Reply to Lashay’s post

There are numerous ways people choose a career. My personal and professional development has contributed to the student and professional I am now. Organizations benefit from training their employees, so I have received several certifications through previous and current employers. Organizational learning has an emphasis on progression with the world that is consistently changing. Research posits that the last decades have come with many advancements in technology, globalization, increased competition, and changes to employee attitude in organizational settings (Ege, Esen&Dizdar, 2017).

I work for an insurance company that demands monthly refreshers and updates daily in our email that apply to customer service. I get trained on effective customer service techniques, insurance changes, and different state guidelines that are expiring or updating soon. I’ve received sales training from previous jobs and effective customer service training hours monthly from my current position. I also received 8 hours of development hours per year to shadow other departments of interest at my current job as well. My self-development within the workplace has been beneficial to my organizational and professional etiquette for school and work. Organizational learning contributes to the success of all parties involved and should be a goal for all organizations. I’ve learned a variety of training on; inclusiveness, extra certifications for states not included within normal CSR certified states, and homeowner’s/renter’s insurance coverage laws.

My past educational learning experiences provided great support for my adult learning opportunities. During a previous sales coach position, I was able to learn alternative viewpoints and skills from other agents that I coached. In this experience, I learned that even though teaching, I can also learn various paths to learning that could provide improvement to my original techniques. Through helping others improve and become more confident and organized, I became more innovative in approaching different cultures and types of people that are learning how to relearn behaviors. This experience was the most influential experience that impacted how I use an open-minded approach to learning as an adult. All my jobs, previous and current, gave me a form of a personality assessment that provided my coaching needs, which I’ve come to appreciate this. Research suggests that there is a link between the success of an employee and the Myers-Briggs Type Indicator (MBTI) results (Cohen, Ornoy& Keren, 2013). The MBTI is a personality assessment instrument used to measure Jungian functions and make them more understandable and applicable to human everyday life (“MBTI Basics”, 2020). Including better coaching plans and training courses that are better suited for the employee is also an effective approach to organizational learning that I’ve been accustomed to. I believe companies use personality assessments to remain current on social attributes that go into the job as well which can also be used to understand cultural and ethical considerations too.

I appreciate my hardships in past experiences in my career and education. Each experience may have been momentarily weakening but I learned to work around my impairments to better concentrate and excel. I am more confident and vocal in my beliefs and knowledge at work and at school. I have become more adaptive to including new perspectives in approaching assignments or work projects. My education has improved my patience with people. I am more concerned with all people’s point of view, as opposed to how the behavior affects me. This is useful for respecting all opinions regardless of disagreement. I appreciate this work ethic because it keeps my integrity intact and shows restraint on people that just needed to lash out. It also allows me to make calm and precise decisions under pressure while remaining unstressed and helpful to angry customers and people in any setting.

Although I’ve had many successes from past experiences that impacted my beliefs on learning, I’ve had some that I still must overcome daily to succeed. Life-long learning is possible because change is inevitable. People change constantly with age and I believe that as our priorities and influences change, we as human beings change as well. Throughout human life, people face environmental and mental components that form their opinions, judgments, beliefs, and behavior. I believe all the events in my life have all added up until every future moment or decision I make. I think because of everything I’ve experienced it influenced my weaknesses as well as my strengths, so I’d say experiences play a crucial role in my beliefs. My motivation to keep moving forward and giving my all is from all the memories of how I made it to the present. I believe I am a life-long learner because I change so often. I change in appetite, I change in my likes or dislikes, I change in feelings and I change in hobbies. My meaning is if I change in all these ways then why limit my mind to remaining stagnate? I’ve always been a critical thinker, so logic made me a life-long learner. My curiosity in humanity and science has made me a life-long learner I strive to not be the most ignorant person in a setting so I strive to earn my footing in the room by learning and pushing myself to do the best I can in what I’ve committed to.

Ethical and cultural considerations within organizations have been a popular current issue. Due to history, many companies had outdated policies that blocked diversity and product changes which limited company success. A culture is a group with a common link or interest. For example, I am a black woman that loves comics/anime which is 3 cultures that I’m apart of. Organizations have been forced to compromise within their company structures as more employee’s demand change through cultural and economic changes in society (Ege, Esen&Dizdar, 2017). For instance, new management styles, new company policies and requirements for advancements, etc. (Ege, Esen&Dizdar, 2017). Ethically all policies and training should be inclusive of anybody for an organization.

**Conclusion**

Organizational learning throughout many company structures could create a consistently changing foundation that could provide overall success to all parties involved. Learning is a concept that is instinctual. Most of the time, we don’t realize that we’ve finally learned something until we just know by either performing the action or being able to write it down or vocalize it. Learning is international and universal so anyone can learn, it’s just a matter of applying the methods that influence success. Organizational learning is important to progress because the world is steadily progressing. When a company stops meeting the needs of its customers then they lose business. Using this logic, when the worlds continue to become more technical and forward-thinking, it will also look to utilize products that reflect their present needs.

References:

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