Name & Yr & Section: Adrian Samuel S. Olleres BSIT – 3B   Date: 01/22/24

Midterm Activity 1

1. **What is meant by professional communication?**

    a. Professional communication implies sending accurate and specific information in corporate venues, establishing authority and positive connections. It encompasses correct conduct, tact, organization and intent. It encompasses rule, form and sequence listening skills phone etiquette polite language careful verbal communication. The aim is to formulate effective knowledge delivery, get results and develop relations with the clients, collaborators or stakeholders.

2. **What is the role of communication in information technology?**

    a. In IT, different facets of communication critical to a number of areas such as determination and identification of the needs by clients; inter-team cooperation; technical documentation training users in its implementation; organizational change management. IT professionals require excellent communications skills to communicate with multiple stakeholders, such as customer base and end-users, cross departments teams and leaders. Interpersonal, documentation, presentation leadership listening and questioning skills are crucial for understanding client needs his technical solutions. Cross-team collaboration depends on constant communication to develop common goals, statuses and resolutions. Effective teamwork and infrastructure maintenance also stem from well-structured user manuals, clear code documentation, as well as simplified workshops training workers. It is necessary for organization-wide buy-in to communicate the rationale behind change and address concerns when implementing strategic IT initiatives. Finally, developing core competencies of communication is an important requirement for IT professionals to deliver solutions aligned with business objectives.

3. **What is the main idea of professional communication?**

    a. The process of professional communication is a two-way flow of information in an institutional setting that seeks to achieve certain objectives and develops confidence, trust. But unlike informal conversation, professional communications must have the correct formatting and also make sure that they are relevant while adhering to codes of accepted etiquette. Thus, clear messages in the language that is speaking to which audience and ordered thoughtfully for clarity must be sent without equivocation by communicators. Additionally, it implies that the professional communications should be culturally acceptable in a way that presents some form of respect to recipients regardless whether they are positive or negative. The even

messages themselves or denials also need to be phrased in a delicate manner so as not damage relationships. Lastly, such features of language accuracy, politeness in choosing a style and concreteness with respect to motivation help professionals obtain the required response from addressees without sacrificing goodwill generated by fame. Therefore, even though transfer of information is the essence of communication this particular process has to be done systematically and professionally with Paying attention on smooth interaction between people.

4. **What is most important aspect of professional communication?**

   a. In professional communication, clarity is the focus which actually forms a foundation for passing information. Messages transmission is also important as it takes language based on the knowledge level of recipients and context background to do so. Efficient verbal and nonverbal communication entail proper organization, flowing continuity while taking into consideration enunciation rate as well intended. Although grammar, vocabulary and etiquette play their part, they are not as important in the achievement of this goal which is to see to it that meanings clearly intended to become easily understood. The lack of simplification of some difficult concepts or definitions for technical terms can create climate, causing loss in credibility and authority. In the event of breakdowns in clarity, professionals should focus on readers' feedback as well to correct their communications and ensure mutual understanding respect for each other finding common ground with organizational goals.

5. **Give Example of Professional Communication.**

   a. Proper communication is essential to technical consultants in the field of IT because it helps them understand better what clients want before they proceed to develop a software system for their demand. The rapport should be built early on; the use of simple language is needed and active listening without interrupting. There should be brief highlights of the main points, possible variants and ones that are needed for clarification. They should also rely on visual aids such as mockups and wireframes to facilitate the process of mental imagery. The consultant attempts to win the stakeholder commitment through terse summary, logical issue segmentation and empathy. Upon final endorsement, identifying points are captured on a requirements checklist as well as system specification guide for the reference of software engineering team. Such facilitates consultants to deliver solutions that align with IT's needs, thus increasing productivity in the workplace.