

Final assignment and course review

Names: Mr.

Job Position: Public Relations and Communication Officer

Institution:

Country: Rwanda

Why I took the course: I want to develop my career into management in the future.

The questions

1. Which modules have you found most useful or interesting, please say why?

This question is difficult to answer because each module has its specific objectives and I found all of them useful because of knowledge acquired. However, to be specific, I found the following modules most useful or interesting to me and I will provide the reason why I found them useful.

✓ **Module 4: Building the Team and conducting meetings to solve problems**

As someone who is in charge of organizing meetings, I found this module very useful since it has helped me to know how to organize successful meetings. The module helped me to know what to consider while you are planning a meeting (topic, purpose of the meeting, attendance list, location, prepare a meeting brief,..), meeting structure, among others.

✓ **Module 5: How to present your case at team meetings**

To me this module was useful. As the Public Relations and Communication Officer, sometimes I am tasked to prepare the PowerPoint Presentations for senior managers to be presented at different events like meetings and workshops. I used to prepare these PPT Presentations without following clear guidelines. I must say that this module helped me to understand different components of a good presentation and now I can arrange the ppt keeping in mind the start, the body and the conclusion. And I know that the PPT presentation should appeal and attract the viewers and use visual content and few words the maximum possible.

✓ **Module 8: How to manage the learning and development of your team**

This module was also useful to me as someone who is aspiring to be a manager in future. Some managers do not give much attention on building capacity of their staff. This module discussed at length the learning and development process from alignment, plan learning activities, participate in learning activities and evaluating the results of learning activities.

✓ **Module 9: The Principles of persuasion and how to present a proposal to a donor**

This module was also more useful to me. The module discussed approaches that can be used to influence other persons' attitudes or behaviours and how you can develop a proposal putting into consideration the donor's needs or objectives. The module further discussed the process of persuasion. This module talked about how to prepare and present your proposal. And this needed not only when meeting development partners or donors but also internally within our institution when you are defending the budget you need to the senior management and Chief Budget Manager. So as someone who is in charge of preparing the budget that will be used related to communication activities, I found this module very interesting to me.

✓ **Module 10: The principles of negotiation and how to handle conflict**

This module was useful to me given my job responsibilities as the Public Relations and Communication Officer and the Vice Chairperson of Internal Tender Committee. As someone who is involved into negotiation with the suppliers, I found this module useful because I was able to know 4 stage process of negotiation (prepare, discuss, propose and bargain). I also liked the chapter on how to deal with conflict.

2. What knowledge have you already been able to apply in the job you do?

Knowledge that I have been able to apply in the job I do:

Module	Knowledge being applied
Module 2: Personal Time Management	<ul style="list-style-type: none"> • Time saving tips • Discussion planner • Things to do list • Activity schedule using Gantt Chart
Module 4: Building the team and Conducting meetings to solve problems	<ul style="list-style-type: none"> • I do consider the tips in the module while planning a meeting • I arrange the meeting based on meeting structure in the module: the start, the body and the conclusion • I better understand the concept of team work
Module 5: How to Present your case at team meetings	<ul style="list-style-type: none"> • I structure my presentations based on knowledge acquired in this module-The start, the body and the conclusion • I use visual content and apply techniques acquired on font, size, line spacing among others.
Module 6: The principles of Planning The importance of	I have learnt:

your Met office Vision and how your organisation's values and behaviours can help achieve your objectives	<ul style="list-style-type: none"> • How to set SMART Objectives • I have also learnt how SWOT Analysis is carried out while developing the plan • I was happy to read the template of the strategic plan by WMO. This is a useful tool that shall guide me and my colleagues while developing the strategic plan
module 9: The principles of persuasion and how to present a proposal to a donor	This module is quite big but I learnt how to identify and engage development partners and funders and this knowledge is being applied in my responsibilities while engaging new stakeholders.
Module 10: The principles of negotiation and how to handle conflict	I am applying the skills acquired in this module while negotiating with the suppliers in my capacity as the Vice Chairperson of the Internal Tender Committee.

3. What have you achieved so far as a result of applying the knowledge you have mentioned in your answer to question 2?

Since I have started putting into practice the knowledge I got from this training course:

- I use time effectively. I can select which assignment to prioritize based on the time I was given by my supervisors
- I can now set SMART Objectives and hence contribute the institutional achievement of strategic plans
- I am able to prepare and arrange my presentation so that it can be easily understood by the audience
- I am able to prepare the negotiation exercise so that it can be successful
- I am able to differentiate the managerial responsibilities and technical operations
- I know how to resolve conflicts which may arise in future
- I know how to react to the request from my immediate supervisors (assertive is the best approach)
- I know how to engage my colleagues by being collaborative.

