

心得報告

一、 學校簡介

曼海姆大學是德國排名頂尖的大學之一，同時也被譽為最美麗的大學之一。校園坐落於德國最大的巴洛克宮殿內，並與市中心僅咫尺之遙，步行即可抵達。熱愛自然的學生也能在距離宮殿僅五分鐘路程的美麗萊茵河畔找到放鬆之地。大約有 900 位學者與 12,000 名學生在這個獨特的環境與氛圍中享受學習與研究的特權。曼海姆大學商學院是歐洲領先的商學院之一，融合了一流的研究實力、國際化視野，以及明確的企業實務導向。我們創新的教學方式與嚴謹的品質管理，為學生提供最佳的學術條件。這一點也體現在我們卓越的排名表現與榮獲三大國際認證——AACSB、EFMD (EQUIS) 和 AMBA 的肯定上。

二、 國外研修之課程學習（課內），推薦受益最多/最喜歡的課程

這學年一共修習了六門課，分別為行銷管理、財務管理、策略管理、德文 A1.2、設計思考以及資訊管理，其中讓我感覺收穫最多課程是策略管理，這門課除了教一些基本概念，例如策略分析、策略制定、策略執行和策略評估等等，教授還會請一些業界高管來演講，有一次教授請了 McKinsey 的主管來讓我們理解該公司所運用的策略管理，我覺得用這種方式會比一直講授好很多，結合業師來演講能幫助我們更能融會貫通並將所學運用其中，也能提早得知不同大企業的內部運作。如此一來不僅能增進知識，對未來想走的商管方向也會有所幫助。

第二個印象比較深刻的課程是設計思考，因為曼海姆大學的課程大多是理論導向，較少有分組或報告的機會，幾乎都是考試來決定你的期末成績，而這門課就比較不一樣，教授要求你跳出既有的思考，不要想

著有正確的答案，然後期末是以影片報告的形式呈現，教授會給予每組一個題目，要想出解方，像我們這組的題目是如何讓運動更有趣，我們最後設計了一款 APP 來解決這個問題，並拍影片來呈現我們的理念與設計概念。相比單調的講授課，我更喜歡這種培養軟實力的課，多了許多互動性，同時也能在團隊合作中認識外國朋友，在合作中擦出不同火花，彼此交流，讓整個課程更加活絡有趣。

三、 國外研修之生活學習（課外）

課外時間我經常去歐洲各國旅遊，從交換前就很想學習獨旅，靠著自己走遍各個國家，上學期獨旅了不少城市，也遇到了不少事，例如常常在網路上看到的歐洲詐騙黨真實發生在我身上。有一次去柏林旅遊的時候，在柏林大教堂的廣場遇到簽名黨，他們會要求你簽名在他們的表格上，簽了後就會跟你要錢。那時候他們向我走來，並要求我簽名，但我沒簽因為我知道那是詐騙，我拒絕並很直接了當請他們不要繼續詐騙，然後他們就很生氣地開始罵我，很有趣的經歷。獨旅不僅僅是旅遊，更多了時間與空間跟自己對話，在交換前原本計畫研究所在歐洲就讀，但經過這一年，我發現歐洲對我來說是旅遊的地方，而不適合長居，自己還是偏好亞洲的環境。獨旅也讓我更獨立，培養了問題應變能力，在旅行中一定會有一些小插曲，這時候只能靠自己來一一解決所面對到的問題，即使旅行常常不會是順遂的，但這些不順遂為整個旅途增添不少色彩，也變成值得拾起的美好回憶。另外，獨旅過程中也會遇到不期而遇的緣分，去波蘭的時候在青年旅館遇到一個跟我差不多年紀的美國人，當時我主動找他搭話，然後就變朋友了，後來他朋友來找他，然後他就把朋友也介紹給我，我們就變成一群一到青旅就一直聊天到半夜的兄弟，現在有時也還會連絡。獨旅在交換這一年真的佔我成長養分的很大一部分。

四、 交換/研修之具體效益（請條列式列舉）

- 語言能力提升（英文、德文）
- 體驗德國教育
- 獨立生活能力提升
- 文化交流
- 拓展國際觀
- 結交國際友人

五、 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？

德鐵（Deutsche Bahn）在歐洲可謂「惡名昭彰」。出國前我一直以為德國什麼都很精準，尤其是交通系統，應該會跟他們嚴謹的形象一樣準時。結果一到當地才發現，德鐵在歐洲其實是出了名的「不可靠」，誤點、取消班次、臨時換月台幾乎是家常便飯。有好幾次我明明早早到車站等車，結果車突然被取消，或者誤點一兩個小時，完全打亂原本的行程安排。印象最深的是有一次搭 ICE（德國高鐵）去布魯塞爾，中間要到科隆轉一次車，結果去科隆路上車子直接在某一個小站停下來，然後讓我們下車後說要等下一班來載我們，也沒說具體原因，最後在科隆銜接的高鐵也搭不上，直接晚了兩個小時到布魯塞爾，當下真的是欲哭無淚，但還好最後也全額賠償。

