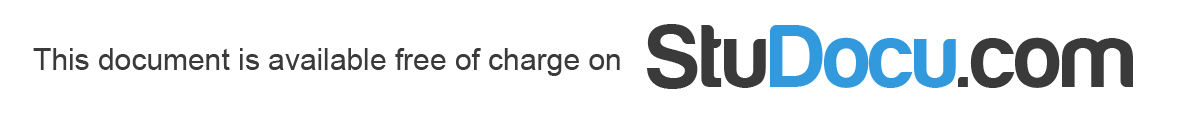
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**WEEK 1**

**IT As a profession**

o Includes the creation, design and testing of IT devices or network systems as well as the

application, configuration and support of IT devices and network systems

o Roles include web designer, programmer, project manager

Lasswell’s Model

o Who >> Transmitter

o What >> Content

o Channel

o Whom(to whom) >> audience

o Effect (with what effect?)

o Allows distinct focus on the transmitter, content, medium, and outcome of communication

**WEEK 2: COMMUNICATION**

o Types of communication;

-Interpersonal

-Intrapersonal

-Intercultural

o Interpersonal communication skills include;

-Assertiveness

-Listening

-Questioning

-Feedback

**Interpersonal Communication Skills**

*Assertiveness*

o Communication with appropriate assertiveness enables one to be effective in;

-Giving/ receiving compliments

-making requests (asking for favors/ help)

-Initiating and maintaining conversation

-Standing up for your rights

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*Listening*

o Listening behavior can vary considerably according to gender and power relations

eg. High ʹ status people tend to interrupt low ʹ status people, more than vice versa

o Non verbal communication as a listening technique

-Facial expressions

-Body language

o Listening Responsiveness

-Nodding our heads

-Making direct eye contact

-Upright, slightly leaning forward posture

o Effective listening barriers

-Changing the subject

-Not paying attention

o Active listening technique;

-using minimal verbal responses to spur the speaker to articulate and clarify their meaning

Questioning o Questioningtypes; -Direct probe, direct blunt question -Open, broader scope of response -Closed, limited response, ‘yes’ ‘no’ -Objective criteria, focus on the objective facts -Testing, testing the responders knowledge, we know answer to the question -Hypothetical, ‘what if’ q’s -Leading, more than a closed question

Feedback

o Feedback should include positive and negative aspects, constructive feedback examples;

-Fair

-Accurate

-Specific

-Formally structured

-Solution orientated

-Focused on behavior, not personality

**Intrapersonal Communication Skills**

o Relates to the internal expressions and understandings that occur within ourselves and others

o Emotional Intelligence and Competency

-/ŶĚŝǀ ŝĚƵĂů͛ƐĐĂƉĂďŝůŝƚǇƚŽ ƌĞĐŽŐŶŝǌĞĂŶĚƵƚŝůŝǌĞĞŵŽƚŝŽŶƚŽ ŝŶƚĞƌĂĐƚ ĂŶĚĐŽŵŵƵŶŝĐĂƚĞŵŽƌĞ

effectively

**Intercultural Communication Skills**

o Sending and receiving unambiguous and clear communication b/ w individuals from different

cultures

o **Improvement Cross-Cultural Communications**

**-**Recognize differences

**-**Adjust your communication based on differences in culture

**-**Preparing ourselves -х ƵŶĚĞƌƐƚĂŶĚƚŚĞĐƵůƚƵƌĞŽĨ ƚŚĞŝŶĚŝǀ ŝĚƵĂů;ƐͿ ǁ Ğ͛ƌĞĐŽŵŵƵŶŝĐĂƚŝŶŐǁ ŝƚŚ

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**WEEK 3: RESEARCH**

o **Four main stages of research**

-Collection -> seeking info and acquiring data for our research

-Analysis -> filtering and transforming our data into information

-Synthesis -> Processing info to understand connections

-Insight -> Deep understanding of our research, how it fits with other knowledge

o **Research styles**

-Theoretical research, researcher may propose a theory about matter

-Quantitative research, researcher conducts research and collects numerical data

-Qualitative research, researcher conducts research and collects non ʹ numerical data

o **Sources of Information**

-Primary data, lie closest to the source truth

-Secondary data, reanalysis or previously collected survey or other data that were originally

gathered by others

-Tertiary data, researcher brings together data from primary and secondary sources

o **Attributes of information**

**-**Currency, how up ʹ to ʹ date the information is, should be as relevant as possible

**-**Accuracy, whether the information is correct

**-**Authority, number of factors, who the author of the source is, where the information was

published, what sources were used to support the information

**-**Accessibility, how easy it is to find a resource or understand the information inside it

**-**Stability, how likely the information is to remain the same

o **Organizing information**

-Dewey decimal classification system, used by libraries to classify published material

