C M P G 2 1 4

Class Test 1 - 2019

Covey

1. Our perceptions govern the way we…   [2]

See. Perceive. View the world (Any 2)

2. What is a paradigm according to Covey?   [2]

The "way" in which we see the world; Maps; Theory; model; Perception; Assumption; Frame of reference.

3. What does "inside-out" mean?   [2]

To be happy and live an effective life you have to start with your inner "self" – get your paradigms, character and motives right – be "principle-centered". Inside-out is a process of renewal and new level thinking. This continuing process is based on the natural laws that govern human growth and progress. It is an upward spiral of growth that leads to progressively higher forms of responsible independence and effective interdependence. The Outside-in paradigm leads to unhappiness and feelings of victimisation and immobilisation. These people focus on the weakness of others and the circumstances responsible for their own stagnation.

4. What are the two main categories of maps identified by Covey?   [2]

a) How things are and b) How things should be (values). Everything around us (environment) is measured against these mental maps and we assume that it is truth. We see the world not as it is, but as we are.

5. Shortly describe the character ethic.   [2]

Character ethic deals with the basic principles of effective living. It describes the fundamental aspects (primary traits) that make up what we are: trust, honesty, integrity, respect, patience, modesty, fidelity, courage, etc. What we ARE communicates more eloquently than anything we say or do. "What a man really is." Attributed to Primary greatness. Principles govern human effectiveness (our principles).

6. Name any two kinds of assets outlined by Covey.   [2]

Physical (lawnmower), financial (money) and human (control both physical and financial).

7. In looking inward towards who we are and what makes us the way we are, Covey introduces the concept of the personality-ethic. Discuss this concept as it relates to you, specifically, and provide an example of how this aspect reveals itself in your everyday life.   [2]

Personality ethic deals with how we present ourselves to others in public, as well as what we say and do. Used in one-shot or short-lived human interactions to make favourable impressions through charm and skill. We pretend to be interested in other people's hobbies, for instance. We rely on a positive mental attitude for interactions, and this behaviour can be learned: social manipulation, pretending, influencing people and their decision making, etc. Attributed to Secondary greatness.

8. Explain what a paradigm shift is. [2]

A paradigm shift is a fundamental shift in thinking, seeing and understanding. It's about changing attitudes and behaviours through seeing differently. If we see things differently we will think, feel and behave differently.

9. What function do our principles serve? [2]

These governing laws act as fundamental guidelines for human conduct and effective living. They are usually permanent. Principles are guidelines for human conduct that are proven to have enduring, permanent value. They're fundamental.

10. List four (4) of the principle-centered paradigms outlined by Covey. [2]

They exist in all human beings, regardless of social conditioning and loyalty to them. These include: (1) fairness (equity & justice); (2) integrity & honesty (cooperation & long-term interpersonal/personal growth); (3) human dignity (all men created equal); (4) service (contributing); (5) quality or excellence; (6) potential (growth); (7) patience; (8) nurturance; and (9) encouragement.

11. Compare the "Inside-Out" paradigm to the "Outside-In" paradigm in two sentences. [2]

Inside-out is a process of renewal and new level thinking. This continuing process is based on the natural laws that govern human growth and progress. It is an upward spiral of growth that leads to progressively higher forms of responsible independence and effective interdependence. The Outside-in paradigm leads to unhappiness and feelings of victimisation and immobilisation. These people focus on the weakness of others and the circumstances responsible for their own stagnation.

12. Communication skills are becoming increasingly vital to an IT professional in the workplace. Please provide two examples of such skills as they relate to both verbal and nonverbal communication in the IT profession. [2]

With the number of emails, proposal and design documents an IT professional writes, clear and compelling written communication is essential. Effective verbal communication is equally important. As an IT employee, you often have to explain technical processes in clear, easy-to-understand terms for customers and employers. You must also be able to explain your ideas in such a way as to make others want to support and finance your projects.

13. Why is "creativity" a sought after non-technical skill in the IT profession? [2]

IT professionals are constantly looking toward the future; anticipating and developing solutions for potential tech problems and needs. This sort of forward thinking requires a lot of imagination and creative problem solving. Employers therefore seek out tech professionals who are able to conceive unique solutions.

