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Cyse 368

Reflective Journal 3

My work performance improved significantly over the next 50 hours I worked, as shown by an improvement and on my progress report from October to November is still a 100. I credit my advancement to the efforts of both my managers and coworkers in assisting me in better understanding how to perform my daily tasks. It also took a lot of practice and work, but eventually I became familiar with the various types of situations I had to handle on a daily basis, and the job became easier.

As time moves on I began to pick up on some tricks that made the job easier, such as having access to older tickets so that whenever I encountered a problem I was unfamiliar with, I could look back at either my previous work or the work of my coworkers when they were put in the same situation as me to see which steps were taken to resolve the issues.

Even though my progress report began to rise back to the levels I was familiar with, I began to notice myself becoming comfortable and I had noticed that I wasn't afraid to try new things at the job and I didn't want to make mistakes and mess up my grade. I knew this was a smart mindset, so I began to put myself out there more and attempt new things in order to become more comfortable with any new situation. I began to notice improvements. I began to like the job more and more as time passes, I will continue to learn something new that will be valuable to my personal life and to my major.