To: Engineering Communications  
From: Patrick Austin (10-1)  
Date: February 17, 2017  
Subject: Core Capstone Defense – SLO #7 Rough Draft  
  
Patrick has worked to improve his communication skills and to use effective communication techniques in class and at work. While working as an IT technician for the University of Nevada, Reno, Patrick explained hardware and software problems and their solutions to fellow co-workers and the university employees serviced by his department. While working as a table games dealer at Harrah’s Reno, Patrick has learned to give clear instructions and explanations of casino rules, even in a distracting and hectic environment.   
  
In the course of his participation in Engineering Communications, Patrick has learned about best practices of conveying information, whether in a meeting or presentation environment or given in writing. Patrick has learned and implemented better body language and voice projection, better techniques for coordinating team meetings and team presentations, and a better writing style for use in an engineering environment. He has also learned techniques to be a better listener and questioner, since effective communication involves not just giving information but receiving it as well. As a practical example, Patrick has observed in his job at Harrah’s Reno a marked improvement in his ability and confidence to demonstrate a table game and persuade people to give his table a chance.