14. Explain why it is good to be flexible as an IT professional. [2]

IT professionals often face setbacks or unexpected changes, ranging from a technical problem with their project to a last-minute issue with a vendor. You need to learn to be flexible, accepting these changes and immediately looking for creative solutions. Employers will appreciate this flexibility. Similarly, you must be open to suggestions and feedback, whether from an employer or client. Listen attentively to any feedback you receive, and be open to making necessary changes to improve satisfaction.

15. How is leadership, as a soft skill, carried out in the IT field?   [2]

Even if you are not in a management position, you will often be asked to manage a project or team, if only for a brief period. Being a project manager requires strong communication skills, the ability to delegate tasks, and a constant focus on the end goal. As an IT professional, you may also be involved in client and vendor management. It is essential that you know how to communicate with clients and vendors effectively to ensure your company's needs are being met efficiently.

16. List and briefly describe two (2) of the top five communication skills employers look for on a Curriculum Vitae; as put forward in Alison Doyle's "List of Communication Skills for Resumes" (2019).   [2]

1. Written Communication

Writing well is a major component of your professional presentation. Many people who cannot write well are very talented in many other ways, but people often mistake an inability to write well with a lack of intelligence. Poor writing not only makes exchanges of ideas and information less efficient, but it also makes you look bad more quickly than almost anything else. Learning to write well has an important side effect; because clear, readable text is also well-organized, straightforward, and concise, learning to write also teaches you to speak and to think better.

2. Verbal Communication

Verbal (also called "oral") communication skills are essential for those with jobs in a traditional workplace and for employees whose tasks include extensive use of telephones. While verbal communications talents are probably most important for those in sales, customer service, and public relations roles, anyone who has to interact face-to-face with supervisors and work colleagues needs to be able to express themselves clearly and succinctly.

3. Nonverbal Communication

Nonverbal communication includes vocal tone, eye contact patterns, body language, and more. Nonverbal communication often carries more information than speech and has a much greater impact on rapport and trust. Learn the nonverbal signals you need to present yourself well. And if you have non-standard body language (for example, if you are on the autism spectrum or have a physical disability), you will have to find ways to avoid or correct misunderstanding.

4. Friendliness and Respect

Simple friendliness, politeness, and respect go a long way to create rapport and improve communication. Part of this is simply being kind and considerate with everyone. Say "please," "thank you," and "I'm sorry" as needed. Remember to ask people how they're doing and listen to the answer. Remember birthdays and preferences—take notes if you need to. But some signs of respect are culturally variable and not always intuitive. You have to learn those as you go.

5. Picking the Right Medium

Communication can be in person, by snail-mail, by email, by telephone, through text message, or by video. Each medium has its advantages and disadvantages, and each adds something different to the message you are trying to convey. Some messages are better suited to particular media than others. For instance, most people prefer to have bad news delivered in person. But people also vary widely in how they respond to different media. For example, people who lack confidence in their written communication prefer talking on the phone. Others prefer the slower, more thoughtful pace of email and actively avoid phones. You, of course, have your preferences, but part of communicating well is being able to identify the preferred medium of the other person for any given situation and be versatile enough to use it. Communicating well is one of those abilities that is often overlooked, and yet those who have it are at a substantial advantage to those who are not. Fortunately, many communication skills can be learned.

17. Discuss "listening" as it relates to producing quality outputs in industry.   [2]

IT professionals not only need to communicate their own ideas, but also need to listen actively to others. It's important to listen closely to what the client or your employer wants so that you can give them exactly what they are asking for. Don't be afraid to ask clarifying questions to make sure you understand the other person.

18. Define a habit. [2]

A habit is the intersection of knowledge, skill and desire. Knowledge is the theoretical paradigm (what to do & why). Skill is the how to do. Desire is the motivation (want to do). You need all three to make something a habit in your life. Effective habits are internalised principles and patterns of behaviour.

19. Which work habit would you recommend a fellow student start developing upon entering the workplace? Explain. [2]

1) Punctual. Be punctual for work. Even better, be early. Start the day feeling relaxed and settled.

