**Journal 1 - May 20 to May 24**

During this first week, I met up with my supervisor Khatib Rubel, who is the director in operations within the Givensee Group. On the 20th may, I arrived at work at 10 am and left at 6 pm, which equaled to me working for 7 hours. I did not get on any overtime as it mainly involved me familiarizing myself with the activities of the company, the different departments as well as the different roles. I was getting to meet most of the other workers as well with the supervisor by my side. We discussed what was expected of me, my schedule, as well as the roles that I was expected to accomplish as an intern within the company. In as much as I was an intern, it did not means that I had to be following the supervisor around. If anything, I would be reporting to him every once in a while and him drooping in to observe my progress within the company. The next four days entailed the same thing whereby I got into work the latest by seven minutes past ten and left a few minutes after 6. During this period, I got in a total of 21.87 straight hours within which I learned more about the different departments and what was expected of those within their departments. Familiarizing myself with the staff, too, was part of the task that I carried out within this first week. Being that it is a big company, every day was marked by meeting new colleagues, learning more about the inner workings of the company, and determining how I would fit in within it all. Being an intern means that I also had to carry out the small duties which involved being sent from place to place to get something, a product, deliver a message, or even relay a message.

**Journal 2- May 25 to May 31**

During the beginning of this week, I had to now embark on roles within the department that I was stationed in. On Mon 25th, I got in at 9:55 am-6:14 pm. Within these hours, I have mainly positioned ion the customer service docket, which involved interactions with the customers of the company. Here I got to learn how to answer the calls, handle the clients, and even set up appointments of meetings. Most of the work here involved communicating with the customers who had questions concerning the productions, deliveries, and other crucial information. Given my status as a new intern, I had to deal with mostly recording of the information. On the following days within this week, my responsibilities remained within the customer service docket. Dealing with the clients and other visitors who came to the offices was a priority within this sector. I had to do a product presentation, which I demonstrated to the end of the members of the customer service crew. It involved doing a presentation of what we offered as if I was giving it to a customer. These exercises helped in improving my presentation and understanding of what the products entailed, how it should be presented. By the end of the week, I was left to handle calls to a client by myself and even answer the follow-up questions unless they were too high up my coverage area. Due to the corona pandemic, the conversations and interactions with the customers were mainly via phone. With the pandemic and fear of effects it might have on the company and its production, most of the calls revolved about what we were doing as a company to ensure that we still managed to supply amidst the period. My calls would be reviewed by the end of the day, and the inconsistencies, if any, would be pointed out. The handling of the customers is a crucial aspect of the company as they make up the business of the company. Within this week, in the 39.7 hours put in, it involved learning how to handle people, especially the customers who at times could be very difficult in their calls.

**Journal 3- June 1 to June 7**

Exports and imports within the Givensee Group are very important. Even then, understanding how important it is to their progress and growth is a great part of getting to understand the company as a whole. That is why, within this third week, I embarked on getting to comprehend this. On 1st, I got in ten minutes past ten and left in the evening 6 minutes past six, and within those hours, I was mainly dwelling on the aspect of imports and exports. For better coverage, I had to engage with the managers as they were better suited to have the data and the breakdown of how the exports and imports worked. Garments and clothes are a necessity for the global market, but even then, the company has managed to maintain its demand within the international market. On the 2nd, I got in at 10:12 am and left the office at 6: 10 pm, whereby I had a chance to engage with the managers again. One of the managers explained on matters like foreign policies that they had to adhere to so that they could import as well as export goods. Different nations contained some unique policies to them due to their political affiliations, cultures, and even religion. While their garments mainly involve knitwear to denim wear, not all are acceptable in some countries. I got to learn that in as much as the strategies that are made are to drive the company, different area codes within the geographical coverages are governed with different strategies. On 3rd, I got in a little late than usual as I had to carry pout some errands for one of the managers. During the day up to 5:55 pm and the following day, we engaged in video calls with clients from different parts of the world. During these calls, one of the things that came up was the measures that different governments had taken in terms of imports into their countries due to the corona pandemic. Therefore, the teams had to come up with news strategies in which they would manage to make supplies even with the changes made in the policies. In the next two days, the follow-ups involved making new strategies that would help sustain the foreign matters within the company so that it would continue flowing. Most of these were communicated via the video calls with the clients, while others were sent via email.

