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COMMUNICATION SKILLS WK3

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**1.**

**In an IT context, effective listening plays a critical role in ensuring collaboration and problem-solving. For example, consider a team meeting where network administrators, software developers, and support staff discuss a server outage. The primary type of listening applied here is** active listening**, which involves focusing on the speaker, taking notes, asking clarifying questions, and giving feedback. Each participant listens attentively to technical details, such as error logs or security alerts, to avoid misunderstandings and to propose accurate solutions. Active listening ensures that team members fully understand the root cause of the issue, rather than making assumptions. Its impact is significant: it reduces errors, improves teamwork, and speeds up decision-making. By carefully listening, IT professionals build trust, respect diverse perspectives, and contribute effectively to resolving challenges. Ultimately, applying strong listening skills in such scenarios enhances communication efficiency and ensures the successful operation of IT systems**.

**2.**

**Active listening is a communication skill that involves fully concentrating, understanding, responding, and remembering what is being said. In IT, active listening is especially valuable because technical discussions often involve complex instructions, troubleshooting steps, or user concerns. By practicing active listening, IT professionals can avoid misinterpretation, confirm details by paraphrasing, and ask relevant questions to clarify uncertainties. For example, when a client reports a system error, an IT support technician must listen carefully to identify key symptoms before proposing solutions. This listening type improves collaboration, reduces mistakes, and strengthens professional relationships in IT environments**.

3.

**After recording and reviewing a one-minute conversation in Audacity, I analyzed the listening techniques used. I noticed that** active listening **was demonstrated through paraphrasing and short verbal affirmations ("I see," "okay") that kept the speaker engaged. There was also evidence of** empathetic listening**, as the listener acknowledged the speaker's concerns before responding. However, some interruptions occurred, which reduced the flow of**

communication. The exercise showed me that listening is not just hearing words but also understanding tone, context, and intent. Practicing attentive pauses and clarifying questions can significantly improve communication in IT and professional settings.

**4.**

**The listening process in communication follows a simple but essential flow:** Speaker → Listener → Response**. It begins when the** speaker **delivers a message, such as instructions, ideas, or feedback. The** listener **then focuses on receiving, interpreting, and understanding the message accurately. This stage involves concentration, attention to tone, and sometimes asking clarifying questions. Finally, the** response **stage demonstrates that the message has been understood, either through verbal feedback, paraphrasing, or non-verbal cues like nodding. This cycle ensures effective two-way communication. In IT contexts, this process reduces errors, strengthens teamwork, and enhances problem-solving during technical discussions.**



Listening Process in Communication

Speaker    Listener    Response