WEEK 1 ASSIGNMENT- CIT400B COMMUNICATION SKILLs

**PROJECT TITLE:** Communication flow for team Meeting

Description: This project contains visual representation and written analysis of the communication process in an IT TEAM Meeting. It includes the sender, message, channel, receiver, feedback, a communication barrier, and techniques to improve listening outcomes.

**Scenario:**

An IT project manager communicates a schedule changed during virtual team meeting. Active listening techniques like paraphrasing and asking clarifying questions are used to overcome barriers such as unclear instructions or jargon.

**Contents:**

* **Communication** flow diagram
* **Explanation.pdf-**200 words written description of the scenario and process.
* **Handwritten-notes jpg**-personal handwritten note confirming originality.

**Communication flow and listening plan**

**Diagram Description**

**Scenario:** Teamwork in an IT project meeting

**Communication components**

* **Sender**: Project Manager
* **Message**: “The project deadline is moved forward.”
* **Channel**: Microsoft Teams/Verbal
* **Receiver**: IT Team Members
* **Feedback**: Team replies with confirmation or questions.
* **Barrier**: Jargon or unclear exceptions
* **Listening Techniques used**:

Paraphrasing, asking clarifying questions, taking notes.

**200 words Explanation**

In a typical IT project meeting, effective communication is crucial for team success. The **sender** (project manager) delivers a message about a changed project deadline via **Microsoft Teams.** The receivers (developers and designers) listen, process, and provide **feedback** by asking questions orconfirming the updates. However a **barrier** may arise if they if the manager uses technical jargon that not everyone understands. This can lead to confusion or mistakes in task execution.

To overcome this, active listening techniques are used, **Paraphrasing** helps confirm understanding-like a team member saying, “So we need to deliver by next Friday instead of Monday? “**Asking questions** ensures clarity, and **note –taking** helps retain important points. These strategies improve teamwork, reduce misunderstandings, and enhances project outcomes. By applying active listening, the team becomes more aligned, productive, and collaborative, ultimately meeting goals more efficiently.

**Handwritten summary**

**Communication flow diagram**

**Barrier**

**Channel**

**Message**

**Receiver**

**Sender**

**COMMUNICATION**

**Process**

**Feedback**

**Receiver**

**Sender**

**“The project deadline is moved forward”.**

**Message**

**IT Team Members**

**Project Manager**

**Microsoft Teams/Verbal**

**Jargon/unclear**

**Team replies with confirmation/questions**

**Feedback**

**Barrier**

**Channel**

**Learning outcome**

This project strengthens understanding of how, barriers, and listening strategies in IT Environments, especially for team coordination and client communication.