CIT400B Communication Skills

Week 1

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**In class exercise**

1. **Communication process Analysis**

**Scenario: Emailing a Bug Report**

The **Sender** is the developer.

The **Message** is the bug report, the medium is email.

The **Receiver** is the QA team.

**Feedback** is their response**.**

**Effective communication**

Ensure the issue is understood and resolved quickly. Each component plays a role in successful **IT** Collaboration.

1. **Listening Practice**

**Activity:** One student explains an **IT** process (e.g**.,** how to install software) for 1 minute. The other student paraphrases the explanation.

**Discussion:** This helps confirm understanding, improves memory and reduces errors. Active listening builds better communication, especially when working on technical task or giving instructions.

1. **Barrier Identification**

**Barrier: Use of Jargon**

In IT, excessive use of technical jargon can confuse non-technical team members or clients. Miscommunication may lead to project delays or errors. Using simple, clear language and explaining technical terms helps avoid confusion and ensures everyone involved fully understands the message

Week 1 Self –Study Communication skills

1. **Scenario Analysis Active**

**Listening in a Team Meeting**

Active listening in team meeting is vital for effective collaboration. It involves fully concentrating on the speaker, understanding their message, and responding appropriately. In an IT team meeting, team members may discuss project updates, bugs, or client feedback. Activelistening ensures nothing is missed**. Techniques used** include maintaining eye contact, nodding tounderstanding, paraphrasing key points, and asking clarifying questions. For example, when a developer explains a challenge in code, the project manager listens actively, then rephrases it to confirm understanding: “so the login issue is due to session timeout?’’ This encourages open communication and builds trust. It also reduces errors and speed up decision-making. Active listening turns a group into a united team.

1. **Listening Research-Active Listening in IT**

Active listening plays a key role in IT teamwork by ensuring clear understanding of tasks, exception, and problems. It involves not just hearing, but engaging-through eye contact, nodding, summarizing, and asking follow up questions. In IT projects, where misunderstandings can lead to bugs or delays, active listening reduces errors and boosts productivity. It also fosters mutual respect and trust among team members. Whether during stand-up meetings, client discussions, or code reviews, active listening ensures everyone is on the same page and contributes to smoother project flow**.**

1. **Communication Practice-Reflection**

In our role, one student acted as a client requesting a website update. I played as a developer and use active listening by repeating the client’s main points, asking follow up details, I maintaining eye contact and avoided interrupting.

**Reflection**: This exercise helped me realise that clients feel more valued and confident when they are heard. Active listening improved the flow of communication and made it easier to understand the client’s needs clearly. It also helped build rapport. I will apply these skills in real -word IT settings.

1. **Barrier Analysis-Communication Barrier in IT**

**Barrier**: one common communication barrier in IT is the use of **Complex technical language** when speaking to clients or non –technical team members. This leads to confusion, missed expectations, and effective feedback.

**Solution**: The speaker should simplify terms or use analogies (e.g., comparing data backup to saving work in a notebook). Using visual aids or demonstrations also helps. Active checking, like asking “Does that make sense?” encourages interaction. Clear, jargon-free communication ensures that all team members and stakeholders understand the message, making project execution smoother.