2) Initiative. Take the initiative to get things done, even if that means you have to fill up the kettle and boil the water — just do it.

3) Neat, tidy and clean. Make sure your desk or workstation is neat, clean and pleasant. Clear perishable rubbish immediately and wash your mug at the end of the workday. The same attitude applies to the general office area and restrooms — use them considerately for others to enjoy as well.

4) Organised. The best indicator is to see if your tray, desk, drawers and cabinets are cluttered and messy or well-labelled and orderly.

5) Systematic. A good system smoothens work processes. Generally, established companies have a standard operating procedure (SOP) manual as a guideline. If all you have are verbal instructions, develop your own checklist of how a task should be done.

6) Efficient. Some people are naturally efficient. You can develop this skill by thinking things through. By doing so, you will know how processes can be done in a faster, smarter and more convenient way.

7) Problem solving. Understand what you are doing and improvise on existing work processes. Give feedback, ideas and suggestions to colleagues and clients to help them come up with solutions.

8) Follow-up. This does not mean chasing people after a day's notice. Give them a gentle reminder after a space of three days. Most people understand urgency and will help you expedite matters if you underline the importance of the deadline.

9) Fast. Learn to work fast on routine jobs. But this does not mean rushing to get things done.

10) Accuracy. Learn to pay attention to details especially if you are dealing with numbers and dates.

11) Fewer mistakes. Everybody makes mistakes, but you should aim to make fewer mistakes on routine jobs. Always be mindful that some mistakes come with a cost.

12) Paperwork. Be good in your paperwork. Clear paperwork as soon as possible and keep all your files updated so that you have important details at your fingertips.

13) Interpersonal. Be friendly, pleasant and have a positive attitude towards your colleagues and your boss. Don't show your temper, keep a long face or be sarcastic as it is totally unacceptable. Maintain a pleasant and upbeat telephone-voice when you make or take calls as this reflects the image of the company.

14) Teamwork. Be a team player. Be willing to share ideas, work experience, information, templates and so on, so other colleagues won't have to re-invent the wheel. This is how you build trust with each other.

15) Office etiquette. Don't spend too much time on personal calls, e-mails, text messages or tea breaks. Respect others' personal space and desk. Avoid using office paper and stationery for personal reasons.

16) Writing. Work on your letter writing and report writing skills. The only way to do this is to write more.

17) Reading. Equally important is the ability to read, comprehend and grasp the essentials — concepts, facts, figures and instructions.

18) Priority. Know what is important and what can be shelved. Stay focused, keep to your deadlines, plan your work for the day and the week and allow some flexibility for last-minute projects.

19) Filing. This is important as you may need to retrieve documents or answer questions by your superiors immediately, and they cannot be kept waiting. This applies to both physical files in the cabinet as well as files on your computer.

20) Responsibility. Know your level of responsibility with the company and take ownership for your job scope and inventory.

The sooner you acquire or boost these skills, the faster you will shine in your new job and impress the people you work with.

20. True effectiveness is a function of two things. Name both. [2]

True effectiveness is a function of two things: what is produced (golden eggs) and the producing asset or capacity to produce (goose). If you focus on what is produced you will lose control of the producing asset.

McMurrey

When defining "technical communication" there are 8 terms/concepts/words used. Name any two of these eight concepts/terms/words. [2]

Communication; Technical; Information; Specific purpose; Specific audience; Needs; Specific situation; Tools (any three).

What is an audience analysis? [2]

Find out who are the readers of the technical document, what are their levels of knowledge, skills and experience – get to know your audience before you create the technical document.

What is a task analysis? [2]

Task analysis – what are the needs of your audience. What information do they need? What are the tasks that they have to accomplish? Which types of information do they need to make decisions?

Name two things that technical writers do. [2]

Communicate, research, project meetings, interviews, data gathering, documentation, create and write technical documents, analyse audiences, analyse tasks (any two).

List two (2) things technical writers should know about their potential user(s). [2]

In order to know who you are writing for, you have to gather as much information as possible about who will use the document. It is important to know if your audience holds expertise in the field, if the topic is totally new to them, or if they fall somewhere in between.

TOTAL: 20