

A. 學校簡介

義大利杜林大學是一所歷史悠久、極具代表性的學府，其商學院亦是義大利最早成立的商學院之一。入學前，學校會詢問交換生欲選擇就讀 SAA 或一般大學本部的 SME，兩者差異如下：

SME (School of Management and Economics)：位於杜林市中心，屬於傳統的大學經濟與管理學院，學生人數較多，學習氛圍偏向一般學院制。

SAA (School of Management)：校區多位於杜林南部郊區 (Nizza Millefonti 區)，規模較小，環境較接近專業研究機構，教學方式更著重於實務導向與案例分析。

我選擇的是 SAA，其提供多門全英語授課課程，吸引大量國際交換生，並強調與企業的實務連結，課程中經常安排企業參訪或邀請業界導師授課。整體而言，SAA 的國際化氛圍濃厚，對英語使用者也相對友善。

B. 國外研修之課程學習 (課內)，推薦受益最多/最喜歡的課程

我最喜歡的課程是 Leadership in a Change Management Process。這堂課的教學方式非常特別，全程以高度互動與討論為主，但老師對於上課紀律相當重視，尤其是準時。印象深刻的是第一堂課中，有五位同學遲到，老師當場請他們離開教室，讓我深刻感受到老師鮮明且嚴謹的教學風格。

這門課為期六天，集中於一週內完成 (週一至週六)，並於週六進行期末發表。老師上課時風格生動幽默，充滿戲劇張力，也非常喜歡與學生互動，幾乎每位同學都會被點名參與討論，甚至被邀請上台互動，課堂氣氛緊湊又刺激。雖然壓力不小，但整堂課非常有趣，完全不會讓人分心或感到疲憊，學習收穫也十分扎實。

期末發表同樣令人印象深刻。每組五人，分別扮演一間公司的不同高階主管 (如 CEO、CFO、HR 等)，進行整體策略與變革管理的模擬。老師在第一堂課便提供期末報告的案例，讓我們能在上課同時同步準備，學習效果相當好。整體而言，這堂課讓我實際體驗到國外開放且高度互動的師生關

係，也累積了與不同國籍同學合作討論的寶貴經驗，同時結交了許多朋友，是一門非常值得推薦的課程。

C. 國外研修之生活學習（課外）

課業之外，我學到最重要的兩項生活技能。第一，是學會煮飯並能好好照顧自己；第二，則是學會在國外規劃與進行旅行。

在出國前，我幾乎完全不下廚，但到了義大利後，開始學習自己煮飯，並嘗試做出營養且美味的餐點。從到超市挑選食材、規劃菜單，到實際進廚房料理，從一開始覺得料理平淡無味，到後來連自己都忍不住稱讚手藝的進步，甚至能煮給室友與朋友一起分享，這個過程讓我獲得很大的成就感。

此外，在國外旅遊時，我也不再只是跟隨他人，而會主動參與行程規劃、查交通路線、訂票與住宿，學習如何成為一位可靠的旅伴，這對我的獨立性與責任感都有很大的幫助。

D. 交換/研修之具體效益

這趟交換之旅大大拓展了我的視野。雖然海外生活充滿美好與新鮮感，但同時也伴隨著不少挑戰與辛苦。然而，正是這些困難促使我成長，讓我更深刻體會文化差異，也更加意識到世界的廣闊與多元。

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？

曾在與朋友一同旅行時，遇到朋友被航空公司臨時取消登機資格，導致他無法如期抵達目的地的突發狀況。這次經驗帶給我最大的啟發是，天有不測風雲，面對突發事件時，最重要的是保持冷靜、理性思考，因為事情終究會有解決的方法。

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？

有的。

有一次在購買保養品時，店員不小心多刷了約 €8 的金額。當我向店員反映後，對方表示無法直退款，只能補償折價券。由於這筆金額確實是刷卡錯誤，當下仍讓我感受到些許不適。

這次經驗讓我體會到，歐洲的服務文化相較於亞洲較為隨性，與亞洲普遍強調「顧客至上」的服務態度有所不同。面對這樣的文化差異，我選擇理性溝通並勇於提出問題，雖然未能直接退款，但至少成功爭取到相對應金額的折價券，也學會以更彈性的心態看待不同文化的服務方式。