**Journal 4- June 8 to June 14**

On the 8th, I got in at ten in the morning and left at 6:09 pm. The company has global coverage in its products, which strikes the question of how they managed to maintain the coverage. Within this day, I familiarized myself with the countries that it supplied their products with. How often the products were exported to different countries. Like the previous week, I had to work closely with the customer service as they handled the engagements with the different customers. On June 9, I got in at 10:12 am-6: 10 pm. To survive within the global coverage with all the different factors, the company and to be well established and excellent in their marketing. That is why I engaged with the marketing team. In as much as the marketing team is not necessarily the most crucial department, it holds a lot for the company. They are getting to learn how they come up with strategies to improve their marketing on a global level. Factors like the use of social media at this age are something that most companies are doing, which is why I was interested in learning what makes it outstanding.

On the 10th and 11th, I got in around 10 am and usually left a few minutes past 6 pm. If I was not in the team making the video calls, then I was involved in drafting the emails that we would be sent to the clients to inform them of the different plans and processes that we would be using to make their supplies. On Sunday of the 14th, it involved the final touches on the matter to deal with the foreign affairs of the company. Even with its prowess within the market for several years, every once in a while, they deal with emerging matters that they have to handle. As some of the countries do not work on Sundays, the coordination in exports was done via the couriers, and other means of transport form the factories to the retailers, be it within the country or outside.

**Journal 5- June 15 to June 21**

Despite getting into work 11 minutes past ten on 15th, I managed to compensate by leaving the office 11 minutes past 6 in the evening. The aspects of global coverage are still one that is amazing yet has to be taken seriously. Having survived in the market for so long, one cannot help but wonder what tricks the Given see have up their sleeves to manage global markets. That is why, within this week, I was working closely with the managers again to get a better feel and understanding of the global market coverage and how they manage the different challenges that arise with it. On both the 15th and 16th, I was dealing with activities on global marketing. That is going through the different methods that they used for international marketing. I also filled in data on the statistics of their digital marketing as well as other methods of marketing for the company among different countries.

On 17th, I got in at 9: 58, which allowed me to finish up on the data updates and input on marketing statistics. Later on, afternoon, I was enquired about the challenges that faced due to global marketing. There were quite a few, considering that this was dealing with different territories that had internal policies that were different. The marketing team member was very forthcoming, especially with the recent issue that they were facing in global marketing. The next two days on 18th and 21st, I dived into research on global marketing issues, which, to some extent, involved asking the marketing team—comparing some of the issues with what they had experienced. During that time, the team had to come up with solutions and ideas to promote global marketing, especially with the coronavirus pandemic. I got to sit in a meeting where people were sharing ideas to help in dealing with and promoting marketing. Sales have gone down to some extent due to the virus, and the company has to find ways to make sure that they maximize their sales on that they can avoid acts like downsizing.

**Journal 6- June 22 to June 28**

In running a business, leadership skills are essential, and that was my objective this week. To get to take upon leadership skills from the company. On the 22nd, after getting onto work at 9:56, I worked for 8 hours, while on the 23rd, I got on at 9:54 and logged out 8hours late as well. During these two days, I was mainly observing what was going on in the company. It involved following team leaders as well as some of the managers. Everyone in their leadership has a different leadership style as well as skills. That is why I had to follow different leaders' so that I would observe the differences and which seemed to work best. With the sales team, they had meetings in which they had to discuss the different ways that they would maintain their sales if not increase with this pandemic. With everyone having their own opinion, the leaders had to have control of how the meeting was going. It was hard for him to have total control, or he was giving them a chance to do what they wanted as long as they came up with ideas that were needed.