4. In what way has the course helped you to become a more effective manager or helped you prepare for being one?

The course prepared me to become an effective manager in future.

The following are some of the points covered which I think can help me to become a good manager:

1. I was able to differentiate from the managerial and technical operations responsibilities
2. I learnt the difference between a manager and a leader

3. I was able to learn what should be put into consideration while delegating someone to perform certain responsibilities
4. I learnt how to motivate staff
5. The course taught me how to conduct meetings whose aim is to solve problems, the information giving and information taking meetings.
6. The course taught me planning process and principles of planning, and I believe that these aspects are important to any manager.
7. In the course I was able to learn how to manage the performance of the team.

5. Which parts of the course have you not yet had an opportunity to put into practice yet and why is this?

The parts of the course that I am yet to put into practice are those pertaining to managerial responsibilities. Given the fact that I am the Public Relations and Communication Officer, there is quite useful information which I cannot put into practice now but which will be useful in future when I become a manager with a number of staff to manage.

6. Are you likely to be able to put the parts of the course you mentioned in your answer to question 5 into practice in the near future, if you are, please explain what you plan to do.

Definitely yes. Not necessarily that I will be a manager in public sector. I can even set up a business and I become a Manager in private sector. This is something I aspire to do in future after I have got the capital to do investment. I found the content of this course useful not only in public sector but also in private sector and in our usual life. As you are aware, there are some processes to undergo for someone to become a manager in public sector but nonetheless, I strongly believe that my future is bright and I can achieve a lot either in public or private sector.

7. Now you have completed this course, please tell us if there are any additional topics you would like to have had information about? (This information would be helpful if we are to add to the course in future)

I can simply say that I was satisfied with the course content. Something I think you can include in future is media management and behaviors that a leader or manager should have while interacting with the media. This was somehow covered in communication skills but I think it can be enriched.

I also suggest that in presentation, you can also include the MICROSOFT EXCEL as you have talked about Power Point Presentations. I think there are a lot to be covered in excel. You find some of us with a computer but with limited skills on different features in MICROSOFT EXCEL.

8. Overall how have you found working through this e-learning course? For example:

- **Feedback from your tutor on assignments.**

I liked how the course was interactive and how the course tutor would spend enough time going through the answers of the assignment and provide constructive comments to each point of the answer. When I was doing the first assignment, I was curious to know how the course tutor will be able to read submissions from all course participants and until now this is beyond my capacity to understand. I was surprised to receive feedback on my first assignment and as a result I would concentrate on my assignment so that I can receive positive comments on each assignment. Maybe I would suggest in future that you will be organizing a virtual forum to introduce course participants at the beginning of the course, in the middle and at the end of the course to thank those who managed to successfully complete the course. I want to commend the course tutor for his commitment to ensure course participants understand the course content with tangible examples from our daily lives.

- **The length of the modules.**

Because I enjoy reading, to me the modules are summarized enough so you find it easy to undergo the course while performing your usual assignments. I am lucky that this course also came while I was working from home several times due to measures to prevent the spread of COVID 19 so this enabled me to concentrate on the training. You give enough time to the module which to me sounds great.

- **Administrative support.**

I liked the role played by the course administrator and course tutor in providing feedback. Everything was super and I want to commend them. They provide feedback so quickly and if there is a delay in providing feedback, they would apologize and to me this is something good.

- **The Moodle e-learning application (Moodle)**

Your e-learning platform is easy to navigate even if you could be having internet which is not speed. You can easily browse and navigate through the course on laptop as well as smart phone. I liked the way each feedback is linked to the email. Immediately after you submitted the assignment, you are notified through email. Once the course tutor reacts on your assignment, you are immediately notified on email which to me sounds great.

9. Would you recommend this course to others who had similar needs to yourself? Please give your reasons.

Yes. As I have told you, a workmate recommended this course to me and I did not hesitate to join the course. After I have completed this course, I really found it useful and I would recommend anyone to enroll and benefit from this course.

Another thing I want to commend is the way it was designed to the fact that a middle manager can benefit from it as well as a technical staff or a junior who aspire to become a manager in future.

This course is designed to the extent that it would be easy for a manager to lead staff who completed this course because they would be at the same level of understanding. Of course by experience a manager would be at an advanced level but also a technical staff who enrolled and successfully completed this course would be at good level to perform his/her duties effectively.