當地人倒是見怪不怪，大家都很說 DB 其實是 Delayed Bahn。這樣的經驗一開始讓我很焦慮，畢竟在台灣搭高鐵或捷運，幾乎不太需要擔心誤點問題。但久了之後，我也慢慢學會放寬心，開始預留更多彈性時間，德鐵延誤是常態，準時是異態。某種程度上，也算是訓練了我的隨機應變能力和心理素質。雖然德鐵不準時這件事看起來是個「壞事」，

但對我來說，也是一種文化上的適應過程。它讓我意識到，所謂「準時」、「效率」這些標準，在不同國家真的可以有完全不一樣的定義。

六、 海外生活期間是否曾遭遇文化衝擊，您如何去面對及適應？

這一年我發現德國人都比較直來直往、不拐彎抹角，這也讓大家對德國人的印象就是不太友善，帶了些嚴肅。但其實他們就是習慣坦承坦率地表達想法，而不是虛與委蛇。相比台灣人習慣委婉地表達，一開始確實有些不習慣，但正所謂入境隨俗，我也逐漸開始學習他們的表達方式，真誠坦誠地表達意見，直接切入主題，而不是不斷地猶豫或鋪陳。

另外一個點是他們的生活步調，我覺得自己是快步調的人，但德國人他們比較重視生活品質，週日幾乎所有店家都休息，可以看到很多人都坐在室外喝著啤酒，聊著天，享受著陽光與休閒時光。這一年我也學習他們放慢腳步，好好享受當下，有時候假日就躺在河邊草地一個下午享受著徐徐微風以及此起彼落的蟲鳴聲，十分愜意及放鬆。

七、 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？

交換這一年，我覺得自己最大的成長是變得更加外向，也更勇於主動去認識新朋友、與人交流互動。出國之前，我一直認為自己是個小E人——也就是不算非常內向，但也不到很擅長社交。過去的我，面對陌生人時總是多一點猶豫、少一點主動。然而，這一年的生活改變了我許多。

在交換期間，因為參加了無數次的旅行和各種團體活動，我有機會結識來自世界各地的人們。每一次交流、每一場對話，對我而言都是全新的挑戰與學習。我漸漸意識到，如果我當下不主動開口、不把握機會，那個人或那段緣分就可能永遠錯過。畢竟，在異地相遇，本身就是

件難得的事。這樣的念頭成為我內在的轉捩點，也驅使我願意放下害羞和顧慮，勇敢跨出第一步。

讓我驚喜的是，一旦我跨出了舒適圈，我發現自己其實非常享受與人互動的過程。無論是與不同文化背景的人聊天、分享彼此的生活，還是一起探索陌生的城市，那些交流不僅讓我更開闊眼界，也讓我更認識自己。更難得的是，有些在交換時期認識的朋友到現在都還保持聯繫，有些甚至在我回台灣後還約出來見面、一起吃飯敘舊，這讓我覺得格外珍貴。

回顧這段經歷，我很感謝那個願意嘗試、願意主動的自己。因為這樣的改變，我不僅交到了來自世界各地的朋友，也學會如何更自在地與人相處，這對我的人生無疑是一個非常寶貴的成長。

八、感想與建議

這一年的交換經驗，對我而言，不僅僅是完成一個多年的夢想，更是一段重新認識自我、挑戰舒適圈、打開世界觀的重要旅程。從最初的興奮與期待，到初來乍到的適應期，再到後期的熟悉與不捨，這段旅程的每一個片段都深深烙印在我心中。在曼海姆大學的學習過程中，我接觸到與台灣截然不同的教育模式。課堂上鼓勵學生發言、批判性思考與自主討論，讓我學會更主動地表達想法，也培養了更獨立的學習能力。生活方面，最有感的是文化差異所帶來的衝擊與成長。初期因為語言、習慣與飲食文化的差異，確實遇到不少挑戰，例如日常溝通的誤解、對陌生環境的不安與孤單感。然而，正是在這些過程中，我學會了如何冷靜面對問題、如何尋求幫助、如何重新建立自我節奏與生活方式，也交到了來自世界各地的朋友，這讓我的世界不再侷限於自己熟悉的圈子。此外，這次交換也讓我有機會走訪多個歐洲國家，每一趟旅行不僅是對眼界的開拓，更是對自我的一次次試煉。

無論是規劃行程、應對突發狀況，還是獨自面對陌生環境，這些都讓我變得更加獨立與堅強，也更相信自己的能力。回顧這一年，我最大的收穫不是單純的學術知識或旅遊見聞，而是內在心態的轉變。我變得更包容不同文化、更勇於挑戰未知，也更清楚自己想要什麼、適合什麼。這趟旅程雖已結束，但它對我人生的影響才正要開始。未來我也期許自己，能將這段經歷中所學與所感，轉化為繼續前行的動力，在更大的世界中持續探索與成長。

Reflection Report

1. University Introduction

The University of Mannheim is one of the top-ranked universities in Germany and is also recognized as one of the most beautiful. The campus is located within the largest Baroque palace in Germany and is just steps away from the city center, easily accessible on foot. Students who enjoy nature can also find a peaceful retreat by the scenic Rhine River, only a five-minute walk from the palace. Around 900 scholars and 12,000 students enjoy the privilege of learning and conducting research in this unique setting.

