting at your earliest convenience to discuss this further? I believe an open dialogue will help us navigate this situation collaboratively.

Thank you for your time and understanding. I look forward to our discussion.

WENDELL C. HERNANDEZ

### **Teammate Not Following the Policy**

Mimi is new to the company. She is very excited to be involved in 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 managing other employees.

#### **1. What is wrong with this situation?**

Matt is not adhering to the company policy regarding breaks and should be reported to the supervisor or HR department. Matt justifies his actions by claiming he can offset the missed hours in the evening. However, this doesn't excuse the violation of the established policy. If Matt is allowed to consistently violate the policy without consequences, it may create a sense of unfairness among other team members who are adhering to the rules. Matt's actions may set a precedent for other team members, suggesting that it's acceptable to disregard company policies.

#### **2. What should Mimi do?**

She should make sure that the situation is clearly a violation of company policy and the supervisor or HR is not aware of what is happening. She should report this to the supervisor or HR if that is the case.

#### **3. To whom and how should Mimi communicate this?**

Directly to the supervisor or HR.



WENDELL C. HERNANDEZ

### **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 wanted to bring to your attention an unexpected development that has arisen and may impact our project timeline.

I came across a task that requires Research and Development (R&D), and at this moment, I don't have a precise estimate of how long it will take. The task wasn't part of our initial plan, and it demands additional attention to ensure its successful completion.

I understand that we've all been working diligently to meet the upcoming deadline, and I want to assure you that I'm committed to delivering on our original tasks. If any of you has expertise in the R&D area or can provide assistance in other tasks to alleviate the workload, your support would be greatly appreciated. I will continue to provide regular updates on my progress, and if there are any changes or adjustments needed, I will communicate those promptly.

Thank you for your understanding and collaboration. If you have any immediate thoughts or suggestions, feel free to reach out.

#### **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?**

I hope this message finds you well. After conducting a thorough analysis, it appears that completing the R&D task will require an additional day. I understand the urgency of our project and the initial timeline we set, and I want to express my commitment to ensuring the task is completed accurately and efficiently.

The R&D task is now expected to be finalized at a later date. This additional time is necessary to guarantee the quality and precision of our work. I acknowledge that this may impact our overall project timeline. I am actively working on mitigating any potential ripple effects on other tasks, and I will provide a detailed plan to address the timeline adjustments in my next update. Any thoughts or ideas to shorten the R&D or any way to help complete the project on time is greatly appreciated.

For any concerns or questions, please don't hesitate to reach out. I will continue to keep you updated on my progress and any further adjustments to the project timeline.

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

Immediately inform the team and the supervisor about the situation and try to find solutions as fast as possible. Encourage everyone to come up with ideas and solutions together that will help the situation.

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

Check if there are existing resources, libraries, or tools that can expedite the R&D process. Seek assistance or collaboration from team members who may have expertise in the subject matter. Identify non-essential features or functionalities that can be postponed to a future iteration, allowing you to focus on delivering the core requirements within the deadline.

Appendix A  
Core Value: Be Proactive

**Scenario 1: A New Task**

Your supervisor has given you a new task over email. Should you email back? Or is it okay to not respond back as some of the instructions for the task were already discussed with you in the prior hand? How quickly would you respond?

- You should respond as fast as possible. You need to let the supervisor know that you have read the email he sent

**Scenario 2: Clumsy Update**

The supervisor has asked you to provide an update on your work by the end of the day. The end of the day has come but the supervisor has not gotten any update from you. The next morning, the update comes back with an apology that it's late. To make the matter worse, the supervisor was expecting you to email a few other people but the email seemed to indicate it was only sent to you... The supervisor also asked for an update on X, Y, and Z, but you have only provided an update on Y and Z... The supervisor has to email you back where they have to write back to you asking for additional things... Every keystroke the supervisor makes, the supervisor is wondering why their time is being wasted having to repeat instructions over again...

- Always follow the deadline that has been given to you and never give an update later than that. Always read the instructions from the supervisor over and over again until it is very clear.