Let us take an example of preparation of annual performance contracts. This course introduce to you on how to develop smart objectives and consider budget. This is something critical which is done by a manager but also a subordinate or junior staff needs this in his/her responsibilities.

10. On average, how much time has it taken you to complete each module plus the assignment?

From module 1 to Module 4, I used to spend 3 to 4 days to complete them and 1 day to do assignment. My commitment was immediately to complete the module in the first week and I think I maintained that timetable except at some few occasions.

From module 5 to Module 10, I spent 4 to 5 days and 2 days to complete an assignment.

11. Please tell us if you have any other comments to make about the course that you have not already mentioned in your answers to questions 1 -9

I enjoyed participating in this course and it has been useful. I have mentioned a lot in my first responses but allow me to thank WMO and UKMET Office for having established this platform to develop capacity of met agencies staff in management aspect. I has no doubt that the acquired knowledge will benefit my institution Rwanda Meteorology Agency and Rwanda at large. I must thank Mr. Chris for his commitment and dedication for accompanying me along this journey. His feedback sharpened my mind and I really enjoyed this course.

Kind regards.



Currently I am managing five (5) people, members of the "Public Weather Forecasting Section" of the Met. Office.

FINAL ASSIGNMENT

Answer to the questions.

1. Which modules have you found most useful or interesting, please say why?

Answer:

From the first to the last module I found everything interesting. There was no module that could be neglected. It is the merit of this e-learning course. In every module of the course, I discovered something new that I didn't know before. Or something that I did routinely without a logical pathway. Opening a new module was like opening a box of gift for me.

Overall: "time management, the management styles, presentation of my case to the team and negotiating/solving conflicts were more useful. Because these modules dealt with topics related to my work as a manager, but I did not have the best approach to solve them.

2. What knowledge have you already been able to apply in the job you do?

Answer:

I learnt from this course that as a manager, I should be capable to define my objectives in any situations and continually improve the performance of my team through a good communication. I think the starting point of any positive change in the Met. Office is the way managers communicate with staff. Therefore the overall objective I set was to change my approach of communication. So, knowledge I have been able to apply are:

- Planning my daily and weekly activities
- My learning log
- listening carefully to the speech of others
- Paying attention to my body language and voice tone
- Using more a collaborative style
- Technique of Asking close and open question
- Defining tasks and responsibilities of each team member
- Working in group to achieved an objective
- Motivating my team, etc.

3. What have you achieved so far as a result of applying the knowledge you have mentioned in your answer to question 2?

Answer:

Although there are still a lot of things to put into practice, through this online course, I have noticed an improvement in the way I lead the team and plan myself.

I have planned a monthly meeting for the section that my colleagues agree with me. I have noticed an improvement in team members' behaviours including myself. The main objective I achieved is getting agreement of my team about:

- Duties and responsibilities of every member as I planned of course with a little modification by colleagues
- A half-year plan of the section and related objectives.

4. In what way has the course helped you to become a more effective manager or helped you prepare for being one?

Answer: The course helped me to be understood by team members. It also helped me to have my colleagues' agreement about many proposals I presented to them.

5. Which parts of the course have you not yet had opportunity to put into practice yet and why is this?

Answer: Overall parts of the course I haven't had opportunity to put into practice are:

- ✓ making a project proposal
- ✓ apply SWOT analysis
- ✓ Negotiating and solving conflict according to the knowledge gained from the course
- ✓ and others.

6. Are you likely to be able to put the parts of the course you mentioned in your answer to question 5 into practice in the near future, if you are, please explain what you plan to do.

Answer: Yes I am likely able to put these parts into practice in the near future, because dealing with upcoming projects and events requires skills as those mentioned in question 5. So, it will be a great opportunity to practice directly my knowledge.

7. Now you have completed this course, please tell us if there are any additional topics you would like to have had information about? (This information would be helpful if we are to add to the course in future)

Answer: Yes I suggest this topic "How to establish or restore trust between two members of the Met. Office" to be added to the course in future if possible.

8. Overall how have you found working through this e-learning course? For example:

- Feedback from your tutor on assignments.
- The length of the modules.
- Administrative support.
- The Moodle e-learning application (Moodle)

Answer: I found all the e-learning course tools very interesting, but overall, feedback from the tutor on assignments and other queries. He was available and ready to respond to any question we had. Through his feedback on assignments and questions from the forums I am provided with additional information about the related module which helps me to deeply understand the content of the course.

