

A. 學校簡介

曼漢大學 (University of Mannheim) 是德國著名的商學院，位於德國巴登-符騰堡州的曼海姆市。學校地處市中心，交通便捷。曼漢大學商學院提供多門以英語授課的課程，讓國際學生有更多選擇。此外，學校也設有語言課程，幫助國際學生學習德語，輕鬆融入當地生活。

B. 國外研修之課程學習 (課內)，另外推薦受益最多/最喜歡的課程

Corporate Knowledge Management

這堂課在說明如何設計知識管理系統，分別有兩個教授進行授課。前期為知識類型以及相關背景的介紹，後期的部分則是將理論應用在個案分析上，透過課堂的個案分析來熟悉如何設計出符合個案的知識管理系統。考試的評分方式有兩種，分別為 100%筆試或是 80%筆試加 20%個案報告，個案的部分課程會與委外的公司進行合作，由他們提供需要報告的個案。選擇此個案報告需要依照課堂上學習到的相關理論去解決個案並提供設計知識管理系統的方法。這堂課沒有 exercise class，只有在考前助教會用個案當作範例，再次幫同學釐清考試方向與內容。

Leadership and Motivation

除了一般課程之外，該課程有 exercise class 以及 leadership practice。Exercise class 是由助教講解在課程外補充的研究方法，也會列入考試範圍內，另外也會有考古題的範例講解。Leadership practice 則是請校外人士進行講座，分享領導力的實際運用。正課的內容在介紹多項領導力理論，只會有一個 ppt slide 涵蓋全部的內容。考試的部分為 100%筆試，但在學期初的課堂就可以自由選擇參加小組報告作為考試的加分。

C. 國外研修之生活學習 (課外)

在德國的日常生活中，有一些與台灣不同的習慣。首先，德國的超市在星期日是公休的且幾乎只有餐廳營業，所以如果計劃自己煮飯，就必須在周六提早買齊所有食材，減少不便。此外，德國的鐵路系統也有一些特別之處，搭乘德鐵時，經常會遇到誤點的情況，而造成誤點的原因也相當多樣化，可能是員工生病、設備故障，甚至是突發事件。大部分的延誤都無法得到得鐵工作人員的回應，需要自己另尋其他方法抵達目的地。因此搭乘德鐵時，我會預留充足的時間，以免耽誤後續的行程。這些日常的細節雖然看似微小，但卻讓我在異國的生活更加順利，並且學會如何有效地規劃時間和應對突發狀況。

D. 交換/研修之具體效益 (請條列式列舉)

1. 與各地交換生交流：我遇到大部分的歐洲碩士生都已有工作經驗，或是目前邊就業邊讀碩。他們的經驗能運用在課堂或是小組報告中，因此當大家互相交流分享時，能夠得到不同的回饋。
2. 專業知識：學校課程的內容真的相當充實豐富，以我選的知識管理課程來舉例，上完一學期的課程能夠了解如何設計出有效的知識管理系統，為組織或公司提供更好的管理及運用。
3. 歐洲各地旅遊：曼海姆的地理位置相當便利，從主火車站到法蘭克福機場搭 ICE 快車只需 30 分鐘。法蘭克福飛往鄰近各國時程也相當短，因此在學期間外出旅遊也相當方便，能夠到其他國家體驗不同的人文景致。

E. 海外生活期間是否曾遭遇困境，及是否解決問題？如是，請說明如何解決問題；如未解決，請說明事件最大的啟發及思考未來可以怎麼解決？

交換期間遇到許多人的幫助，很多問題上網找資料或是向他人詢問都能得到解答。

F. 海外生活期間是否曾遭遇文化衝擊，您如何去面對及適應？

不算是文化衝擊，但我覺得能夠增進環保意識。超市購買的寶特瓶或玻璃瓶結帳時有額外的一筆收費，在使用完畢之後可以拿到鄰近相同的超市進行回收退回押金。

G. 海外生活歷練是否為您人生帶來不一樣的改變或者個人特質上的轉變，最大的成長是什麼？

面對突如其來的問題，更能平常心的面對，也增加了更多的耐心。以誤點為例，雖然早有耳聞，但第一次遇到時還是覺得很莫名，後來看著同車的人們都已見怪不怪，也接受了這就是德鐵運行的日常。之後也學習到不能相信德鐵的時間表，只能多預留時間，如果還是遇到誤點，那就找其他車次替換，或是開口詢問路人，把問題解決且能夠順利抵達目的地才是最重要的。

H. 感想與建議

出國交換不僅能讓人在適應新環境的過程中，透過自己的視角體驗世界，還能收穫許多意想不到的經歷與友誼。雖然常聽到經驗分享提及歐洲人比較冷漠，但我這次的交換經驗卻讓我感受到並非如此。歐洲和台灣一樣，既有熱心的人，也有比較冷漠的人。無論是在生活上還是課業上，我都獲得了許多人的幫助，這些無私的分享讓我在異國他鄉能夠更快、更好地適應當地的生活。這次有機會在德國頂尖的商學院修習充實的課程以及到歐洲各地旅遊、開拓眼界，讓我收穫豐富，受益良多！

I. 英文心得

School Introduction

The University of Mannheim is a renowned business school located in Mannheim, Baden-Württemberg, Germany. The university is situated in the city center, making it very convenient for transportation. The Mannheim Business School offers many courses taught in English, providing international students with a wide range of options. Additionally, the university offers language courses to help international students learn German and better integrate into local life.