-Used by 85% of world libraries

o **Presenting information**

*Reports*

-Start with executive summary which highlights the key findings/ actions required

-Clear statement of what we set out to do and/ or find

-Definition of any key terms with the necessary background

-Explanation of what we have found

-Clarification of any difficulties or challenges that arose along the way

-What the findings mean in context

-Identification of possible future lines of enquiry/ actions

*Presentation ʹ Covered in more detail in Chapter 4*

o **Reference list and bibliographies**

-Bibliography, provides a list of works that are relevant to your topic

**-**Reference list, works that you specifically refer to in your work

o **Referencing systems**

-used to refer the reader to further information elsewhere w/ o disturbing the flow of the text

-APA 6th edition

-Harvard system

-IEEE (Institute of Electrical and Electronics Engineers style)

o **Paraphrasing ,Quotation and Plagiarism**

-A quotation is using the exact words of another author or source such as a website within the

text in quotation marks

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-WĂƌĂƉŚƌĂƐŝŶŐŝƐŶŽƚ ƵƐŝŶŐƚŚĞĂƵƚŚŽƌ͛ƐĞǆĂĐƚ ǁ ŽƌĚƐďƵƚ ƌĞƉŚƌĂƐŝŶŐƚŚŽƐĞǁ ŽƌĚƐďƵƚ ŬĞĞƉŝŶŐƚŚĞ

idea

-Plagiarism is fraud that occurs when a researcher steals the ideas or writings of another and

uses them without citing the source

**WEEK 4: ORAL COMMUNICATIONS**

o **Preparing oral presentations**

-Planning your presentation -> Knowing your context -> Designing the structure of the content -

> Designing and using visual aids -> presentation logistics -> delivering the presentation

-Presentation objective(s) -> Informational of Motivational -> Key message -> Outcome

(message for the audience)

o **Structuring presentation content**

-Build a logical structure

-Using an effective introduction and conclusion -х ŐƌĂď ƚŚĞĂƵĚŝĞŶĐĞ͛ƐĂƚƚĞŶƚŝŽŶ

-Use a plan

-Include useful and compelling content

-Introduction -> Body -> Conclusion

o **Presentation logistics**

-Presentations must flow

-Managing the presentation environment

o **Delivering oral presentations**

-Ensure to break the ice at the start of the presentation so that viewers are engaged, also note

to keep the presentation short since attention span will deteriorate over time

-Managing timing

-Managing discussions and taking questions

-Keeping the audience engaged -> humor, keep the presentation short and on time

o **Non-verbal communications**

-Body posture and movement

-Use of hand gestures to enhance communication

-Making eye contact -> 1. Help concentrate on presentation, gives more confidence

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3. People will engage more with you, will actively listen when you look

directly at them

4. Help slow down when you speak, communication more effective

5. Changes facial expressions, helping audience connect more with us

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**WEEK 5: MEETINGS**

o **Meetings** ʹ **purpose and structure**

-A meeting, two or more people come together to communicate about a particular purpose

-Structure of meetings include;

¾ Formal

¾ Informal

¾ Subject to elaborate systems with of rules and conventions

¾ Completely without ceremony

*Formal meetings;*

*-*Well structured

-have rules and regulations that provide the framework for the meeting

-all members participate, however interaction is limited because of formality

-focuses on leader who manages the meeting and discussion

-final decisions will be made, other decisions deferred to later meetings

*Informal meetings;*

*-*not well-structured

-held to set goals, make decisions, exchange info and solve problems

-task orientated with group participation, feedback and interaction, leads to final decision

o **Keys to successful meetings**

-A successful meeting comprises of;

1. Define the purpose

2. Select the participants

3. Provide sufficient notification

4. Prepare a realistic agenda

5. Arrange a suitable venue

6. Follow proper procedures

7. Provide prompt feedback

8. Prepare an action list

9. Keep an accurate record

10. Follow up

-Preparation;

