Business communication for software engineers

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interview

for

SOFTWARE ENGINEERING RADIO PODCAST

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Why this topic is both interesting and important

or

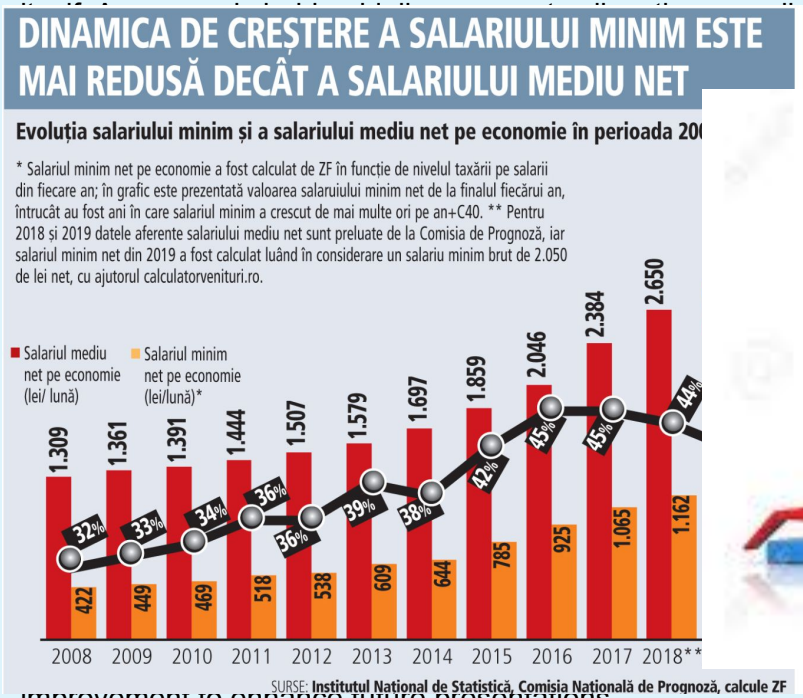
how am I going to use it?

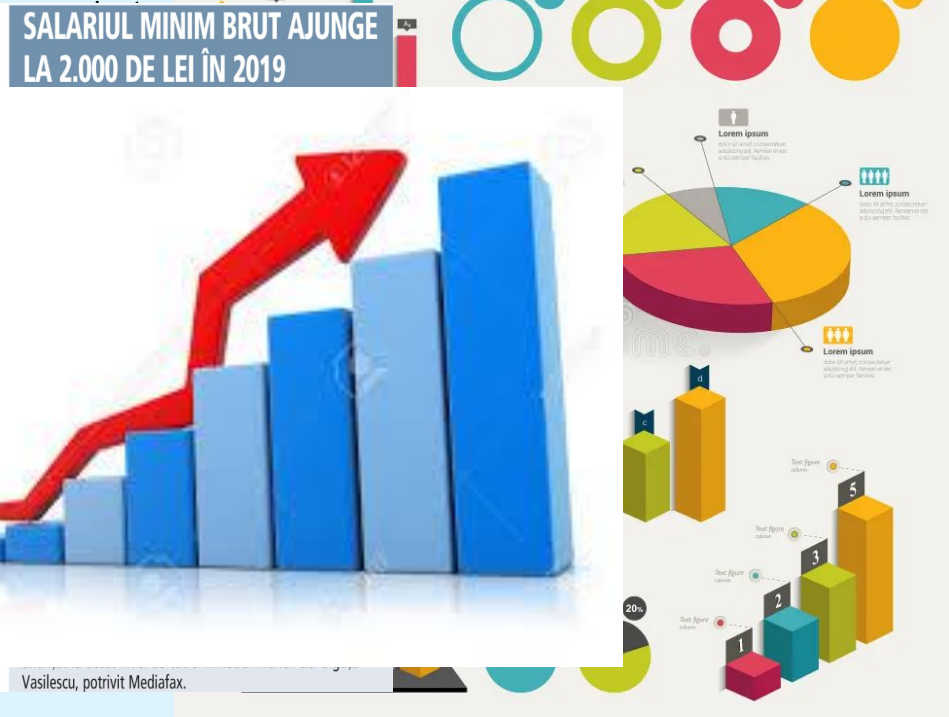
Business communication means:

- Targeted towards achieving business objectives
- Mindful evaluation of the audience and circumstances
- Utilization of a professional and efficient approach
- Balance between personality and professionalism

