Unit 03 Professional Practice

HND in Computing

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BCAS CAMPUS

BRITISH COLLEGE OF APPLIED STUDIES
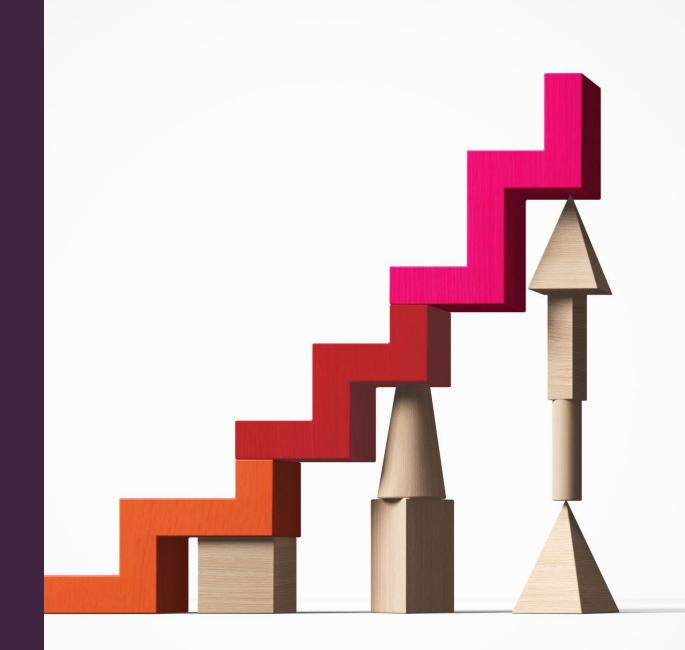
Warm-up Activity

Group discussion on types of verbal   and non-verbal communication and their effectiveness in different environments.

Activity

Group activity: Finding examples and situations where each type is most and least effective
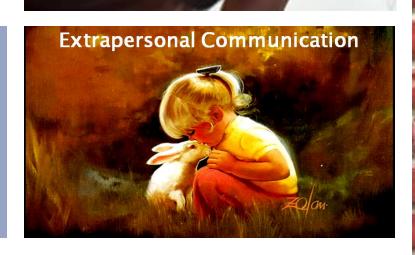
Levels of communication

1. Extra personal

- A human communicate with other species or non-living things.

Extrapersonal Communication

2. Intrapersonal

- Communication with own self.

- It is an act of imagination and visualization and recall and memory.

SELF-AWARENESS

CONFIDENCE

RELATIONSHIPS

STRESS MANAGEMENT

DECISION-MAKING

3. Interpersonal

- Communication with two or more people.

- It can be formal or informal.

4. Organizational communication

- Communication within or outside an organization.

- Examples
  - ✓ Letter
  - ✓ Email
  - ✓ Memos
  - ✓ Report
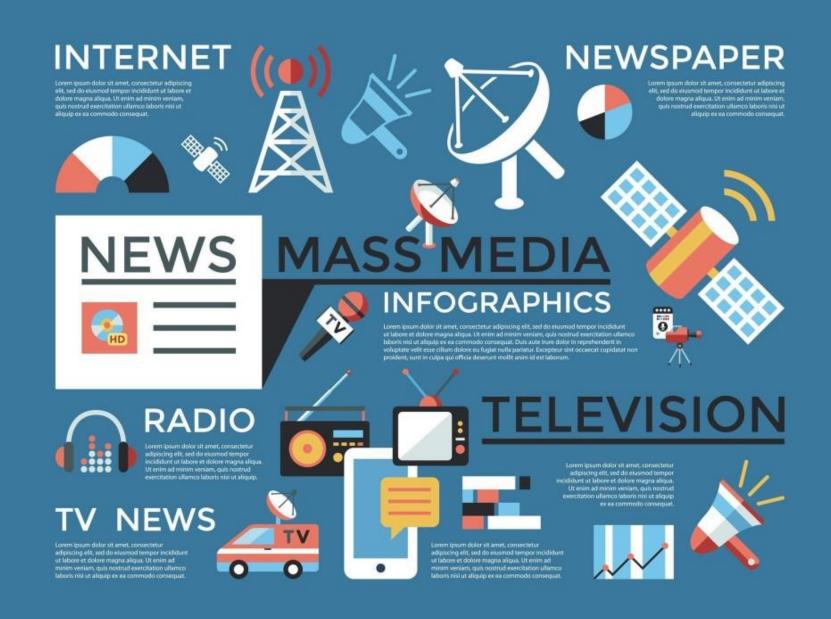 - ✓ Meeting
  - ✓ Interview

5. Mass communication

- Communication with large crowd.