The University of Mannheim Business School is one of Europe's leading business schools, combining top-notch research, an international outlook, and strong ties to the business world. Our innovative teaching methods and rigorous quality management ensure the best academic conditions for students. This is reflected in our outstanding rankings and the prestigious triple crown accreditation: AACSB, EFMD (EQUIS), and AMBA.

2. Academic Experience

During the academic year, I took a total of six courses: Marketing Management, Financial Management, Strategic Management, German A1.2, Design Thinking, and Information Management. Among these, the course I found most rewarding was Strategic Management. In addition to covering fundamental concepts such as strategic analysis, formulation, implementation, and evaluation, the professor also invited guest speakers from the industry. One memorable session featured a senior manager from McKinsey, who shared how strategic management is applied within their company. I found this approach far more engaging than traditional lectures. These industry insights helped us connect theory with practice and gave us early exposure to how large companies operate. It was a great way to deepen our understanding and prepare for a future in the business world.

Another course that left a strong impression on me was Design Thinking. Most courses at the University of Mannheim are theory-heavy, with little group work or presentations, and final grades usually depend solely on exams. However, this course was different. The professor encouraged us to think outside the box and not to look for the “right” answer. Our final project was a group video presentation based on a given topic. My team’s challenge was to find a way to make exercise more enjoyable. We ended up designing an app and creating a video to present our concept and design thinking process. Compared to traditional lectures, I much preferred this interactive, soft-skills-oriented course. It not only encouraged creativity but also gave me the opportunity to work closely with international peers, sparking new ideas through collaboration and making the learning experience more dynamic and enjoyable.

3. Life and Learning

Outside of class, I spent a lot of time traveling around Europe. One of my personal goals before the exchange was to experience solo travel, and I managed to visit many cities on my own during the first semester. Along the way, I encountered various situations—including some of the scams you often hear about online. For instance, when I was visiting Berlin, I ran into a group of scammers known as the "petition scam" near the Berlin Cathedral. They approached me with a clipboard asking for a signature and then demanded money. Since I knew about this trick, I firmly refused and directly told them to stop scamming people. They got very angry and started yelling at me—an amusing experience in hindsight.

Solo travel wasn't just about sightseeing—it also gave me time and space to reflect. Before the exchange, I had been considering pursuing a master's degree in Europe. But after spending a year there, I realized that while Europe is great for travel, it may not be the best fit for me to live long-term. I still prefer the environment and lifestyle in Asia. Traveling alone made me more independent and helped me develop problem-solving skills.

Unplanned incidents are inevitable, and during solo trips, you can only rely on yourself to handle them. Even though things don't always go smoothly, these bumps along the road often become the most memorable parts of the journey.

Solo travel also brought about unexpected connections. While in Poland, I stayed at a youth hostel where I met an American around my age. I initiated a conversation with him, and we quickly became friends. Later, his friend came to visit, and he introduced us. The three of us ended up talking late into the night like old buddies. We still keep in touch from time to time.

These chance encounters made my solo travels incredibly rewarding and became an essential part of my growth during the exchange year.

4. Tangible Benefits

- Improved language skills (English and German)
- Firsthand experience of the German education system
- Enhanced independence and self-management
- Cultural exchange
- Broadened international perspective
- Formed friendships with people from around the world

5. Reflections

This year-long exchange experience was not only the fulfillment of a long-time dream, but also a journey of self-discovery, stepping out of my comfort zone, and expanding my worldview. From the initial excitement and anticipation, through the adjustment phase, to the eventual familiarity and attachment—I've treasured every moment along the way.

At the University of Mannheim, I encountered an educational approach very different from that of Taiwan. Classes emphasized student participation, critical thinking, and independent discussion. I learned to express my ideas more proactively and developed a stronger sense of academic independence.

On a personal level, the cultural differences brought both challenges and growth. In the beginning, I struggled with language barriers, unfamiliar habits, and different dietary customs. I experienced communication breakdowns, insecurity, and moments of loneliness. But through these experiences, I

learned how to stay calm in the face of difficulties, how to seek help, and how to rebuild a routine and lifestyle that suited me. I also made friends from all over the world, which helped expand my horizons far beyond what I had known.

Moreover, this exchange gave me the opportunity to travel across many European countries. Each trip not only broadened my perspective but also tested my resilience. Whether it was planning itineraries, dealing with unexpected issues, or navigating unfamiliar environments on my own, these experiences made me more independent, confident, and capable.

Looking back, my greatest takeaway from this year was not just academic knowledge or travel experiences, but the transformation of my mindset. I became more open-minded, more willing to embrace the unknown, and more certain about what I want and what suits me. Though the journey has ended, the impact it has on my life is only just beginning. I hope to carry the lessons and insights from this experience with me, using them as motivation to keep exploring and growing in the larger world ahead.