PowerPoint Presentations

The PowerPoint presentation serves as a facilitator, aiding in the communic



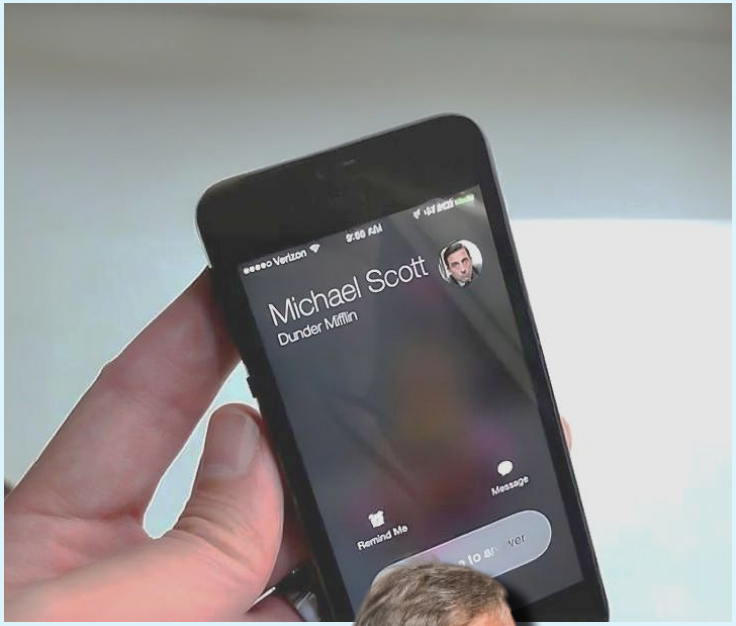


improvement to enhance future presentations.

PowerPoint Presentations

- Created for presenting, it’s not a paper
- Simplicity and conciseness are important
- Rule of thumb is one slide per minute

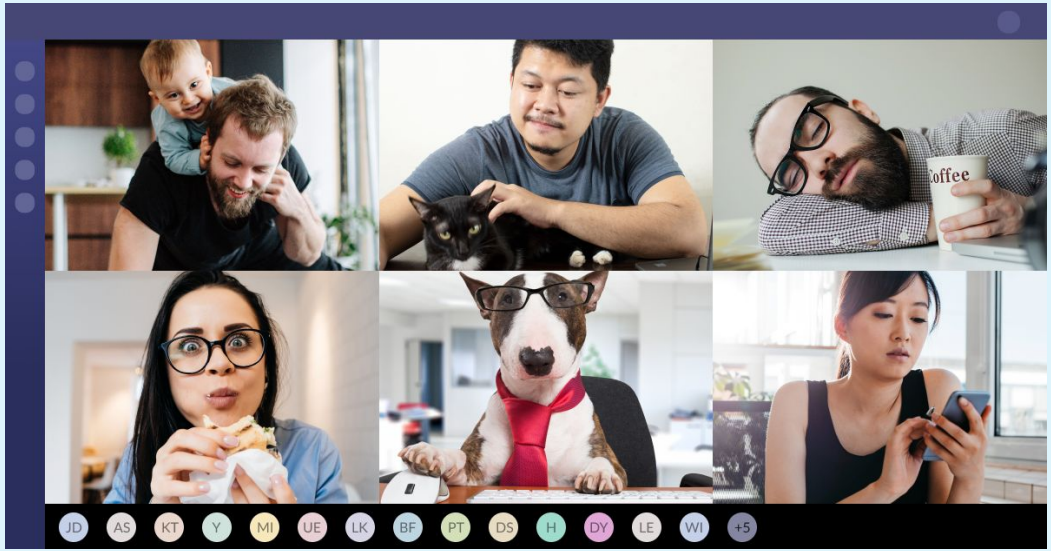
Meetings


Verizon
9:00 AM
Michael Scott
Dunder Mifflin
Message
Remind Me

Zoom Meeting
View
Monica Adebayo
Antwan Cannon
Share Screen
Chat
Record
Reactions
Leave

Online meeting etiquette

- Try to be present
- Avoid possible distractions
- Improve your lightning



Taking notes during meetings

- Depends on the person, might be a distraction
- Designate a note taker

Handling disagreements

- Avoid personal level disagreements
- Positive approach
- Focus on what we are trying to accomplish