- It is the high objective form of communication.

Examples:
- ✓ Newspapers
- ✓ Press conference
- ✓ Media interview
- ✓ Films
- ✓ Advertisement
- ✓ Social media

Barriers of communication

Activity

- Get into groups and discuss the barriers of communication

1.Physiological Barriers

- Perceptual barriers

- Emotional Barriers

- Experiential barriers

Suspicion and Prejudice

Defensiveness and Fear

Resistance to Change

Emotional States

Selective Perception

Distraction and Inattentiveness

2.Physical Barriers

- This type of barrier can be tangible or intangible and can occur in various forms, such as distance, noise, environment, language, or technology.

2.Physical Barriers

- Noise

- Workspace design

- Technical difficulties

- Distance

- Weather

- Interrupting

- Body language

- Written communication

3. Cultural Barriers

4. Language Barriers

Any idea about Jargon?

5. Interpersonal Barriers

- Inappropriate transaction of words with two or more people.

6. Stereotypes

- Stereotypes are usually negative attitudes which people use to justify discrimination of conflict against others.

How to be a good communicator?

To be a good communicator, one needs to:

- Express own reflections and ideas clearly

- Develop relationships

- Provide feedback (answers, reacts)

- Be open to others' feedback (accept others answer without prejudice, references etc.

- Respect attitudes and opinions of others

- Be tolerant to different customs and cultures

To be a good communicator, one needs to:

- Give full attention to people while they are talking to you.

- Encourage other people to talk, and ask appropriate questions.

- Present your ideas so that others are receptive to your point of view.

- Treat people fairly and let others know how you want to be treated.

- Value teamwork and know how to build cooperation and commitment.

- Strive to understand other people and to be empathetic.

To be a good communicator, one needs to:

- Be able to easily win people's trust and respect.

- Check to make sure you have understood what other people are trying to communicate

- Follow through on your commitments.

- Be able to work with people you have difficulties with without becoming negative

"*Every good conversation starts with listening.*"

Tom Haak (HR expert)

Formal Methods for Communication

Meeting

- One of the most common ways to communicate.

- They can vary from only one person to thousands based on message and audience appropriate.

- It is up to you to maximize every minute of the time spent to have dialogue.

- Make sure it is a dialogue and not a monologue.

- It is the best way as you have the verbal and non-verbal cues that enhance the communication and avoid misinterpretation.

Conference Calls

- The dialogue can take place though its dependent on voice intonation and clarity of the verbal message.
- They only require cost of phone call and there are many paid and free services that will facilitate use of a conference call line for many people to dial into.
- It's also a common way for classes to be recorded and replayed when it's convenient for you.

Newsletters / Email / Posters

- This strategy is one-way communication and utilizes emailed updates, hard copy brochures, posters, newsletters mailed or emailed.

- One of the weaknesses is that messages are delivered and you cannot gauge if they were read and understood, deleted as sometimes there is no feedback.

- That immediate feedback is valuable for strengthening your message and making sure impacts and feedback are quickly received
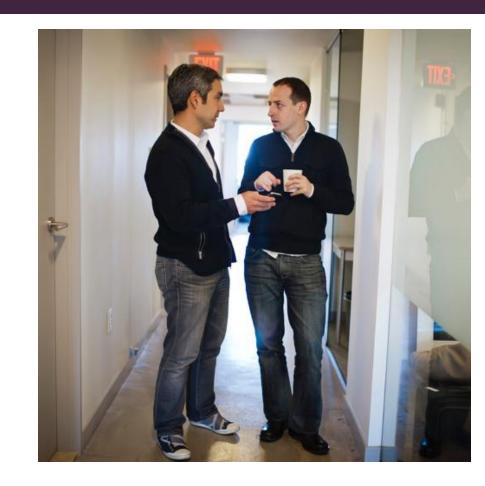
Informal Methods

It is important to not only rely on formal channels but to utilize informal communication as well.

