

Team Internal Communication



Owned by Anita Yang ...

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This page documents the communication tool used and explains our communication methods.

Introduction

Effective communication is imperative in a software development setting. In addition to ensuring that all team members are kept in the loop, it also enhances **transparency**, **productivity**, **collaboration**, and **rapport** within the team. Due to the benefits associated with effective communication, we established several communication channels and strategies to maximise our communication frequency, and consequently, collective potential on this project.

This Confluence page delineates our internal communication practices and tools.

Internal Communication Tools

We use several communication tools to enhance convenience and communication frequency. This allows members to partake in project-related discourse regardless of where they are, and what device they have access to. Information regarding tools used are listed in greater detail here: [Tool Used](#); but here is an overview:

Tool	Description
WeChat	WeChat is our primary form of communication. It is our primary instant messaging platform, enabling team members to share quick updates, share links (e.g., for Zoom, Google Docs), and host informal discussions. It has allowed us to quickly solve issues (without needing to organise a meeting), and also helped build group rapport.
Slack	We use Slack to share major updates and resources, and clarify each team member's responsibility delegations. Not only does it aid our documentation (due to Slack providing a time and date for each message exchanged), it also allows us to keep our mentor in the loop with our project updates.
Zoom	We use Zoom to conduct virtual meetings to discuss project progress, any outstanding issues or bugs, and delegate tasks. Currently, we have hosted one internal group meeting on Zoom (notes can be found here: Group Meeting).

Internal Knowledge Sharing and Transparency

To ensure all information is accessible and can be communicated to each team member, we chose to employ collaborative documentation platforms, such as Trello, Figma, and GitHub, which are all accessible from our Wiki page via links ([Wiki](#)). In addition, project-related notes (such as meeting notes, best practices, architectural requirements notes, etc) are all conveniently located in specified folders on Confluence.

This allows all team members to access up-to-date information as needed and contribute effectively, and help avoid issues such as repeated or outdated information that may adversely affect progress.

Internal Face-to-Face/Real-Time Communication

As we adopted an Agile methodology, we do not stick to a hierarchical communication framework (i.e., where communication flows in a topological manner) and written documentation, as typically seen in traditional project communication. Instead, our development style

prioritises flexibility, convenience, and constant iteration. Hence, in addition to detailed documentation, we also integrate frequent face-to-face/real-time communication throughout our project to better support these priorities.

Communication mode	Description
Stand-ups	<p>We implemented weekly stand-up meetings where each team member addresses the following three questions:</p> <ul style="list-style-type: none">• What have you achieved since the last stand-up meeting?• What are you goals for the next stand-up meeting?• Any blockers currently affecting your progress? <p>These meetings help us quickly identify project obstacles, and better plan/delegate responsibilities for the next week.</p>
Team Meeting	<p>These meetings function similar to stand-ups, but are longer (30 minutes to 1 hr) and more detailed. In addition to each team member sharing their updates, we also discuss the overarching development progress, reassess the priorities of current goals, and delegate responsibilities for the next few days. (Team meeting notes can be found here: Group Meeting)</p>
Ad Hoc Communication	<p>As we are a friendly and close-knit team, we communicate freely as necessary. This is seen through our discourse on WeChat and Slack, as well as discussions when studying together on Campus. This has enabled the team to quickly resolve any pending issues without needing to organise a formal meeting, and allow us to work through tickets more efficiently.</p>
Retrospective	<p>We host a retrospective meeting at the end of each sprint to give each team member an opportunity to identify areas of improvement. By outlining and addressing these listed issues and areas of improvement, it will allow us to enhance efficiency and work more cohesively during each following sprint. (Retrospective meeting notes can be found here: Sprint Retrospectives)</p>

Conclusion

In conclusion, effective and efficient internal communication has been paramount to our team's software development progress. By employing a range of communication tools and modes, we ensure that all team members are informed, knowledgeable, and included in the project discourse.