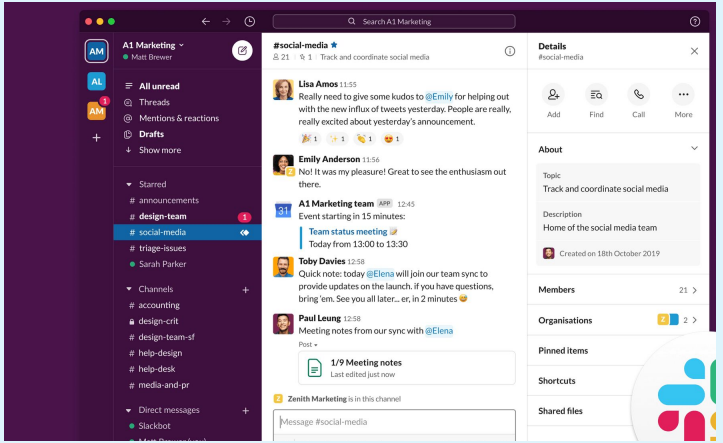
Dealing with personalities

- More dominant
  - Make them aware
- Less dominant
  - Encourage them to speak

Instants Message (IM)

Scenarios:

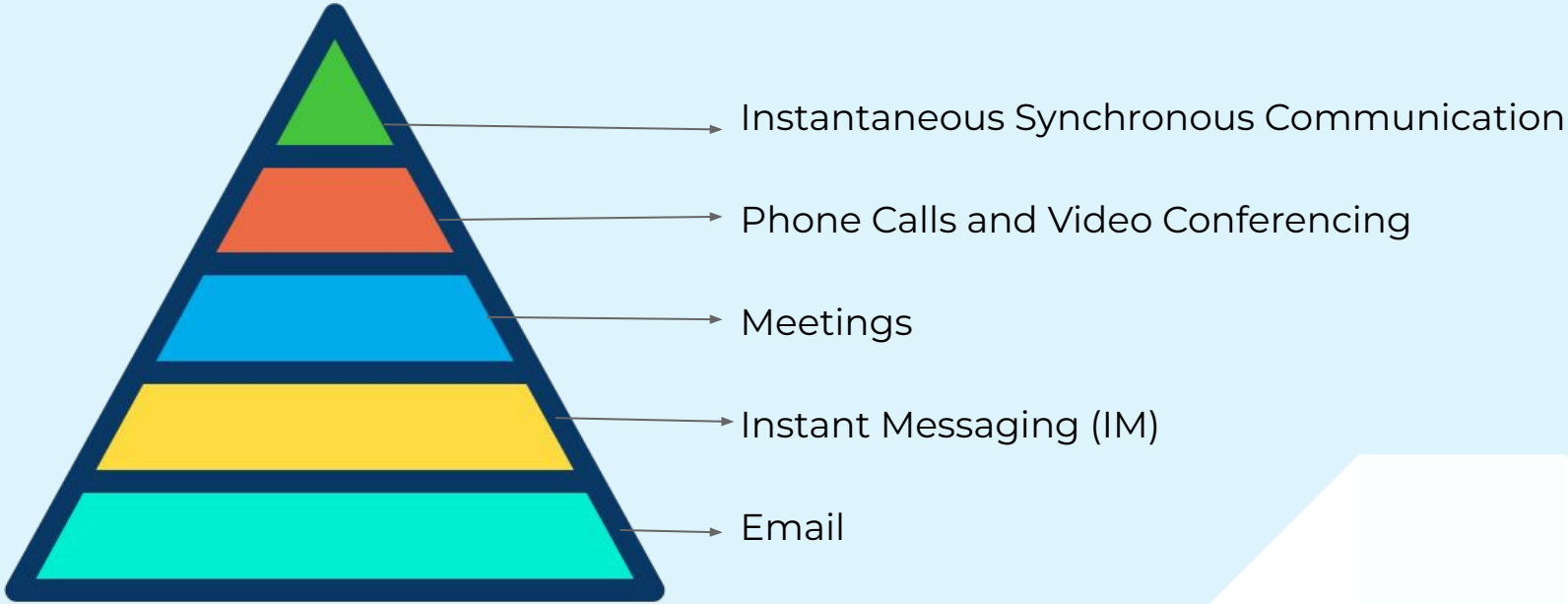
- Non-critical communication
- Tactical Discussion
- Asynchronous collaboration



How can we ensure effectiveness of IM?

- Establish Communication Norms
- Define Urgency Levels
- Encourage Clarity and Conciseness
- Respect Boundaries and Time Zones
- Wise use of Features
- Promote Active Engagement
- Provide Ongoing Support and Training

How to Stack Various Modes Of Communication?