The impromptu channels are often more information rich and critical for relationship building.

Hallway Conversations

These meetings are great for one on one communication, but also be clear and do not establish false expectations with casual comments dropped.

Lunch Meetings, Drink at the bar after work

These casual environments can be great for connecting, getting feedback, ideas, and work to build support

Sporting Events

Tennis, golf, etc are an easy forum to get the input on what support exists, feedback on ideas, brainstorming to strengthen your communication and build stakeholder support.

Voice mails

- This is often underutilized since email is so common but still shown to be more often listened to than an email will be read.

- This can be a solo voice mail, a voice mail broadcast to large team or you could pursue use of automated calling to get the word out depending on the size of audience.

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Academic Report Writing

Academic report writing

- Academic report is the one of the most common academic text type. It follows an established pattern, which can differ a little between different subjects.

- An academic report in technology or science can differ slightly from one in the economy or the humanities.

- Reports communicate information which has been compiled as a result of research and analysis of data and of issues.

- Reports can cover a wide range of topics but usually focus on transmitting information with a clear purpose, to a specific audience.

- The scope and style of reports varies widely.

A Report

A report like an essay, both should be considered below points.

- to be written in a formal style
- an introduction, body and conclusion
- analytical thinking
- extensive researching for information and evidence to support a conclusion
- careful proofreading and neat presentation.

A Report

A report differentiates from an essay hence of its below points;

- It is a presentation of facts and information, rather than a discussion of various opinions

- It is often written for a particular audience (e.g. an organization that has commissioned a report)

- The report is structured so that it may be scanned quickly by the reader

- uses numbered headings and subheadings (e.g. 2.1 Executive summary)

- uses short, concise paragraphs and dot points, where applicable

- uses graphics wherever possible (tables, graphs, illustrations)

- may need an abstract (sometimes called an executive summary)

- makes recommendations

- does not always need references and a bibliography

- often has appendices.

How to write a report?

You need to be considered below;

✓ Who has requested the report?

✓ Why have they asked for a report?

✓ What do they need to know?

✓ How will the report be used?

✓ Who is/are my audience or audiences? (e.g. clients, lecturers, assessors, managers etc.)

A report

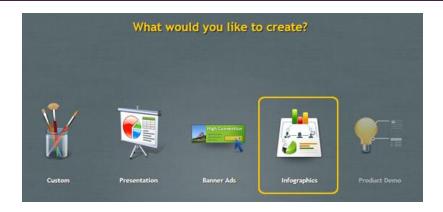|	
Letter or memorandum	Provided to the person or group who commissioned the report, stating the purpose of the report, brief summary and/or recommendations, and acknowledging others who have contributed.
Title page	Clearly describes what the report is about.
Abstract or Executive summary	Approximately 200 words. States the problem, how it was investigated, what was found, and what the findings mean.
Table of contents	A list of the major and minor sections of the report.
Introduction	Sets the scene and gives some background information about the topic. States the aim/purpose of the investigation and outlines of the sections in the body of the report.

A report

Main body	Organized into sections: what was investigated, how it was investigated it, what was found (evidence), and interpretations.
Conclusion	Summary, what the report achieved – did it meet its aims, the significance of the findings and a discussion and interpretation of the findings.
Recommendations	What is recommended as a course of action following the conclusion?
References	A list of all the sources you used.
Appendices	Any information (graphs, charts, tables or other data) referred to in your report but not included in the body.

Tools available for making effective presentations

How the technology can be used for enhance business communication?

- Easy Product Launch

- Product or service surveys

- Social interaction with consumers

- Video Conferencing

- Use of digital networks

The impact of technology in communication to individuals

- ✓ Text messaging services

- ✓ Social networking platforms

- ✓ Parental security apps

- ✓ Free internet calls

- ✓ Use of emails

The impact of technology in communication to individuals

Activity

- Make an academic report writing on the topic of Artificial Intelligence and Machine Learning Applications (500 words).

Thank You!

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