Curriculum Learning Abroad (Academic)

- **Corporate Knowledge Management**

This course explains how to design knowledge management systems, with lectures provided by two professors. The first part of the course introduces the types of knowledge and relevant background, while the latter part focuses on applying the theory to case studies. Through case analysis in class, students learn how to design knowledge management systems tailored to specific cases. The grading is based on two options: 100% written exam or 80% written exam and 20% case report. The case reports are often in

collaboration with external companies, which provide real-world cases that need to be addressed. For the case report, students need to apply the theories learned in class to solve the problem and propose a method to design a knowledge management system. There are no exercise classes for this course, but before the exam, the teaching assistant would provide sample cases to clarify the exam direction and content.

- **Leadership and Motivation**

In addition to the regular course material, this class includes exercise classes and leadership practice. The exercise classes are taught by teaching assistants, who cover supplementary research methods that are also part of the exam content, and provide examples of previous exam questions. Leadership practice involves guest lectures by external experts who share practical insights into leadership applications. The main course content introduces various leadership theories, summarized in one PowerPoint slide. The exam is 100% based on a written test, but students can choose to participate in a group project at the beginning of the semester for extra credit towards the final grade.

Life Learning Abroad (Extracurricular)

In my daily life in Germany, there are several things that differ from those in Taiwan. First, supermarkets in Germany are closed on Sundays, and almost only restaurants remain open. Therefore, if you plan to cook for yourself, you must buy all the ingredients in advance on Saturday to avoid inconvenience. Additionally, Germany's railway system has its own character. When taking Deutsche Bahn (DB), delays are quite common, and the reasons for these delays are varied—ranging from employee illness and equipment failures to unexpected incidents. Most of the time, these delays do not receive any response from DB staff, and passengers must find alternative ways to reach their destination. As a result, I always make sure to allow plenty of time when traveling by Deutsche Bahn, to avoid affecting my subsequent plans. Although these daily details may seem small, they have made my life abroad much smoother and have taught me how to effectively plan my time and handle unexpected situations.

Benefits of the Exchange Program (Listed)

1. **Exchange with Students from Various Countries:** I met many European graduate students who already had work experience or were working while studying. Their experiences were helpful during class discussions and group projects, and the exchanges provided diverse feedback and perspectives.
2. **Professional Knowledge:** The content of the courses was comprehensive and enriching. For example, in the Knowledge Management course, by the end of the semester, I had learned how to design an effective knowledge management system, which could help improve the management and use of resources in organizations or companies.
3. **Travel Across Europe:** The geographical location of Mannheim is very convenient. The main train station in Mannheim is just a 30-minute ride on the ICE high-speed train to Frankfurt Airport. Flights

from Frankfurt to neighboring countries are also very short, making it easy to travel around Europe during the semester and experience different cultures and landscapes.

Difficulties

During my exchange, I received help from many people. Most problems could be solved by searching for information online or asking others for advice.

Cultural Aspects

This was not really a culture shock, but I did appreciate the strong environmental awareness. For example, when purchasing bottled drinks in supermarkets, there is an additional charge for plastic or glass bottles. After finishing the drink, you can return the empty bottle to a nearby store of the same supermarket chain for a refund of the deposit.

Personal Growth and Change

I became more calm and patient when facing unexpected problems. For example, although I had heard about train delays in advance, I was still mad the first time it happened. However, seeing the locals treated the delays like normal helped me understand that this was just part of the German railway system. I learned not to trust the train schedules completely but to always allow extra time. If there were delays, I would either take a different train or ask locals for help to resolve the issue and ensure I reached my destination.

Impressions and Suggestions

Going abroad for an exchange not only allows me to experience the world from a different perspective while adapting to a new environment, but also gives me the chance to gain many unexpected experiences and friendships. Although I often hear from others that Europeans are relatively indifferent, my exchange experience showed me that this is not necessarily true. Just like in Taiwan, Europe has both enthusiastic and indifferent people. I have received help from many individuals, both in my daily life and studies. These selfless acts of kindness have allowed me to adapt more quickly and smoothly to life in a foreign country. This opportunity to take enriching courses at a top business school in Germany and travel across Europe to broaden my horizons has been incredibly rewarding, and I have gained a lot from the experience.