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BUS327: Business Communications: NO

Exercise 11.4

Use the following list to jog your memory about what you've done. For each item, give three or four details as well as a general statement.

Describe a time you:

1. Used facts and figures to gain agreement on an important point.
2. Identified a problem that a group or organization faced and developed a plan for solving the problem.
3. Made a presentation or a speech to a group.
4. Won the goodwill of people whose continued support was necessary for the success of some long-term project or activity.
5. Interested other people in something that was important to you and persuaded them to take the actions you wanted.
6. Helped a group deal constructively with conflict.
7. Demonstrated creativity.
8. Took a project from start to finish.
9. Created an opportunity for yourself in a job or volunteer position.
10. Used good judgment and logic in solving a problem.

1. Used facts and figures to gain agreement on an important point.

General Statement: I used facts and figures to persuade others to agree with an important point during presentations.

Details: The high school presentation was about the benefits of investing in renewable energy sources such as wind and solar power. I used statistics from reliable sources to show the increasing demand for renewable energy and its cost-effectiveness. In addition, I also presented data on the environmental impact of fossil fuels and the potential benefits of reducing their use. Thanks to my persuasive argumentation and the use of facts and figures, I was able to convince the audience that it makes sense to invest in renewable energy.

2. Identified a problem that a group or organization faced and developed a plan for solving the problem.

General Statement: I identified a problem faced by a group or organization and developed a plan to solve the problem that resulted in a successful outcome.

Details: In simpler terms, my 8th-grade class suffered from low morale. We identified the main cause of the problem as poor communication between our teachers and students. Along with my classmates, I developed a plan to improve communication by instituting regular

meetings and implementing an open-door policy. The plan was successfully implemented and resulted in improved communication and therefore an improvement in grade point average.

3. Made a presentation or a speech to a group.

General Statement: I gave a presentation or speech to a group about my decision to go to America as an international student athlete, highlighting the benefits and challenges of the experience.

Details: I spoke to a group of high school athletes who are considering pursuing their studies and athletic careers in the United States. In my presentation, I talked about the benefits of getting a good education while pursuing my passion for sports, as well as the opportunities available to me as a student athlete in the United States. I also addressed the challenges I faced as an international student athlete, including adjusting to a new culture, dealing with homesickness, and balancing my studies and sports. I shared personal anecdotes and offered tips on overcoming these challenges and succeeding as an international student athlete in the US.

4. Won the goodwill of people whose continued support was necessary for the success of some long-term project or activity.

General Statement: I have gained the goodwill of people whose continued support was necessary for the success of a long-term project, resulting in their continued support and contribution to the project.

Details: The long-term project was a community garden in Germany in my hometown to promote sustainable living and healthy eating in the neighborhood. I worked closely with residents to build the garden and ensure its sustainability. I also tried to involve young people in the project.

Through my efforts, I was able to gain the goodwill of the community and secure their continued support for the project. The success of the garden and its positive impact on the community was the result of the combined efforts of all involved.

5. Interested other people in something that was important to you and persuaded them to take the actions you wanted.

General Statement: I got kids and their parents interested in a youth soccer program that was important to me and convinced them about it, which led to the program's success.

Details: The youth soccer program was struggling to attract and retain young players due to a lack of interest and competition from other activities.

As a coach, I recognized my team's strengths and weaknesses and worked to develop a strong sense of teamwork among the players. I also reached out to parents, regularly updating them on their children's progress and encouraging them to support the program and their children's participation in it. Through my efforts, I was able to generate interest and support for the youth soccer program and convince children and their parents to become active.

6. Helped a group deal constructively with conflict.

General Statement: I once helped a group of kids I coach in soccer deal constructively with conflict after a physical altercation occurred during practice.

Details: Two soccer kids on the team got into a physical altercation during practice and started hitting each other. I immediately break up the altercation and separate the players to keep them safe. I then sat down with the players and initiated a dialogue between them to understand the cause of their conflict. After listening to both players' perspectives, I helped them work together to find a solution that would prevent future conflict. We established guidelines for respectful communication and conflict resolution during practice and games.

7. Demonstrated creativity

General Statement: I once demonstrated creativity by coming up with an innovative solution to a problem at my internship.

Details: I worked on a project for my internship that required a specific tool, but it was not available in our office. As a result, I researched to see if there were alternative tools that could be used, but none of them met the requirements of the project. However, my boss wanted me to complete this project and I decided to make a temporary version using everyday office materials and some creativity. After a few attempts, I managed to create a functional tool that met the project's requirements and allowed us to move forward with the project.

8. Took a project from start to finish.

General Statement: During my internship, I was in charge of a project from start to finish by designing, planning, executing, and presenting it to the team.

Details: I developed a project idea that aligned with the company's goals. I then created a detailed project plan with timelines and deliverables. I executed the project by conducting research, collecting data, and analyzing the results. In the end, I presented the final project to the team, explaining its goals, methods, and deliverables. It made me proud that the project was well received by the team, and they appreciated my efforts. Also, it helped me overcome my nervousness to talk and present in front of many people a little bit.

9. Created an opportunity for yourself in a job or volunteer position.

General Statement: I have created a career opportunity for myself by volunteering for additional work and taking on new responsibilities.

Details: I worked as a customer service representative at a call center one summer because I wanted to earn money to travel a lot. So, I volunteered to take on additional work and responsibilities beyond my regular duties (also because I was offered more money for it). My hard, extra work and dedication was recognized by my supervisor, who praised my work and recommended me for permanent employment beyond the 4 weeks in the summer. By taking the initiative to volunteer for additional tasks and responsibilities, I demonstrated my commitment to the work and my willingness to go above and beyond.

10. Used good judgment and logic in solving a problem

General Statement: I used good judgment and logical thinking to solve a problem in school, resulting in a successful outcome.

Details: I was studying at a college and needed to complete a complex project for my course. While working on the project, I was faced with a difficult problem that required a logical approach to solve. I broke the problem down into smaller parts, identified possible causes, and used critical thinking to evaluate possible solutions. After considering several options, I developed a plan that solved the problem and successfully completed the project.