1 CheatSheet: Professional Communication For IT Workers LIFE

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- PDF Link: cheatsheet-communication-A4.pdf, Category: linux

- Blog URL: https://cheatsheet.dennyzhang.com/cheatsheet-communication-A4

- Related posts: CheatSheet: IT Career Path, Cheatsheet: IT Communication, #denny-cheatsheets

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1.1 Pitfalls For Geek Culture

Name	Second Thinking
No information barrier; sharing anything	Information is power and profit margin. Only share the relevant
No hierarchy; just talk with code	It's more about people and business
Make all the possible improvements	You may miss the priority and cross-functions cooperation
Value inovation over cooperation	Working solo helps to try ideas faster; but PoC is different from products
Be absolutely accurate	Human is not machine; So it is software development world
Curse of knowledge	Normal people are not dummy; they just don't have experience you have
Assume everyone is with good will	You may be set up or manipulated
Rarely think about monetization	Face it. Funding is very important, even for open source projects
Communication is not actionable	Keep talking fancy tech, but few impressive highlights or actionable items
Do everything in a hard way	Intellectual challenges may not be cost effective; you can't do everything
Reference	CheatSheet: IT Career Path, Cheatsheet: IT Communication, Cheatsheet: Opensour

1.2 Reference

Name	Summary
SIPOC Diagram	Supplier, Input, Process, Output, Customer
Six Sigma	YouTube: Six Sigma

1.3 Facts

Name	Summary
The only thing matters is what you value the most	Pursuing different things will lead you to different action plans
Giving useful feedback is crucial for the senior	Selling is even more important than doing
Choose realistic goals	Are you sure you can afford that? And do you really need that?
Act differently for different persons	Stereotype helps; but remember each individual is different
Don't lie to yourself	You will fail eventually
You can't win big by working solo	
You can't please everyone; Get the most of it	
Saving small money may harm the org as a whole	
Keep pushing until someone ask you to stop	
You don't get paid for the effort you have spent	Only for the value you have delivered
You can't solve all conflicts & problems	Some problems can't be solved in your level or simply conflict of interest

1.4 Typical Things People May Want

Name	Summary
Be sharper in technical skills	
Be more profitable	
Get more hands-on experience	

1.5 Typical Audience

Name	Summary
Technical Geek	
Executives	
Senior management	
Entrepreneur	
Product manager	
IT workers	

1.6 Scenario - Technical Discussion Meeting

Name	Summary
React fast for ideas people are presenting	If you're listening to my ideas, why I would spare time in yours?
Don't underestimate your effort and values	Trust yourself. You won't buy, if servants keep complaining their own products
Understand the situation and big pictures	
Avoid going to extreme	You will probably be wrong; and make people uncomfortable
Learn how to interrupt politely	
Ask questions with the format of yes/no	

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1.7 Scenario - Talk For Your Initiatives

Name	Summary
Do rehearsal in advance	
Let people talk more, before pouring	
Know what the audience is interested	
Watch and response, before insisting	
Drain info and opinions from others, before talking	
Every punch should right into the point	
You have to earn your opportunities	The original assigment may not be good for both you and your employer

1.8 Scenario - Build First Image

Name	Summary
Label yourself; inject perception to the audience	People are clear your specialities for future opportunities

1.9 Scenario - Small Talks

Name	Summary
Expression of "Thank You"	Never underestimate the power of that
Be resourceful and useful	
Be interesting	Smile and small jokes bring people close
Don't make people feel bad	

1.10 Scenario - Talk With Evangelists

Name	Summary
Don't keep pushing people with "interview questions"	They may walk away with pride hurted
People may not be able to explain problems/solutions clearly	Not everyone have enough broad vision and in-depth experience
Ask the right question	To right people, right situation
Admit your stupidity	Don't hide it
Set examples by taking hard jobs	Show your muscle to win the trust and respect
People want to be super stars	Companies would only need that for very few scenarios

1.11 Scenario - Decide When To Share

Name	Summary
Be cautious to share the most real of your thoughts	It could be a bad thing for everyone involved
Only share to relevant people with relevant info	People may get confused; be less helpful

1.12 Scenario - Avoid Getting Emotional

Name	Summary
Even if you don't like each other, you two can achieve more together	
The world is never fair	Avoid feeling angry, if something is unfair

1.13 Scenario - Reject Politely

Name	Summary
Ask people to create a PR	
Ignorance is also a valid response	

1.14 Scenario - When To Ignore Issues

Name	Summary
Some improvements may not be that valuable as them seem to be	
As long as you're not blocked, don't bother	Track but think before escalating

1.15 Scenario - Shared Responsibilities

Name	Summary
Don't want to cover other ass, especially when you don't like them	
The ability to work independently, regardless of existing obstacles	

1.16 More Resources

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