**Scenario 3: Family Emergency**

You have a family emergency. Something happened and you needed to leave work immediately to take care of one of your family members. You notified your HR by a text message saying how you have to take the whole day off. The HR responded back saying they hope everything works out. Once the family situation was resolved, it is already very late around 11 PM your time. It's also weekend the next day and you don't want to interrupt your supervisor or the HR folks, especially as you know they are busy people and you don't want to distract them. You instead decide to come back to work on Monday and on Monday morning, you decide to then let your supervisor and HR folks know. What could have gone better in this situation?

- You always need to let the supervisors know about the situation. Don't tell the HR only. You should always be proactive and not let the supervisor be the first to follow-up.

#### **Scenario 4: Busy Supervisor**

Your supervisor is extremely busy but you are not that satisfied with work. In fact, you're not even sure if you really belong to this company and the team as the supervisor doesn't seem to really appreciate what you've done. You're putting in the hours and doing all the things that the supervisor has asked you to do, although inside, you know you can do more. However, you are hesitant to do more, as you have other tasks at home and you're afraid that if you put in a lot more hours at work, your quality of life may go down (as you will be too busy with work). Plus, you're not getting paid enough already. Maybe, if you get the promotion, you will then start working more hours and do more responsibilities?

- Most of the time, it's not the right choice to just pause your career if you are dissatisfied. Try to build a good relationship with your team and supervisor. Never rush your decisions. Take your time in the company at least 1 to 2 years before leaving.

#### **Scenario 5: 2-hour Task**

Your supervisor has casually asked you to look into something. The supervisor mentioned this in one of the meetings but has not provided any deadline for this. It's something you can do in about 2 hours. You're debating whether you should do this immediately (and put all other tasks behind this task) or whether it's okay to do this later in the week. You're not sure and not sure how to approach this task.

- Always be proactive and report to the supervisor even if he forgot what he told you to do. Email the supervisor to confirm if he really wants you to work on the task confirm the amount of time it will take to finish the task. If you can finish it in 2 hours, just finish it immediately.

#### **Scenario 6: 60-hour Task**

The same scenario as above but the task the supervisor has asked you to do is something that will require about 60 hours of work. You're already swamped with a lot of other tasks (a majority of which your supervisor already knows about and which there are concrete deadlines for these other tasks also). What would you do in this scenario?

- Email the supervisor and tell him all about all of your current task that you are doing. Then ask him what are the tasks that he wants to be prioritized or what deadline is appropriate.

#### **Scenario 7: Been Two Weeks**

You have been working diligently as a valuable member of your team. Your supervisor is extremely busy and doesn't like to be disturbed. It has already been close to two weeks since you had a 1:1 meeting with your supervisor and where you were able to give your latest update on your project. You are not even sure if the supervisor knows about the projects you're working on as the supervisor has not given you a specific deadline for some of the future tasks and the supervisor has not scheduled any meetings to receive an update. You're not sure how to approach this. Should you call the supervisor, email the supervisor, send a message over Slack??? You don't want to disturb the supervisor after all.

- You should always send daily updates for very important projects. At the very minimum, you need to send weekly updates. Be proactive and ask for the details like deadlines and everything you need to know to finish the project. If the questions are short, just send it over email.

### **Scenario 8: Update from Slack**

Your team uses Slack heavily. Your supervisor also likes to use Slack to communicate with the team members that the supervisor manages. One day, your supervisor has sent a message to everyone that the supervisor manages (a total of 10 people). The message says something short like this: "Hi Team. Next Wednesday, we're going to have a meeting to discuss projects A, B, and C." The message did not require you to respond and no one has replied to the message yet. You're wondering whether you should write something in response or whether it's okay as this was more of an announcement anyway.

- You should always respond or add reactions and let the supervisor know that you have read his message.

Appendix B  
Core Value: Honor Commitments

**Scenario 1: December 15th Deadline**

Your supervisor has given you a project and has made December 15th a deadline for the project. Your supervisor, just like other typical supervisors, is very busy and doesn't have a lot of time to spend 1:1 with you. The supervisor is nice enough however and you have a pretty good relationship with the supervisor.

