

# Session 2 (Oct 17 2024)

## Soft Skills, Communication, and Adapting to Change

- Overview of the soft skills needed to be successful in the IT industry
- The importance of embracing change in IT

## Resources

- Presentation deck: [ask-an-old-guy session 2.pdf](#)
- Handout - technical description of a system outage: [session 2 system outage activity.pdf](#)

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