1. Why? ʹ Clarify the purpose of the meeting, is It really necessary?

2. Who? ʹ Decide who needs to be there

3. When? ʹ length and timing influences when a meeting should be held

4. Where? ʹ Consider a meetings location, eg meeting room

5. What? ʹ develop an agenda of what needs to be said

o **Terminology and procedures**

-Agenda acts as a plan for a meeting, provides a timetable for a meeting, states who will speak

to which items and details the meeting contents

-Minutes, are a record of what actually went on the meeting, what was said by whom any

decisions that were made

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o **Other terminologies**

-Standing orders, rules used to manage the work of a committee

-Point of order, tool which is used to draw attention to a breach in rules, an irregularity in

procedure, the irrelevance of continued repetition of a speaker or the breaching of established

practices or contradiction of a previous decision

-Quorum, minimum number of people who must be present for a meeting to transact any

business

-Motion, formal proposal for action or change put to a meeting that calls for those present to

vote for or against it, way of getting out definite decisions out of the meeting

o **Motions** ʹ **making a decision**

-Making a decision in a formal meeting requires a certain process to be followed

¾ Notice

¾ Proposal

¾ Motion

¾ Moved Seconded Amended Vote

¾ Casting Vote

¾ Resolution

-Motion, usually put forward in writing and put on the agenda, must be seconded by another

member before discussion, chairperson then asks members to speak for and against that

motion

-Right of reply, after general discussion before the vote, the originator of the motion has a

chance to reiterate and emphasize the main points

-Carried (passed), motion is usually won or lost with simple majority, motion win or passed is

said to be carried

o **Meeting participants** ʹ **members**

-Members responsibilities, member needs to do the right thing in order for a successful meeting

thus they need to;

¾ WƌĞƉĂƌĞ͕ ƐŽ ƚŚĞǇƵŶĚĞƌƐƚĂŶĚǁ ŚĂƚ͛ƐŐŽŝŶŐŽŶŝŶƚŚĞŵĞĞƚŝŶŐ

¾ Understand the procedures, members should understand and follow proper

meeting procedures in addition act in a professional manner and practice

general courtesies and meeting manners

o **Meeting Participants** ʹ **Chairperson**

-Participants take on different roles in every meeting, some roles may include;

¾ Chairperson

¾ Deputy chairperson

¾ Secretary

¾ Members

-Chairperson duties;

*Prior to meeting;*

1. Set meeting objectives (as per agenda)

2. Attendance

3. Prepare and circulate agenda

4. Manage; day, time, place

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*During the meeting;*

1. Welcome members

2. Meeting aims

3. Prioritize agenda items and timing

4. Confirm minutes

5. Discuss agenda items

6. Manage motions

7. Confirm action items and who is responsible

8. Close meeting

*Formal duties;*

-Interpreting the clarifying point issues

-Summarizing points of agenda

-Moving discussion forward

-Encouraging participation from all attendees

-Bringing discussion to a resolution

o **Meeting communication**

-High level of communication b/ w members is needed in order to exchange effective ideas

-Minutes are very important record and there should be a number of things all minutes

documents should include, these are;

1. Name of meeting

2. Date and time of meeting

3. Attendance

4. Numbered items

5. Action after each item and who is responsible

6. Details of any motion who moved them and outcomes

7. Time meeting was closed

-Outcome; provide feedback to participants ASAP, follow up should be done before next

meeting

-After the meeting

¾ Complete and confirm the meetings

¾ Follow up on action items

¾ Establish sub ʹ committees where appropriate

¾ Track progress

¾ Keep key stakeholders informed

¾ Interpersonal

¾ Intrapersonal

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o **The STAR Approach**

-**S**ituation, briefly describes the situation or scene

-**T**ask, Say what was needed to be done to address the situation and what your roles and

responsibilities were

-**A**ction, Say what you did and how you did it, include your reasons if they were useful/ relevant

-**R**esult, Say what happened as a result of your actions

o **Types of interviews**

-Stress interviews,

-One ʹ on ʹ one interview

-Screening interview,

-Telephone interview

-Lunch interview

-Committee interview

-Group interview

**WEEK 6: TEAMWORK**

**Teamwork** ʹ **Benefits & Limitations**

o Team; small number of people with complementary skills who are committed to a common

purpose, performance goals and approach for which they hold themselves mutually accountable

o Teamwork; process of working collaboratively with a group of people to achieve a goal