

SSME

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Management by Competencies

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Personal Reflection Report

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1. The Assigned Tasks

In this section I will describe all the details related to the tasks I have developed with my team mates. How I felt about those tasks, drawbacks, advantages, my own thoughts and suggestions and other additional comments. The following subsections give a closer look at each of those task assignments.

1.1 Personality Test

When I first knew that the task was to undergo a personality test, I was so glad and excited to take the test and learn more about myself. The idea of exploring thoroughly and in details the depth of my personality was so appealing to me. It was the first time I heard about MBTI tests. Of course I have undertaken some personality tests before but they were only for fun and they were more specific than general. Moreover, they weren't based on any science or as deep as this test was. That was also an advantage because I love to be introduced to new things and learn as much as I can.

I was surprised of how accurate the test was! The results I got really matched my personality very well. All the personality traits that belong to my personality type were very true and matched with mine with only few and minor exceptions. All in all, I would give the results I got a 90% degree of accuracy. And I was also surprised to learn that only 1% of the population has my personality type which is 'INFJ'. But it all made sense when I remembered that I was the only one in class who has that personality type as well. I haven't only learned a lot from this task but I have also enjoyed conducting, analysing and exploring the results of the test.

I also have noticed that MBTI tests are highly accurate not only for me but for most people I know. As soon as I have taken the test and found out how true and accurate the results were, I have recommended it to many of my friends and family. And I was surprised by the great feedback I have got from almost everyone. They were completely blown away by the accuracy of the test and how much the results matched their personality. They even started sending it to their friends and families and what they liked about it was the fact that it was professional and based upon science.

1.2 Finding Area of Being Useful

This task was also very exciting for me, as 'INFJ' personality type really loves and enjoys the opportunity to be creative and come up with new ideas. And I must say that this is 100% true and reflects exactly on my personality. And to be given the chance to start an idea and build on it was a great opportunity. What was really unfortunate in my case and probably the only negative thing about this task was that I couldn't make it to that first meeting in particular where my other team mates have discussed and brainstormed ideas for the business. They let me know afterwards of their ideas and the results of the meeting.

I found the idea of translation services to be interesting as well as helpful and widely needed at the same time. I thought it would be a good chance to study all the different aspects of such business, how it can be started, carried out and dedicated in the best way towards solving customers' needs. Other reasons why I liked the idea were that I personally have encountered the need for translating some documents in the past, mostly formal documents into different languages. And currently, as a foreigner in the Czech Republic who does not speak the native language, I have also come across language difficulties and found the need to translate some documents and the process was not always easy.

I think the freedom of choosing whatever area we want was a great advantage. It gave us the opportunity to be creative and make our own contributions, apply our own experiences and learn a lot from each other. I have also found the chance to use my artistic skills to come up with a name and a logo for our company which was most enjoyable for me. In conclusion, I found this task to be informative, fun and exciting.

1.3 Describing the Area by the Means of BMC

This task was a little bit tricky. I have had some background information about some of the elements of the BMC. However, most elements were new to me as I only knew the name and the basic definition for each. Of course the material that was provided during classes were most helpful as well as the other further readings that were provided in the IS. I have gained a broader knowledge in that area and got a closer look at all the details about the elements of the BMC.

The harder part was in fact to apply all that knowledge to the particular business we were developing. I believe the reasons why we have encountered difficulties conducting this task were that we lacked some knowledge about how to start up a business. And as was said before in one of the seminars, we have focused more on the vision where we should have paid more attention to the strategy and how can the business be established. Our value propositions were somewhat general, we focused on the providers rather than partners who are more essential for any business and we didn't have complete understanding of our key processes and the differences between processes types. After the first submission of this task we have received a very helpful reply from Mgr. Michal Oškera with some feedback and comments to improve our work. We have studied all the comments and tried our best to improve the BMC in the best way possible.

During this task, I have benefited a great deal from the experience I have in the marketing area. As I have had three courses related to marketing during my studies and my internship as well as in the marketing field. I had the chance to work on and define the customer relationships for our business. The task was interesting for me and I didn't encounter any problems or difficulties carrying it out, on the contrary, I found it to be easy, interesting and fun to do.

In my opinion, I think this was the hardest task to do, due to all the reasons mentioned earlier but it was also where I have benefited the most and learned a great deal. Some might argue that simple and easy tasks are better than complex ones but again as an 'INFJ' I enjoy challenge and the chance to learn and grow, so I don't really see the fact that this task was complex and hard to do as a drawback but rather as an advantage.

1.4 Doing Financial Analysis

I have always thought financial analysis is hard to carry out. It was not the first time for me to have to do financial analysis. In fact, I have been assigned this task more than once in several courses. However, it was never in a real business environment. And that is why I think it is still the vaguest of all the tasks. During this task we benefited from some work we have done before in the development of the BMC. The cost structure and revenue streams in particular. There were some difficulties during this task as well. Estimating the cost and revenues was not an easy task. The main source of estimating financial analysis was the internet and sometimes guessing. The income statement and the cash flow statement templates were very helpful during this task. They provided us with a lot of details and made us think of aspects that we have not thought of before. However, conducting these two statements for such a long period of time based on a hypothetical budget was also somewhat confusing.

I must say that this task was the least interesting for me and the least contribution I have had was during this task. Most of the cost estimations were done by team mates. My job here was to revise the suggested costs and make sure we have included all the costs into calculations. However, I am aware of the importance of such analysis as a part of any business and I have added more information to my knowledge about conducting such analysis. And I believe that for any business to be successful, the financial analysis should be carried out and planned with a high level of accuracy and attention to all the details.

