

The element I found most profound from this course was the element of time. Time is something that we cannot renew. If we are out of wood, we can go chop some more. If we're out of money, we can earn a little bit extra. If we're out of love, there is still hope. But, when you're out of time, that's it. When time is gone, it's gone. We are the ones that can manage our own time. Before this course, I used to make excuses as to why I didn't have time to do things. We actually did an activity in this class which consisted of taking a look at what we do every day and then after monitoring how we used our time, we made changes to get things done more effectively. From the activity, I learned to manage my time a lot better.

Ever since a young age, I have been a huge procrastinator and have had a lack of planning. It made my success in school, not a success. It has been a struggle, no doubt. This course has helped me to prove to myself that I have time. By using a daily planner, I am properly managing my time now and have realized that I have a lot more free time. I have been a lot less stressed, as well, because I know exactly what I need to get done and when I am going to do it. Being in control of my own time is great.

Another chapter I found very profound was a chapter based on communicating. I am currently a manager at a retail store. I always get customers that aren't happy with something whether it is our 90 day return policy, or even the outrageous shipping prices that our online store charges. It taught me 7 steps to effectively deal with complaints. It has worked surprisingly well. My communication abilities have been a major improvement and have made me a better manager.

Along with effectively dealing with my customers, I have also learned how to send positive messages with my body and voice. I have noticed that in my personal life it has also made huge difference with my relationships with my family and friends. Communicating seems a lot easier now and just is always straight to the point.