On the 24th and 25th, I was working with the marketing team manager. The marketing team and the sales team had to work tighter as its objectives were intertwined. While the marketing team manager preferred having a sort of system when handling the meetings, the sales team leader left the floor for anyone who had an idea. I could see that the two were struggling to accommodate each other as their leadership styles were different. Even then, I did pick up on a few leadership skills which will be useful in the future. Among them were integrity and interpersonal communication. Communication was a great part of being a leader and any kind of interaction. While the two were different in how they carried out their duties, they both were very competent in their communication within their teams. On 28th, I got to work for 8.08 hours, which was involved in a summary of leadership skills picked up. What to do and what to avoid.

**Journal 7- June 29 to July 5**

On Monday of the 29th, I got in at 10:15 and left at 5:52 pm whereby, I had the goals of learning more about the skills that one should have to be in a managing position and maintain professionalism. To acquire such a context, I had to communicate with the manager's bad people within leadership positions. With such communications, I got to learn about the skills that they had as well as observe how they were behaving and account for the skills best fitting. On the next day, I visited the factory where the manufacturing of the garment takes place. Here, there are several teams with people fitting in the different phases of garment making. In each category they have the leaders who overlook their functioning one of the interpersonal skills that I noted that manager have is verbal communication, that is the verbal communication, as well as non-verbal, has to be very direct. With miscommunication, so many things can go wrong socially in manufacturing. If the directions are on how to carry out certain activities, then they have to be followed to the letter. Garment making at times deals with different chemicals like in the acts of bleaching and dying, and one miscalculation is dangerous.

On 30th, I also spent the day at the factory and following up on the manager within this area as well as the other professionals. I observed that listening was a major part of managing, while the manager makes most of the decision listening to the others is what provides insight. On July 1, I got into work 25 minutes earlier so that I would do some follow up on how the employees maintain their professionalism. I had to go through some of the reports that they had written in their work time and is needed to do that before I could go back to engaging with them. Within the reports, they detailed how they had to handle some issues in instances that the manager was not there, and they had an urgent matter. Therefore, I concluded that at any level, problems solving skills are essential. I left at 6: 22 pm in the evening, satisfied that I had learned a great deal on management interpersonal skills. On the 2nd, I had to help in the packaging of the garments, where I had to learn a few skills on this docket. That day, in the afternoon, the managers had a meeting, and we were left to work as usual. During that period, we had a problem while packaging, but the team members were quick to solve the issue as to how of professionalism. On 5th, I also reported to the factory and observed the ways that the process was handled from manufacturing to packaging and loading in their vehicles.

**Journal 8- July 6 to July 12**

On the issue of interpersonal management skills as well as managing professionalism, I had to also observe from the offices. When I got to work on July 6 at 10:09 am, I consulted on whether I could get complaints about managerial levels. While there were several complaints, I was given a general file that did not specify the names, just the complaints made. With this research, I got to learn about the different complaints that the subordinates. The complaints pointed out to some of the lack thereof of interpersonal skills in managing. One of the prevalent complaints was that there were miscommunications. The statement said that the team was bad in communication, yet he expected results without giving the directives, which most times caused tension and disagreements within the team. This, among other complaints, was an eye-opener on the different skills that the manager should have. I clocked out at 5:59. On 7th, I got into work at 10:04 am and left at 6:10 pm. I worked with managers within the offices so that I could pick pup n their skills, which I continued on 8th.

Assertiveness was among the major skills that I picked up with the managers. During the video conferences as well as the calls that were made to the customers' negotiation was a great deal of the skills that they used. In business, it is all about negotiating to reach a desirable position for both parties, and the professionals within the Givensee group were well aware of this. On 12th, after getting in at, I managed to leave through with the people dealing with customer service where I saw the different interactions between the customers and them, they portrayed patience and integrity when dealing with them even when I could tell that some were very difficult and even rude.

**Journal 9- July 13 to July 19**

Business matters require the best practices so that they can be successful. With a global company like the given see group, they must lean on that. On July 13, I got into a quest to check to from the records of how successful the business matters were. They had very high success rates, and that prompted me to think of the different ways that they were managing that. Within the research, there was information detailing how everyone within the company was working towards the success of the company as well as in their capacity. Getting into work at 10:12 am on 14th, I did some enquires on the practices that they were taking to enhance this. I noticed that the managers ensured that they engaged the workers even though they were the ultimate decision-makers. Understanding that everyone is working towards the same goal is essential as it helps in engaging the workers.

