

繕打 中文及英文 心得報告，應包含下列項目

(中文至少 1,000 字+英文至少 500 字。赴中國交換者不需撰寫英文心得。)

A. 學校簡介

曼漢大學(也譯為曼海姆大學) 坐落在曼漢宮(城堡)裡，位於德國的巴登府騰堡州(Baden-Württemberg)，其以商學院聞名，排名位居德國前三，並有著德國哈佛的美名！不同於歐洲的現代建築，曼漢大學有著巴洛克式建築風格，教室建築、長廊別有一番與歷史共存的美感！學校裡設有學餐、餐廳、各學院圖書館等，以及保障國際交換生一學期的學生宿舍；不僅學校設備完善，針對國際生，學校所提供的校內資訊、生活、課外活動等皆相當的全面！曼漢市雖然不算是德國的大城市，生活機能也不差，學校近市中心，交通以電車、公車則能抵達，消費水平上相較於其他大城市，則也相對好負擔。

B. 國外研修之課程學習 (課內)，推薦受益最多/最喜歡的課程

學期初我選擇了三門管院課程，以及一門德文課程，除了德文課程以外，這三門管院課程皆是以大班講授式教學為主，一班人數大約在60~100人，課堂中除了老師課程知識的講授外，也真實地體會到國外學生在課堂上勇於發言、毫無不怯場表達自己觀點的學習文化。德國大學的考試制度相當特別，可以在學期末時另外註冊決定自己想要考試的科目，與自己學期間所選上、去上課的課程不衝突，最後成績單也只會顯示自己有註冊報名考試的科目成績。因此，由於學分的需求，我最後只註冊報考兩門科目！

1. Corporate Knowledge Management

企業知識管理是一門相當實用的課程，上課主要是老師講授為主，講授關於企業如何將企業知識資產運用現代的科技管理，並參考依據不同的理論框架作最有效的管理，而能夠有效的再次提取、使用知識，而不隨時間或人員流動造成知識流失。此門課到學期中會有一個選擇性參與的Case Study：個案研討一間德國當地的顧問公司所面臨問題，並透過小組報告提出解決方案。是一個能與同學共同討論學習的好機會，也能學習到同學們是如何將簡報設計得如此專業與內容完整。

2. Introduction to Entrepreneurship

創業概論是一門很有趣也相當充實的一門課，課堂初期主要由老師講授，中後期開始大多都是客座演講，老師會請來德國的創業家分享創業歷程，並從中講授具有應用價值的理論，充分地與實務做結合。除了講授課外，這門課必須參與4篇Case Study 小組討論，每兩週研讀1篇文章後與組員討論、回答助教針對個案所提出的問題，並製作成簡報報告。每次討論過程中，除了擔任報告參與者外，更像是個觀察者，學習著德國同學們的思考邏輯、製作簡報設計的堅持，與台前的報告…等，獲得了與以往不同的學習經驗！這門課雖然在報告準備上會較為繁忙，但實質收穫很多，是門我很喜歡也蠻推薦的課！

3. AI Strategy

AI 策略這門課是由資管所所開的一門課，若沒有修過相關課程，上這門課就會比較辛苦一點，因為必須要一直查相關的專有名詞，才能理解課程內容。這門課最具有挑戰性的

地方就是他必須參與小組企業競賽，老師邀請了知名顧問公司BCG 為競賽出題解決企業面臨的問題，獲獎的組別則有獎金外還能與企業主管一同用餐！

這門課的競賽準備對我而言極具挑戰性，因為我沒有資管系的知識背景，即使做足了許多小組討論前的功課，還是趕不上下一次討論的新議題，因此，最後退掉了這門課。雖然沒能完整參與整個競賽，卻著實學習到了組員們在思考解決方案時，是如何將問題發散、延伸，再探討無限可能性的執著與專注。

C. 國外研修之生活學習（課外）

曼漢大學的ESN VISUM（幫助交換學生的學生組織）充實了我在曼漢整學期的課外活動！

因為 ESN 組織我認識了我的學伴Eli，她在開學前帶我認識了校園，並帶著我參與了ESN舉辦的許多活動，同時也一起認識了來自不同國家的交換生！

剛開始因為自己不是一個外向的人，對於不熟悉的環境感到膽怯、不安，但後面才發現其實大家都是一樣的，只要勇於跨出第一步並帶著開放的心態，大家都是樂於分享，也願意幫助彼此的。這一交換學期對於我而言，真的是一個很棒的學習體驗！