As December 15th approaches, a project that you thought you could easily finish, as you put more work into it, you're now realizing that it's going to be nearly impossible to finish everything by that date! You start to panic. What you should do? Should you notify the supervisor now that you need more time? You know you could have worked on the project earlier but the past is past, and you can't go back in time to change this. Plus, you were working on several other projects back then and you could not have foreseen that this project would take this long, right?

In the past, the supervisor has forgotten about these deadlines. Plus, you have seen how other employees took advantage of situations like this and have asked for extensions on the project numerous times also. In addition, the supervisor has not scheduled a meeting on the 15th where you are expected to present or deliver your final project. Maybe the supervisor will let you slide this time???

- You should always do your best and finish the projects assigned to you before the deadline. Don't come up with lots of excuses and always asking for extensions. Do what you need to do to keep your promises. Don't just expect your supervisor to forget and let it slide. Be proactive and honor commitments.

**Scenario 2: A Promise to a Teammate**

You were talking to your team-mate and you promised to look into something for your team-mate and have this ready for your team-mate by next Wednesday. However, as next Wednesday approaches, you realize that you're so much busier than you've thought! Wednesday comes around and it seems like your team-mate has already forgotten about what your conversation anyway. It seems okay to let it slide this time. You will make it up to your team-mate later anyway. Two weeks have gone by and your team-mate hasn't mentioned anything and your relationship still seems quite strong.

- Always honor your commitments even if its just a promise to a teammate or anyone lower in the corporate hierarchy. Keeping promises builds trust and that is what you should do. And if you cannot keep your promise, apologize and own up to your mistakes.

### **Scenario 3: Weekend Horror**

You have an important meeting the following Tuesday. You've prepared a lot for this meeting but you still need to put in solid 20 hours of work over the weekend to be prepared for this meeting. Your supervisor, as well as several colleagues of yours, will be attending the meeting. Your supervisor's supervisor is also invited and will most likely attend the meeting. Your supervisor is hoping that you can impress his/her supervisor.

The weekend comes and you're ready to put in the work but things happen. Your house just got flooded and you end up spending the entire weekend, taking care of matters for the apartment. You tried to put in a few hours here and there for work, but with the flooding situation, you can't seem to find enough time. Then on Sunday, your family members get sick and have to go to the ER. You seem to be the only person who can take your family member to the hospital and take care of him/her, so you choose family first and get that taken care of.

Monday comes and you feel devastated. You're probably only about 85% prepared. Even if you put in all the hours on Monday, you will only get 90% as prepared as you want. What should you do? Should you notify the team? Should you try to extend the deadline? Would that influence how your supervisor thinks about you, and the upcoming promotion you were thinking you would qualify for? Oh no!!!

- In life, unexpected things always happen but it doesn't matter. You should always honor your commitments and do everything you can. Never make excuses and ask for an extension. Put in more time and effort to finish everything.

Appendix C  
Core Value: Go Extra Miles or Over-Deliver

**Scenario 1: 50-hour Project**

You have been working on a project for a while and have collectively put in about 50 hours for this project. Your supervisor has asked you to complete tasks A, B, and C. You have already put in enough time and feel like you've completed all three tasks. After taking a lesson on 'over-delivering', you start thinking about the question: "what more can I do to add more value?" and you come up with a list of 2 other tasks that could make a meaningful difference. You look into these two tasks where one task would take you 10 more hours and another task that would take you 30 more hours. Which task you should do? How would you prioritize your time?

- If you can do both tasks in less than 10 hours, just do it. If it is a lengthy task, then follow-up with your supervisor. When you are presenting what you have done, tell the supervisor that you have finished all the tasks that you have been given. Then tell what you think are the things that can improve the project.

**Scenario 2: Managing a Team**

You have a team that you're managing. The client you work for has been a great client for you and you have a very strong relationship with the client. The client is reasonable in terms of the workload and expectations and has been satisfied with your team's performance. What would an A player think in these scenarios? What would a B player think in these scenarios?

- B players are satisfied with the status quo, But A players are always thinking what they can do more to serve their client or customers. What was I asked to do, and what can I do to add more value is their mindset.