9. Would you recommend this course to others who had similar needs to yourself? Please give your reasons.

Answer. Yes I would recommend it to others who had similar needs to myself! The main reasons of my recommendations are:

- The content of the course is what any junior manager or future manager needs in order to be effective and efficient in their work.
- any concern of how to manage people in an organisation, team or family are dealt with in this course
- The ability and availability of the course manager, the tutor who guides learners in a good and special way. from module to module
- Helpful reply by friends and the tutor.

10. On average, how much time has it taken you to complete each module plus the assignment?

Answer: the length of time to complete each module including the assignment in my case depends on several factors as : the quality of the internet connection, the stability of electricity, the daily work, etc. The short modules took me about 5 days, whereas the others took me around 2 weeks.

11. Please tell us if you have any other comments to make about the course that you have not already mentioned in your answers to questions 1 -9

Answer. Particularly I would like to thank Chris (my tutor), without forgetting my classmates for their helpful contribution. I would like to contact you Chris if needed in the future in case I encounter any difficulties in my job as manager.

Thank you again.

Ms. [REDACTED]

Essentials of Management 2020-21

Assignment for Module 11: Final assignment and course review

As Head of section I manage 2 people directly

I found all modules in this e-learning course are very useful to me, every topic from the fifth to the tenth modules because its knowledge is very important if applied correctly by a managers and non-managers. For instance, in the module 2, the lesson about time management improvement, module 4 about working in a team, module 5 about how to present your case in a more effective way, to mention few. But all the modules have a lesson worth to take on improving personal perspective in work around people and produce better results.

The knowledge that I learned from this course and I have already applied in my day to day working activities, first I have been able to manage my time at work and I make sure that I use it wisely, I have seen some progress I have made on time management now. The second knowledge is about communication, i have always having a problem in communicating with others especially on the part of being a good listener other than talking, I was always talking without much listening to others and I had seen how I had changed the good relationship I had with others. After I have learned about effective communication, constructive criticism as a way of building a good relationship with others I have changed the perspective of the situation now I listen more and I have realized that it's a great way of showing how I valued their opinion and when I speak it makes me feel good as well because I feel that they respect my opinion and it can be felt from their facial expression. Lastly is about planning, since I am directly involved in the planning of activities and budget in my section I have practiced to inform my team about the plans that involve them

I have achieved a good result that am happy about, the relationship with my team has been strengthen because we have a good communication with each other and we don't give each other a destructive criticism, we have agreed to respect one another and treat each other with respect in front of other people. Because I have involved my team in the planning process I have observed smooth operation of our sections activities because everybody feels they belong to the team.

The course has helped me to prepare being more effective manager in a way that I will plan my budget and activity in a more effective way, I will always manage

my time for efficiency and communicate effectively with my team in solving problems, this course has prepared me in monitoring performance in a team in meeting organization objectives. Most importantly, it has prepared me to be negotiable and being able to resolve conflicts arises at work place in creating a good working atmosphere.

The part of the course that I haven't been able to put into practice yet is Coaching as a part of learning activity because I feel like I have no chance doing that in my office. Maybe I will give a try in the future.

Yes, I think I will put Coaching as a learning activity into practice in the near future. Since we have staff that we plan for their training each year, some of them are going abroad and others in different cities within the Country, am looking forward to have a Coaching class as a way of inspiring them during the orientation before they have departed to their respectively universities for studies.

I would like you to include the topic about protocols at work in management perspective how to respond and act under top management as a manager, and the topic on how to fit in or survive as a **Female Leader** in Met offices under full domination of **male** (Gender Perspective).

- Feedback from your tutor on assignments - very useful, friendly and helpful to me, with constructive criticism always appreciative.
- The length of the modules - its reasonable, good enough.
- Administrative support - very cooperative, I almost gave up on the course but the positive reminders from course administrator gave me strength to carry on and manage my time well and now am proud to finish this wonderful course.
- The Moodle e-learning application (Moodle) - it's very good and useful.

Yes, I will recommend this course to someone else because I believe I it helped me it will make a change to someone else as well.

For me there was a time it took me 5 to 6 hours to ready the content in the module and answer questions on the assignment for longer modules by for shorter it took me 3-4 hours.

I have no comment of such but I would like to appreciate the organizers of this course, UK Met Office in collaboration with WMO for making this learning

opportunity possible. I personally would like to thank Christopher for his endless effort in helping us and encouraging us from the start to the end, thank you very much, your help is well appreciated.