

# CheatSheet: Professional Communication For IT Workers

LIFE

- PDF Link: [cheatsheet-communication-A4.pdf](#), Category: linux
- Blog URL: <https://cheatsheet.dennyzhang.com/cheatsheet-communication-A4>
- Related posts: CheatSheet: Career Path For Senior IT Professionals, #denny-cheatsheets

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## 1.1 Pitfall For Geek Culture

Name	Second Thinking
No information barrier; sharing everything	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	It would miss the priority and cross-functions cooperation
Velocity and productivity is everything	Besides super stars, need the whole organization to move
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
Do everything in a hard way	Intellectual challenges may not be cost effective; you can't do everything

## 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
Don't underestimate your effort and values.	You won't buy, if servants keep complaining their own products
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	
Save 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 are structured ones or 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 - Talk For Your Initiatives**

Name	Summary
Do rehearsal in advance	
Let people talk more, before pouring	
Watch and response, before insisting	
Drain info and opinions from others, before talking	
Every punch should right into the point.	

**1.7 Scenario - Technical Discussion Meeting**

Name	Summary
Avoid going to extreme	You will probably be wrong; and make people uncomfortable
React fast for ideas people are presenting	
Learn how to interrupt	
Ask questions with the format of yes/no	

**1.8 Scenario - Build First Image**

Name	Summary
Label yourself; inject perception to the audience	

**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
Set examples by taking hard jobs	Show your muscle to win the trust and respect
Admit your stupidity	Don't hide it
People want to be super stars	Company only need it for limited periods

**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 - Reject Politely**

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

**1.13 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

**1.14 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	

## 1.15 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

## 1.16 More Resources

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