**Scenario 3: High Expectations**

You are managing a team and together with your team, you have done wonderful things for the company. You're super proud of your team yet your supervisor doesn't seem to be as excited/happy about your team's performance. You were puzzled for a while until one day you approached your supervisor and had a good heart-to-heart discussion with your supervisor. You found out that your supervisor had high expectations for you, partly because you also promised a lot of great things for the supervisor from the beginning of the project. You were able to deliver, mostly, but sometimes some of the tasks were not delivered exactly on time or up to the specs required. 90% of your work was good though and no other team could have done what your team could have done. Plus, you and your team were spending extra time every weekend to get these features done. You feel undervalued and underappreciated. Maybe it's time to start looking for another supervisor who can really appreciate the work you're putting in. After all, why is it your fault that the supervisor has such a high expectation from you, right?

- The first thing you need to ask is what did you do to make the supervisor expect too much. Did you overpromise to your supervisor? Are you missing deadlines? You should ask for your supervisor's feedback earlier. Never assume what is important for the supervisor, always ask.



Appendix D  
Core Value: Avoid Judgement on Character

**Scenario 1: An Argument in the Team**

You have a pretty good team. Your supervisor is good and your teammates are good... mostly. In fact, there is this one colleague of yours who really gets on your nerve. Every time you speak, he interrupts. When you're speaking, he doesn't seem to be listening or paying attention. He also seems to avoid having to talk to you. You made honest efforts, several times, to get to know this teammate but for some reason, he doesn't seem to like you! He avoids situations where he would be 1:1 with you. At the last meeting, he interrupted you while you were making a presentation, and made a few remarks where you and others in the room were rolling eyes and thinking, "what's wrong with this guy?". You decided to just ignore this person but still deep inside, you're feeling a lot of anger and resentment toward this person. You were holding up until one day, finally, this person triggered your built-up emotion, and you explode.

- Never suppress or ignore your emotion. But don't let your emotions take over. Give the benefit of the doubt, be courteous and treat others nicely. Be professional.

**Scenario 2: A Team Member with Below-average Performance**

You took over a new team and one of the employees continues to struggle. You took time to meet with this employee 1:1 to find out what happened and why the employee is not able to perform. It has already been several weeks but the person doesn't seem to improve. You inquire if there is anything special going at home, but as far as you can tell, there is not something special going on. What should you do? Should you fire this person now? Or should you wait a few more weeks before firing them?

- Every situation is different. So be very attentive. Don't fire them immediately. At least give them 2-3 months to improve, and if you don't see any improvements by that time, talk to them. Only make a judgement on performance and be careful when making a judgment on character.

**Scenario 3: A difficult person**

Your team is quite good and you enjoy working with your team. Most of the teammates have similar personalities as you. Your team is open, friendly, and courteous. New members join the team and your personalities just don't mesh. In fact, it seems to really collide. This person actually reminds you of someone in your past that have bullied you. The way this person smiles, talks, etc, just rubs against your skin. Maybe it is really because this person reminds you of someone in your past that you don't want to remember. You know this person didn't do anything wrong to you and you try not to judge this person but you can't help it... No matter how much effort you have tried in the past, you just can't seem to get along with this person. What should you do? Should you try to overcome your past and become a friend to this person?

- You don't have to be friends to everyone on your team but you still need to be respectful and act professional. Don't be judgemental to other people, but don't be too harsh on yourself too.

## Appendix E

### Core Value: Honesty

#### Scenario 1: Breakthrough Week

You are working for a client. You've built a great relationship with this client and have worked with this client for 3 years now. There is a high degree of trust. It's now time to bill your client for the work you've performed. You didn't really track all the hours you've put into the project but you know you have roughly put in 40-45 hours of work. Now, you did some really neat work and found a way to really do things efficiently last week that allowed you to solve a problem in a few hours of time that would have normally taken you 20 hours to do. Therefore, you know you could bill the client for 55 hours of work and the client would happily pay that amount. What should you do in this situation? That extra 10 hours of pay could be very meaningful for you and your family, especially as you just had a baby 2 months ago and could really use that extra cash. How many hours would you bill for and why?