Email Communication

- Clear Subject Line
- Concise Content
- Skimmable Format
- Actionable Requests
- Professional Tone

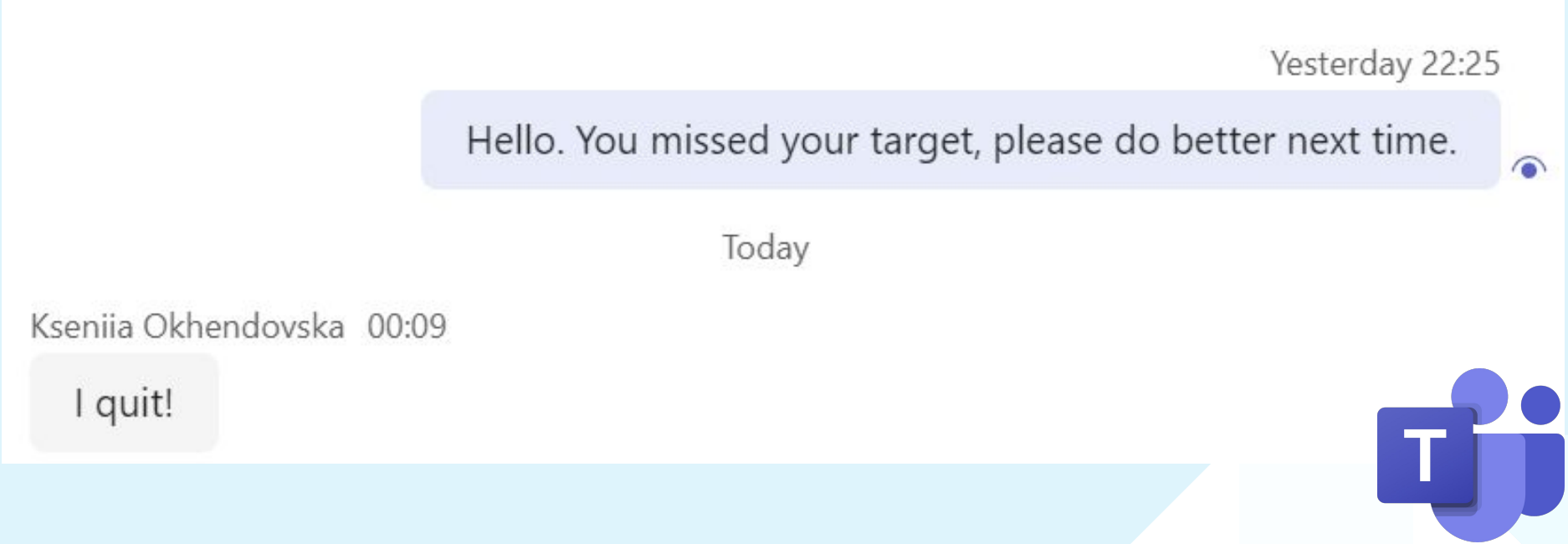
Handle Email Overload

- Schedule Email Time
- Filters and Labels
- Unsubscribe and Filter
- Inbox Zero Approach
- Prioritize and Delegate
- Set Email Boundaries

Communication with different cultures

- Be careful
- *Be more explicit and more direct*
- *Be positive*

Bad example

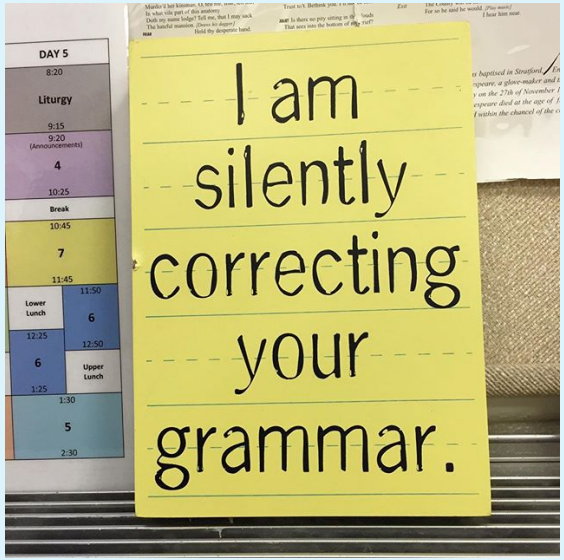

Yesterday 22:25
Hello. You missed your target, please do better next time.
Today
Kseniia Okhendovska 00:09
I quit!

Language barriers

Accept that we work globally

- client facing vs internal communication

Language barriers



grammar mistakes ≠ incompetent

Trust among diverse cultural background

- understand that you are from different backgrounds
- be kind

How to improve active listening

Bob is paying attention

- listen to understand not to replay
- taking notes YES/NO?

Questions