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？

我最大的成長來自於心態上的轉變。我發現自己變得更獨立，不再過度依賴他人，能夠好好照顧自己的生活與身體。同時，我也感受到內心變得更加強大，我依然喜歡結交朋友，但也不再害怕獨處。我體會到，唯有先照顧好自己，才有能力真正去關心與照顧他人。

H. 感想與建議

這趟交換旅程中，我遇見了許多非常好的人，他們讓我的交換生活變得更有興趣且豐富。從最初一個人帶著徬徨與不安搭上飛機、降落義大利，到四個月後離開時，我已經結交了新朋友，並帶著大家的溫暖與祝福回到台灣。未來是否還能再見面雖然未知，但我覺得自己非常幸運，能在這段人生旅程中遇見他們。

I. 英文心得(包含學校簡介、課程學習、生活學習、具體效益、心得感想等等) 500 字以上

Exchange Study Reflection at the University of Turin

The University of Turin is one of the oldest and most prestigious universities in Italy, with a long history in higher education and business studies. Its business education system is divided into two main tracks: the School of Management and Economics (SME) and the School of Management (SAA). SME is located in the city center and follows a more traditional university structure with a large student population. In contrast, SAA is situated in the southern part of Turin, in the Nizza Millefonti area, and has a smaller scale with a learning environment closer to that of a professional research institute. SAA emphasizes practical

learning, case analysis, and strong connections with the business world. I chose to study at SAA because it offers many English-taught courses and attracts a large number of international exchange students, creating a highly international and English-friendly academic environment.

Among all the courses I took, Leadership in a Change Management Process was the most impressive and beneficial. The teaching style was highly interactive and discussion-based, very different from the traditional lecture format I was used to. The professor was extremely strict about punctuality, which left a strong impression on me from the first class, as several late students were asked to leave the classroom. This demonstrated the importance of professionalism and responsibility in an academic setting.

The course lasted for six intensive days within one week, with the final presentation held on Saturday. The professor's teaching style was energetic, humorous, and theatrical, constantly engaging students through questions, discussions, and role-playing activities. Every student was expected to participate actively, which made the class challenging but also extremely stimulating. Although the pressure was high, the learning experience was very rewarding, and I never felt disengaged during the course.

For the final project, each group represented a company, and each member played the role of a top executive such as CEO, CFO, or HR manager. The case was provided on the first day, allowing us to prepare throughout the week while applying the concepts learned in class. This course not only strengthened my understanding of leadership and change management, but also allowed me to experience an open and dynamic teacher-student relationship and to collaborate closely with classmates from different cultural backgrounds.

Beyond academic learning, my exchange experience also brought significant growth in daily life skills. One of the most important changes was learning how to cook and take care of myself. Before going abroad, I rarely cooked, but living in Italy encouraged me to start preparing my own meals. From grocery shopping and selecting ingredients to cooking balanced and tasty dishes, I gradually gained confidence and even enjoyed sharing my food with roommates and friends. This experience helped me become more independent and self-sufficient.

In addition, traveling abroad taught me how to plan and take responsibility as a travel companion. Instead of always following others, I learned how to search for routes, book transportation and accommodation, and handle unexpected situations during trips. These experiences strengthened my problem-solving skills and adaptability.

Overall, this exchange experience significantly broadened my perspective. While life abroad was exciting and fulfilling, it was not without challenges. Facing cultural differences, unexpected difficulties, and moments of loneliness allowed me to grow emotionally and mentally. One important lesson I learned is the importance of staying calm when unexpected problems arise, as solutions can always be found with a clear and rational mindset.

The greatest personal growth from this exchange was a shift in my mindset. I became more independent,

confident, and emotionally resilient. I learned that while building connections with others is important, being comfortable with oneself is equally valuable. This experience taught me that only by taking good care of myself can I truly support and care for others.

In conclusion, this exchange journey was filled with meaningful encounters and unforgettable experiences. From arriving in Italy alone with uncertainty to leaving with new friendships and warm memories, this period has become a valuable chapter in my life. I feel truly grateful for the people I met and the lessons I learned, which will continue to influence my future academic and personal development.