I think that if I had been given the chance to carry out financial analysis for my own business or in a real business environment, the task will be more interesting and more challenging for me. But of course the knowledge that I have gained from this course will be a great asset and a good basis to start from. It will not necessarily be an interesting task to do as much as it will be sensitive and critical.

What I have learned from this task is that financial analysis and cost estimations might be a hard task to do but it also should be given a lot of attention and is not to be taken lightly as it might make or break any type of business. And for future experiences, I should spend more time on the vague and unclear tasks even if there wasn't any chance for creativity or if they were uninteresting for me.

2. MBC Course as a Whole

First of all, the very essence of the course 'Management by Competencies' has to do with people competencies and human responsibilities. And I'm so interested in social and human oriented courses. So I was very excited and looking forward to this course even before it started.

Classes and material presented whether during lectures or seminars were very helpful and informative. I have expanded my knowledge in many areas regarding 'Management by Competencies'. I liked the way the material has been presented, the fact that classes were interactive and that there were room for discussions and questions from the students' side. I also liked that we got to do our first introductory presentation, got commentary and feedback from our fellow colleagues which I thought was really great for our project because they let us pay attention to things we have not thought of before. So we could improve and modify at an early stage of the project.

I think that the organization of the course, the flow of the topics that were introduced whether in lectures or seminars were very successful. I liked that tasks and assignments have been clearly identified through details for each task, suggested materials to help with the task, clear and logical due dates for each and every task.

What I also liked about this course that there was always communication and interaction between the students and the lecturer. There was time for the lecturer to review every task we have submitted and provide us with necessary comments and suggestions for improvement. We also had the opportunity to ask about anything that was vague or unclear regarding the presented topics or the assigned tasks.

The visual view of the tasks through the 'To do checklist' was simple and understandable. The materials uploaded in the IS were timely and very organized and easy to find. There were also helpful templates and suggested readings. Which I have enjoyed exploring and have gained a lot of knowledge from. They were a great help with many of the assigned tasks as well.

3. The Project Team

I think there was no other reason that my team mates and I were selected as one group other than that we were the only foreign students in the class. However, other students were put together according to their personality types. Regardless of the previous fact, I believe we made a great team and somehow our personality types matched, there were no conflicts to speak of, agreements were achieved easily, we understood and dealt with each other with a high level of acceptance and tolerance.

I must say that it has really been my pleasure to work with my team mates. I have learned a lot from them on both the personal and professional levels. I'm so grateful that I have had the chance to get to know and work with new people and find out that one can have many similarities and common interests with people from completely different backgrounds.

I believe that the idea of working with people whom you have never met before can be intimidating at first but also exciting. Even though this was not the first time that I had to work with people I didn't know before, but I can honestly say that this was the best of all experiences. I usually find a hard time at the beginning to get along with people I don't know but it was not the case this time. I felt most comfortable from the very beginning and we developed tasks with harmony, cooperation and understanding. The overall experience has been successful and fruitful and I have gained knowledge and new friends.

4. My Contribution to the Teamwork

I think that my contribution to the team was reflecting from my personality type and from my personal background knowledge and experiences. I wouldn't have noticed that before but the personality test made me realize a lot more about myself and my behaviour and how it affects my work and pursuits.

As I mentioned before and according to my personality type I like and thrive the most in areas where I can be creative and come up with artistic and new ideas. And so, I would say that I found myself more in the tasks where the opportunity to be creative was present. Moreover, I was more effective in general tasks where there is room for coming up with insightful views and ideas and the ability to build on them rather than more detailed tasks.

I have also benefited from my background knowledge in the marketing field during my work on the customer relationships. And I have chosen my role in the company according to that as well.

I also like to revise work, make sure that everything is organized and to keep harmony in the team and I hope that I was successful in doing that.

5. Writing This Reflection Report

It wasn't difficult for me to write this report. On the contrary, I found that it was easier than I thought. And as I was writing it, things started coming to my mind and I realized that I had much more things to say than I had planned. In fact, I find expressing myself through writing is even better than speech sometimes. Through writing things down, you can make sure that you have included every detail and you didn't forget anything. The only part of this report that was a little bit hard for me to write was my contribution to the teamwork; as I don't like it much to speak about myself. But I'm aware of the fact that I should work on that because it is sometimes necessary to talk about yourself specially when it comes to work.

This was the first course I have encountered where such report was asked from me to develop. I have been asked some feedback about courses but never in the shape of a full report. I think it's a very great and creative idea with benefits that exceed the normal feedback about the course. Writing this report also gave me personal benefits. It let me look back thoroughly at the course experience, realize the work that I have been doing, give my opinion and express myself openly and freely, acknowledge new chances and opportunities I have been given, appreciate the broader knowledge I have gained and exercise a hobby that I really enjoy practising which is writing.

6. Conclusion and Further Notes

I would like to say that the overall experience of this course during this semester was a great one. I have gained knowledge on both the social and professional levels. As a foreign student who does not speak Czech, I have had difficulties before finding courses that are taught in English. And I can honestly say that this course ranks amongst the best courses that I have ever attended. Whether through the presented topics and materials or the weekly assignments, it never failed to catch my attention and keep me motivated to give my very best.

I would like to take this opportunity to thank Mgr. Michal Oškera for the high level of effort, commitment and devotion towards this course, support and understanding for our team in particular and the class as a whole. I would also like to thank my team mates, Eduardo and Guillermo for their help, cooperation, contributions and understanding. Finally, I would like to thank all my class mates who have contributed in a way or another to the overall success of this course.