

Introduction

We all face problems in our daily lives that shape our experience with any person, group, or organization. However, short of quick assumptions, we never reflect on the problems that we experience in a holistic way. This assignment, is designed to help you reflect on your experience.

Assignment Prompt & Criteria

Think back on the work you have been completing so far this semester. We all face problems in our professional life that we have to find solutions to. Narrow in on a specific problem, no matter the size or importance, which you have been wrestling with in your internship. Use this as the focus of your case. The experience could be a problem with a team member, your supervisor, or something else you've dealt with in your current experience. (Ex. You were assigned a task and left alone to work through it but you are unfamiliar with the skills and knowledge needed to complete successfully.) Write a case following the criteria and framework listed below.

- The assignment should total around 3-4 pages when complete (Between 1000-1,200 words).
- Choose whatever paper format you would prefer (MLA, APA, Chicago, etc.) but your paper should be double spaced with 12pt font.
- Your paper should be written in 4 sections using the framework below. Be sure to place a section header for each section.

4 Question Framework

The following are 4 questions that will form the organization of your case paper. Use each as a section title in the order provided below.

- **What happened? (Descriptive)** - Give a description of the problem and exactly what is going on. Leave personal feelings and reasoning out of this section. Simply describe the event as it is while trying to limit personal opinions. You can quote conversation, describe the context, describe the social location of those involved, and you can provide background information here.
- **Why did it happen? (Interpretive)** – Take time to reflect on the organization culture, interpersonal relationships, expectations, and the actions taken by all the players in the situation (yourself included). Give an interpretation or reasoning, to the best of your ability, about why you think this problem came to be.
- **What should be happening? (Normative)** – Reflect on the situation while engaging with your own personal values, business/organizational knowledge learned through academic work, and other knowledge available to you. Tell from your perspective about what should have happened in place of the problem or that would have prevented the problem before it happened?
- **What did you do? (Pragmatic)** – Tell us what you did or plan to do about the situation. What steps did you find helpful? What experiments did you try to solve the problem? Was the problem resolved? What still needs to be done?

Paper Submission

Submit your case as a PDF file to Career Services and your faculty supervisor by the deadline given.