At the same time, it was noticeable that they had created cultural cohesiveness. I continued with the same observations and inquiries on the 15th. I got in ten minutes before the time on this day so that I could finish and brush up on the previous observations. That day I left the office at 6:12 pm and got into work at 10:01 am the next day. I noted that the managers rewarded the workers for their efforts when they did well. It seemed to raise their commitments to work and created a great environment for management. Later on the 19th, we had several activities that needed to be finished, and I participated. By the end of the day, we were congratulated, and it felt good to be appreciated, which fed into the practice of rewarding, and I left the office at 5:56 pm having had a great day.

**Journal 10- July 20 to July 26**

On 20th I got in five minutes earlier that is at 9:55 am so that I could prepare for the day and the rest of the week. One of the objectives that are was handling now was communication that is my communication skills within the company. Having been around for nine weeks, I was familiar with most of the workers, managers, and workings of the company. That is why I made sure that while I ended with them, be it to enquire, help out in an activity, I was communicating effectively. One of the things that noted is that listening always helped incomplete communication. While associating with the employees, I had to ensure that I emphasized when necessary and listened when deemed necessary. Before leaving at 5:54 pm, I tried practicing the tow communication skills a lot. The next day on the 21st, I had to help the manager get the list of the suppliers that we had made in that week and the previous week. That meant that I had to go to the factory to get the filings in their supplies as well as their packaging in that frame time. To get this information, involved interacting with the people and even communicating. I noted that how communicated impacted on how fast I got the information and how I was treated. While on 22nd, I spent 7.09 hours at work; I was brushing up on my communication skills. When relaying messages that I had been sent, I had to be very effective in communicating lest I made a mistake which would impact the whole system. By 26th, when I got in at 9:56 am and left at 5:57 pm, I noted on the factors in communication that I had to work on.

**Journal 11- July 27 to August 2**

I decided to continue working on effective communication as it is a major aspect of interactions, and I had to ensure that I was good at it. That is why; I got to work on the 27th at 10:04 am and left at 6:15 pm/. In the morning hours, I updated on the areas that I lacked in communication. At the same time, in the evening, I did a reckon with the others where they pointed out where I failed in communications. On Tuesday, 28th, I spent my 7.95 hours at work working on improving my clarity when communicating. Another issue that is was lacking in was brevity, and I tried to work on that too. That day, I did a lot of rounds within the company, engaging in conversations with people in different departments. When I came in on the 29th, I was given a task by the manager to draw up draft emails, which would be communicating different messages. I was provided with the topics, and that is what I had to dwell on. While I would be showing them to the manager, I had also to show them to my supervisor so that he could tell if I had improved or I needed more. Seeing as the topics were quite a number, I spent the whole day drafting emails that I was not to send. By around 4: 30, I was done. When I submitted the emails, I had to wait until the next day to get my feedback. I spent the rest of the evening helping out in activities like arranging files, running errands between departments, and I let at 5:54 pm.

On 30th, I was given feedback, and while my emails got more clear and defined as I wrote them, I was lacking in being precise with the message. I spent the day shadowing managers while they gave on instructions, interacted with the other workers, and I got to see how I could improve on my communication. By 2nd, when I spent 8 hours at work, I had noted down the areas that I needed a bit more improvements, those that I had improved on, and those that I was good at like listening and friendliness. Open-mindedness was a crucial part of my communication.

**Journal 12- August 3 to August 9**

After working on my communication skills, I had to learn about the communication skills that the managers and leaders showed within their areas. That is why between the dates of 3rd to August 9, that was my objective. On 3rd, I got in at 10:03 am so that I could manage to be in time for a staff meeting. It would be the first place that I was going to observe the different communication skills that the leaders had. I noted that they were always prepared to see as they are in a higher position and are expected to be in control. They were very coherent while they spoke and showed an understanding of what was going in, when they were not sure, they asked for clarifications from the team so that they could give out conclusive decisions and directions. Later on, all I did was observe while they interacted within the company. I compared my research on communication skills and what I was observing. On 4th, it was the same drill, observing how the managers communicated among themselves, and with the other workers. The ways that they interacted was different between the workers and the other managers.

