

## LEARNING OUTCOME ESSAY 2 INSTRUCTIONS

1. Respond to the following question and requests:
  - a. Why do you appreciate the complex and critical nature of listening?
  - b. Articulate the differences between hearing, inattention and mindful listening.
  - c. Finally discuss the benefits of comprehension, feedback, recall, prompting, questioning, paraphrasing, supporting, analyzing, advising and judging others' messages *as it relates to listening* (A brief two or three sentence definition or description of each of these terms would be helpful as part of your response).
  
2. Respond to the following question and request:
  - a. What are the functions of the different types of groups and/or teams?
  - b. Discuss the task and social dimensions of interaction as seen in four of the areas listed:
    - i. Leadership
    - ii. Membership
    - iii. Problem solving
    - iv. Decision making
    - v. Roles
    - vi. Norms
    - vii. rules
    - viii. Stages of group development.
  
3. Using the tools of theoretical assumptions, methods of scientific management, human behavior, integrated perspectives, and post modern theories of communication, answer the following question:
  - a. How would you analyze the structure, efficiency, ethics, motivation, production, and quality of an organization?

Finally don't forget the first part of the paper is to discuss the course(s) where you received your competence in these areas and the assignments and projects that you used to demonstrate your competence.