Buddy Program

和我的學伴在曼漢大學前的最後一聚

International Dinner

ESN 舉辦的國際晚餐，各國交換生準備一道自己國家的料理讓大家品嚐

我們則準備了一鍋鹹酥雞，意想不到的大家都很喜歡，活動開始不到半小時就被吃光了！

Wine Tasting Trip

曼漢國際處舉辦的品酒活動，我們拜訪了德國第二大的葡萄酒酒莊，認識了葡萄酒的製作過程，參觀了地窖酒莊，也品嚐了4-5種不同的葡萄酒！

Würth Workshop

學校舉辦的企業工作坊，Würth是一間德國知名的工業用品供應商，在這個活動當中，不僅認識了這家企業，也參與了限時小組討論競賽，將Würth 公司內部問題透過小組討論，以報告的形式提議創意的解決方案，是一個極具挑戰性的任務！活動結束後，也與企業主管們一同用餐，是個很特別的體驗，不僅認識了其他同學們，企業主管也很大方地回答我們的所有疑問！

D. 交換/研修之具體效益 (請條列式列舉)

- 學習在不同文化背景差異下，如何表達自我的觀點與想法
- 增進國際視野，培養文化開放與包容的心態
- 提升獨立思考，和適應的能力，在陌生環境中自主規劃學習與生活
- 強化語言能力，和提升簡報設計的能力

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？

很幸運我在曼漢遇到的朋友們大多都很好相處且願意幫忙，整體而言，沒有遭遇到太大的困境或是難題！唯一我認為有讓我燒腦，且焦慮一陣子的就是修了一堂資管所的課程 (AI Strategy)，組員們為了課堂的小組企業競賽卯足了全力，每個禮拜討論2-3次，每次討論都將近2小時，因為我是非本科系，所以時常在小組討論時聽不懂組員討論的內容，即便花了很多時間了解各個專業術語以及工具，還是很難理解，能為小組貢獻的東西也非常有限，即使組員們希望我能夠多發表一些看法…

我最後決定與助教說明我的情況，並與教授確認是否能夠同意我退掉這堂課，也與組員說明我的情形與我對課綱的理解和實際修課內容有些出入，因而選擇退掉這門課。這件事對於我而言的啟發就是誠實面對自己的狀況，並且不要害怕去溝通，或許不是每個人都願意站在你的角度為你思考，但只要清楚表達自己的立場以及決定，並為自己的選擇負責，也是一種獨立的學習！

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？

或許是因為曼漢市並非德國大城市(如:慕尼黑、柏林)，這裡的當地德國人更給人一種距離感，例如在餐廳、咖啡廳、超市、車站的服務員們都習慣性用德文回答我使用英文詢問的問題，即使他們其實是懂一些英文的，這讓我的日常增添了小小不便，也了解到他們並不像台灣，較為好客、願意幫忙！後來的適應方式就是能聽多少算多少，如果真的有需要就拿出手機翻譯，不要因為他們較為嚴肅或冷漠而退卻，只要有禮貌並釋出友善的微笑與道謝，他們還是願意幫忙的。

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？我很幸運能選到自己理想的交換校：曼漢大學，和德國頂尖學生一起學習，不僅看見他們在學習時邏輯清晰敢於表達，也看見了他們對自我的要求如此的高，願意花加倍時間的努力在報告的準備上。我覺得在學習上帶給我最大的成長應該就是學習態度，讓我真正體會到成為優秀頂尖的人不光是聰明的腦袋，還要有比別人加倍努力的付出！

在文化上，我認為我的接受度與包容度也有大大地提升，我變得更願意主動去了解、認識，與體會不同，保持開放的態度讓我結交更多朋友，也變得更樂於分享。

H. 感想與建議

我認為這趟交換之旅讓我體驗到許多之前沒有過的經歷，不管是課堂上、課外活動、或是各個旅程，每每都是一個新的體驗與學習，這一學期過得很倉促卻很充實！

曼漢是一個相當不錯的地點，位置恰好在歐洲的中間，距離西歐與東歐旅途都不算是太遙遠；物價花費上，曼漢相比於其他大城市更可負擔(如：房租)；交通與生活機能上，也很方便，很快就能夠適應這裡的生活環境！

這段交換旅程中，偶有遇到一些較為冷漠的同學，或是堅持講德語的當地人，剛開始不太能理解，甚至有些許挫折，但我認為只要保有開放的胸襟與包容學習的心態，會讓許多文化差異與衝擊轉為正向的動力，繼續對未知的人事物感到期待，畢竟，每一段際遇將會是爾後分享不完的故事！

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

Introduction to school

The University of Mannheim is located in the Mannheim Palace, in the state of Baden-Württemberg, Germany. The university is particularly well known for its business school, which consistently ranks among the top three in Germany. Unlike many modern European universities, the campus features Baroque-style architecture, creating a unique academic atmosphere where historical buildings are integrated with modern education. The university provides well-equipped facilities, including cafeterias, restaurants, faculty libraries, and guaranteed dormitory accommodation for exchange students. In addition, the school offers comprehensive support for international students in terms of campus information, daily life guidance, and extracurricular activities.