Also, when they had to communicate with the directors, they changed and became more formal, very concentrated, and appeared to be aiming at pleasing the bosses. On 5th, I got in at 9: 45, as I had to help in recording some data concerning the progress of the teams. It involved compiling the data that had been collected and updating it into the systems. By the time I was done, it was in the afternoon, and form the data, and I could tell some of the communications shared between colleagues, like the endless emails, memos. They were a clear show of how effective communication impacts the company. The next two days on 6th and 9th, I got to work a few minutes past 10 am and left later on past 6 pm. I visited the factory on the tow days to pick up on communication skills between the workers there and their managers. Most of the work and activities here were technical, which meant that communicating effectively was essential. In the last two hours before leaving the office at 6:20 pm, I did a reckon on what I had picked up in communication, what I should be emulating as well as what I would avoid.

**Journal 13- August 10 to August 16**

As an intern, I had to do a lot of listening and observing. While I had noted that I was good at both, other sectors came with after communication. That is why I made it an objective for this week. On Monday 10th, I reported to work at 9:57 am and left at 5:48 pm. That day I had a meeting with my supervisor, and I had to arrive early enough. It was a day that he would be telling me of my progress and if there were areas that I needed to work on. That is why listening was crucial for this part. I was a bit nervous, not knowing if he had good or bad news. He pointed out that in every objective, I had to ensure that in considered strengthening on mu communication and interactions. While friendliness was important, I learned that at some points, it was an opening to exploitation, and I had to be careful with who I was friendly with; instead, the supervisor suggested that being polite and respectful was also a substitute. The rest of the day was interactions with workers as well as on the 11th. On 12th, there was another staff meeting, and everyone got a chance to talk, share through views, comments, and even feelings concerning the flow of the business.

In addition to listening, I realized that turn tasking was also essential effective communication. While some had a burning desire to share within the meeting, without coordination and proper turn-taking, it would have been a disaster. By evening, I had picked up on different skills that I needed to work on. There was also the realization that the skills varied with the situation and even the context at hand, which I made on 13th within the 8 hours of work. Considering the recipient of the message was a major part of communicating effectively. While it is advisable to be brief when communication when dealing with information to a first-timer, there is a need to be detailed so that they can clearly understand what is going on. By16th, communication, especially between workers at different levels, was very clear.

**Journal 14- August 17 to August 20**

After the previous week, I felt that I should extend more o communication between the workers in the office. On 17th, I got in early, and I got a chance to look at some of the previous meetings minutes, during the minutes I could identify some of the communication skills that they used to run through the meeting and even handle the problems that were at hand. By evening, I had separated the skills necessary when dealing with subordinates, with the same level colleagues as well as with the bosses. In as much as they were all aimed at better communication, some were best in the set scenarios. At 10:08 on the 18th, I got into work and went through some of the details gotten the previous day. I accompanied the marketing manager in his work and observed the different ways that he communicated with his colleagues. In the afternoon, I decide to be with the marketing team so that is could observe their communication via the social media platforms of the company. Social media platforms are always active, and that meant that they had to communicate with the customers. The manners in which they replied to comments, questions shed light on communication practices in such platforms. By the evening when I left, there was still so much uncovered in social media communication.

Notably, on the 19th, I arrived at work earlier by five minutes and set up. I spend the day with the team managing social media. They examined how they chose to reply to rude comments, and even communicate via the platforms. While the platforms were an open forum for people to speak out their feelings, as a company, some red tapes could not be crossed. That is why discipline when dealing with communication in this sector was crucial. In the afternoon, there was a staff meeting on briefings, and there were some issues to be handled. In this period, people came up with problem-solving outcomes, which would help had the problems in the company. The next day I arrive at 9:50, and it is my last day. I had interactions with most of the departments getting comments on how I had done, especially in my communication skills. In the evening, I had a sit-in with my supervisor and looked into how many of the objectives I had achieved. Luckily I had achieved most of my goals and learned a lot within my internship at Givenshee.