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### Midterm Activity 1

1. What is meant by professional communication?
  - The term professional communication refers to the various forms of speaking, listening, writing, and responding carried out both in and beyond the workplace, whether in person or electronically
2. What is the role of communication in information technology?
  - Communication plays a critical role in the field of information technology (IT) in several ways:
  - **Collaboration:** IT professionals often work in teams to develop, design, and implement complex systems. Effective communication skills are essential for team members to collaborate and work together towards a common goal.
  - **Customer service:** IT professionals must be able to communicate effectively with customers and end-users to understand their needs and provide support. Good communication skills can help to build trust, improve customer satisfaction, and resolve issues efficiently.
  - **Project management:** IT projects can be complex and involve many stakeholders. Effective communication skills are necessary to manage expectations, communicate progress, and ensure that all parties are aligned and informed throughout the project lifecycle.
  - **Documentation:** IT professionals must document their work accurately and clearly to ensure that others can understand and build upon it. Effective written communication skills are essential for creating documentation that is accurate, concise, and easy to understand.
  - **Problem-solving:** IT professionals often need to troubleshoot and resolve technical issues. Effective communication skills can help them to identify the root cause of the problem, ask relevant questions, and collaborate with others to find solutions.
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3. What is the main idea of professional communication?
  - Communication is clearly and effectively exchanging information, ideas, facts, and perspectives with persons inside and outside of an organization
4. What is most important aspect of professional communication?
  - Some indicators of strong professional communication include active listening, awareness of non-verbal cues and body language, proactive approach, timeliness/promptness of responses, and the ability to frame communication with respect to diversity of learning styles, varied individual communication abilities, and cultural differences
5. Example of Professional Communication.

**Parent-teacher conferences:** Parent-teacher conferences are scheduled meetings where parents and teachers can discuss a student's progress in more detail.

- **Report cards:** Report cards are similar to progress reports, but they are issued at the end of a grading period.
- **Phone calls:** A phone call can be a good way to have a more private conversation about a student's progress or to discuss a sensitive issue