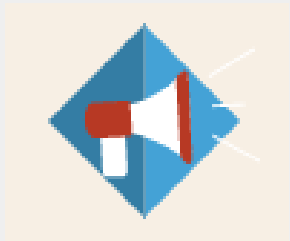


The Importance of Effective Communication Skills in the Information Technology Industry



Is it Important for a Computer Scientist to have People Skills?

Good communication starts with:



1. Listen & Pay Attention
2. Repeat in your own words what the customer said.
3. Be Clear in your speech (no jargon)

Benefits of Being an Effective Communicator in IT

1. **Building trust**
2. **Preventing or resolving problems**
3. **Providing clarity and direction**
4. **Creates better relationships with clients**
5. **Improves productivity**
6. **Promotes team building**
7. **Land that IT job**

Work Cited

Subject	Links
The 7 Benefits of Effective Communication in Personal and Professional Settings	https://climb.pcc.edu/blog/the-7-benefits-of-effective-communication-in-personal-and-professional-settings
Is it Important for a Computer Scientist to have People Skills?	https://www.computersciencedegreehub.com/faq/important-computer-scientist-people-skills/
Tips to Improve Help Desk Communication and Customer Satisfaction	https://www.buchanan.com/5-tips-to-improve-your-help-desk-communication-and-customer-satisfaction/
Graph Template	https://support.microsoft.com/en-us/office/great-ways-to-work-with-office-6fe70269-b9a4-4ef0-a96e-7a5858b3bd5a?wt.mc_id=otc_home&ui=en-us&rs=en-us&ad=us
InfoGraphics	https://www.vecteezy.com/vector-art/107820-free-infographics-vector/editor