

**Communication Artifact Draft:
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Project

This semester I worked on a project that was a training course. The project consisted of multiple steps in order to complete: work on training modules collaboratively, and then revise and review each other's work. An important skill I learned was how to work collaboratively since we all had to work together to complete this project.

Skills gained

Communication is one of the most important skills one can acquire because it is used in almost everything. You need communication to make a good team. To be good at communicating, you will need to have problem solving, critical thinking, integrity, and responsibility skills. At the Office of the Registrar, problem solving skills come in handy when you take calls. Sometimes a call can be stressful, and you need to know how to work under pressure. When I was first starting out at this office, I didn't have much experience or knowledge on these subjects. When I took my first call, they asked about the grade replacement policy. I didn't know what to say since grade replacement was one of the weaker points to my knowledge but I had to work with a smile and a positive attitude on ongoing issues before reaching out for help. I also had to be quick and efficient in how I solve this problem. I told the people on the phone very calmly "One moment while I look into that for you." They said okay, and then I opened up the Office of Registrar website, and read over the grade replacement policy. I tried to read it over quickly and then explained to them what it was and if they were eligible. The person on the phone said thank you, clarified a few things, and then hung up. Sometimes it can be stressful if you don't know what the person is talking about at first, but if you handle a situation calmly then both you and the caller will be satisfied.

Future Implications

Communication is an important skill that will be used in my future, and it gives more confidence in my ability to collaborate with others when solving problems in another work environment. The student onboarding project that I worked on is a great example of skills I learned and will be able to use throughout my future job experiences. With that project, I had to go through the Office of the Registrar website and create sections into training courses. Each training module I did, I had to make a little review quiz as well. This will help for my future when I have to take in new information and paraphrase the important parts into something a little more easier to understand. Another skill I will be able to use in the future is to be able to stay balanced. I had to be able to be balanced in my work and make a scheduled plan for working on these training modules. I typically use a planner for all the work I need to complete, and I made sure to make a scheduled plan on when to work and when to not.