- You should not bill for the hours you did not put in. If the client found out you lied, all of the trust you build will immediately be gone. Trust is hard to earn, but easy to lose. Honesty goes a long way.

#### Scenario 2: Social Media

At work, you sometimes use Social Media, especially during your break time. Sometimes you spend time on Facebook, sometimes on Twitter, or read the news. This helps you recharge and give your brain a much-needed rest. In the past, you've spent a lot of hours without these necessary 'breaks' and you found that having these short breaks in between is increasing your productivity. Now that you took a course on 'honesty', you are not sure whether you should keep taking these breaks or whether you should clock in/out each time that you're taking these breaks. What should you do? Would you email your supervisor and ask what you should do? Is that asking for too much help? Would the supervisor think you're in-competent to even make a decision like this? What if the supervisor asks you to deduct all the hours you've spent in the past for taking all these 'breaks'?

- Having breaks in between work is very helpful to recharge and be more productive. Don't bother your supervisor if you know you are only taking appropriate short breaks. But don't take too long like a 30min break every hour.

#### Scenario 3: Colleagues using Social Media

You find that some of your colleagues use Facebook all the time! In fact, you know they are getting paid and they are reporting that they are working when in fact, they are on Facebook or YouTube for 3-4 hours a day! You don't want to bring it up directly to the colleague as you don't want to ruin your relationship with this person. Should you report this to your supervisor, whom this employee also reports to? Should you talk directly to the colleague to have them fix their behavior?

- What you should do will depend on the situation. The first question is how strong is my relationship with my colleague or supervisor? If your relationship with your colleague is very strong, you should really talk to him/her. But remember not to overstep your boundaries.

Appendix F  
Core Value: Own Mistakes

**Scenario 1: Client Unhappy**

You just made a horrible mistake, one that you're not proud of. You're unlucky that the client you're working for, is very new, and you haven't build a strong relationship yet with the client. In essence, you lost 1 year's worth of data that the client has accumulated and which the client worked so hard for. You feel horrible. You're working as a freelancer for the project and have only worked on the project for 3 months and received monetary compensation of \$X for the work. You're very tight with finances, and although you wish you could refund some of the money that the customer already paid you, you're just not financially able to do that. You debate what you should do with the client. The client is extremely unhappy with the situation and wants to terminate/fire you. You can't blame the client as this was something you've caused. What would you do in this situation?

- I am writing to express my deepest apologies for the critical mistake that occurred recently, resulting in the loss of one year's worth of valuable data that you and your team have diligently accumulated. I take full responsibility for this error, and I want to assure you that I understand the seriousness of the matter. I am truly sorry for any inconvenience and frustration this has caused you and your team.

In light of this unfortunate incident, I am committed to taking immediate action to rectify the situation as much as possible. I am willing to return all of the compensation I have received. I will work tirelessly to explore any potential avenues for data recovery. I am committed to implementing additional safeguards to prevent such incidents from happening in the future. I am committed to implementing additional safeguards to prevent such incidents from happening in the future.

While I fully understand your decision to terminate our current arrangement, I want to assure you that I am dedicated to making amends and demonstrating the lessons learned from this unfortunate event. Once again, I am deeply sorry for the impact this has had on your business, and I am committed to doing everything in my power to make things right.

Thank you for your understanding, and I appreciate the opportunity to discuss this matter with you further.

## **Scenario 2: A Missed Deadline**

You had a meeting scheduled in the morning that was supposed to go for an hour and a half. Some things happened and you were 30 minutes late to the meeting! By the time you've walked into the meeting, 3 of the 5 attendees have already left although 2 attendees were still there waiting for you. You are feeling nervous and you're not sure what you should do now. Should you try to move the meeting to another time? Should you try to get the other 3 folks to come back? Even if they were all back, should you just go ahead and do the presentation? But what if there is just no way to present what you were planning to do in 60 minutes?

- Be more proactive and let people know ahead of time that you will be late. Apologize for being late, and still try your best to make the meeting happen. Ask the remaining attendees for what they want to do next, continue or reschedule the presentation to another time?