

ADM 202.02 Key Terms

Research – The systematic investigation of needs, trends, and other similar projects in cooperation with the client to ensure the creation of the best possible product.

Communication – Communication is the conveyance of a message from worker to client regarding a project. Communications need to be strategically planned and executed using a variety of tools, such as phone, video conference, email, and face-to-face meetings to discuss project benchmarks.

Active Listening – Active listening is based on the principle of listening to understand, rather than listening to respond. Posture, eye contact, gestures, and questioning skills are essential to quality active listening.

Feedback – Feedback is essential to the planning, creation, and delivery of a product. Performance feedback is specific and is offered during all phases of the work. In conjunction with effective communication and active listening, performance feedback leads to successful projects and satisfied clients.

Redesign –Redesign is the process of reworking or modifying specific parts of a project identified by the client during a feedback session.

Cloud Storage – Electronic online storage where data is stored on multiple virtual servers, generally hosted by third parties, rather than being hosted on dedicated servers.