

Communication — A Way to Solutions

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When problems occur at work, instant help from colleagues is always handy. Lui Pui-yi Asta can't agree more after her summer internship experience in Poland. The second year Geomatics student who worked at Intergis Sp. z o.o., a company specialising in developing aerial and satellite digital pictures, realised establishing good working relationships and maintaining effective communication with colleagues in the office was crucial.

During the internship, Asta participated in different projects and was responsible for conducting analysis and modelling of geo-spatially referenced information as well as providing clerical support. But working in a country without any knowledge of their language can be a big challenge.



For instance, when Asta was asked to convert some paper documents into digital format, a seemingly simple task turned out to be unexpectedly difficult. "All documents including specifications, surveying records and software were in Polish. I didn't have a clue what they meant at all. Fortunately, my colleagues were very helpful," says Asta. "They patiently demonstrated to me step by step and translated all the keywords for me. Without their kind help, I wouldn't have been able to complete the task successfully."

The over 30-member team of the company, comprised of full-time staff and a group of energetic summer interns, created a vibrant and fun-filled working environment which Asta enjoyed working in. When Asta arrived, her colleagues welcomed her with a party. Asta was nicely surprised by their hospitality. "I didn't expect they would offer me such a warm welcome. Their friendliness helped me to fit in quickly. I could also establish a good relationship with them right away," Asta says.



Negotiate to succeed

Asta also absorbed some negotiation skills through an important meeting between her supervisor and the contractors on some major issues. "I learnt the art of negotiation. I also realised that pre-meeting preparation was important and you needed to know your stance clearly. This experience is something you won't be able to learn in classroom," Asta says.

Asta thinks the internship experience was a good preparation for her future career as she now has a better understanding of a company's day-to-day operation. She also realised the significance of maintaining discipline at work. "My confidence has been boosted and I've developed my initiative," she says. "Most importantly, my communication skill has progressed a lot. Now I know the ways to achieve effective communication in a real office environment."