The university provides comprehensive facilities, including a student cafeteria, restaurants, and libraries for different faculties. In addition, international exchange students are guaranteed student housing for one semester. Not only are the campus facilities well developed, but the university also offers extensive support for international students, including campus information, daily life guidance, and extracurricular activities.

Although Mannheim is not considered one of Germany's largest cities, its living convenience is still quite good. The university is located close to the city center and can easily be reached by tram or bus. Compared with other major German cities, the cost of living is relatively affordable.

Courses Learning

During the semester, I took three business-related courses and one German language course. Except for German language course, the three courses were delivered in lecture style with about 60–100 students. In addition to listening to professor's lecture, I also experienced the real learning culture abroad where students spoke up in class and confidently expressed their opinions.

1. Corporate Knowledge Management

The course mainly focuses on how companies manage their knowledge assets using modern technology, and how different theoretical frameworks can be applied to manage organizational knowledge effectively. The goal is to enable companies to retrieve and reuse knowledge efficiently without losing valuable information due to the time or employee turnover.

In the middle of the semester, there was an optional case study project. Students analyzed a real problem faced by a local German consulting company and worked in groups to propose solutions through presentations. It was a great opportunity to discuss and learn together with classmates.

Overall, this course is highly recommended. There was not much pressure during the semester. The only thing to be careful about is that the final exam consists of essay questions, which are not easy to prepare for. Sparing some time to focus fully on the preparation is definitely required.

2. Introduction to Entrepreneurship

Introduction to Entrepreneurship is a very interesting and enriching course. At the beginning of the course, the professor mainly delivered lectures. In the later stage, guest speakers were invited to share their entrepreneurial experiences. These entrepreneurs from Germany introduced real-world startup stories and combined them with practical theories.

In addition to lectures, the course required participation in four case study discussions. Every two weeks, students had to read an article, discuss it with group members, answer questions raised by the teaching assistant, and present their analysis through a group presentation.

During each discussion, I was not only a participant in the presentation but also more like an observer. I learned a lot from my German classmates' logical thinking, their attention to presentation design, and their performance when presenting in front of the class. This course required considerable preparation for presentations, but it was extremely rewarding. It was one of the courses I enjoyed the most and would strongly recommend. For the final exam, it was the same, consisting of essay questions, which are not easy to prepare for. Sparing some time to focus fully on the preparation is definitely required.

Extracurricular Activities

ESN VISUM Mannheim is a student organization that supports exchange students. It enriched my extracurricular life during my semester in Mannheim. Through ESN, I met my buddy Eli, who helped me become familiar with the campus before the semester started. She also invited me to join many activities organized by ESN, where I met exchange students from many different countries.

I am not a very outgoing person, I felt nervous and uneasy in a new environment. However, I later realized that many people felt the same way. As long as one is willing to take the first step and be open-minded, people are generally happy to share their experiences and help one another.

There were plenty of activities that I joined during the semester, such as picnic events, welcome parties, international dinners, and wine tasting trips, etc where I had many opportunities to interact with people. To be honest, this was something I did not expect before I started my journey. I would say that I was lucky to be surrounded by kind and hospitable people who were willing to help and bring me to different activities. For me, this exchange program was absolutely the most memorable learning experience I have ever had.

Reflection

This exchange semester has truly been a wonderful learning experience for me. I believe this exchange journey allowed me to experience many things I had never encountered before. Whether in the classroom, during

extracurricular activities, or throughout my travels, every moment became a new opportunity for learning. The semester passed quickly but was incredibly fulfilling.

Mannheim is also a very good location geographically. It is situated in the middle of Europe, making it relatively convenient to travel to both Western and Eastern Europe. In terms of living expenses, Mannheim is more affordable than many other large cities, especially in terms of rent. Transportation and daily living facilities are also very convenient, making it easy to adapt to life here.

During this exchange journey, I occasionally encountered some classmates who appeared rather distant or local people who insisted on speaking German. At first, it was difficult for me to understand and sometimes felt discouraging. However, I believe that as long as we maintain an open mind and a willingness to learn, many cultural differences and challenges can be transformed into positive motivation to keep exploring the unknown. After all, every encounter will eventually become a story worth sharing in the future.