**Lecture 2**

Other people’s TMAY:

Doz - 2:00

* Worked in US for a year – business transformation, worked in Agile.
* Interpersonal skills.
* Developed
* Built automation applications for clients.
* Wanted to be able to combine this automation with software lifecycle, become DevOps engineer.
* Time management is very important.
* Avid football fan – team player.
  + Could’ve been quicker – lots of smaller rambly sentences, which could be condensed.
  + Ultimately, the content of his summary is very strong, but could be more concise.

Luke – 1:30.

* Recreates older games.
* Physics Masters
* Conducted research into fossil photometry.
* 4yrs experience of Python, MATLAB, LATEX
* Communicated through his personal research to a variety of audiences.
* Wants to take these skills and apply them to the real world.
  + Flowed easily.

Me – 1:24

* + Integrate soft skills.
  + Talk about communication and how you have used these skills to communicate, stress your ability to consult.
  + Posture – be in centre of camera.
  + Get it to the point where I can get the effective points without reading.

Joe – 4:05

* Biology background.
* Personable, relatable.
* Told to do Python by chance.
* Actively sought Python classes.
* Did masters in bioinformatics.
* Web-dev skills.
  + Talk about what these skills are quicker.
  + JavaScript, GitHub, CLI, R, Bash.
* Brought into the communicative skills part. Lead groups.
  + Could be quicker to the point.
* Talks about love for DevOps and Tech.
* Personable – personal hobbies.

Shaluo

* Graduated from Kent in Maths and Stats.
* Introduced to R, SQL, R.
* Completed personal projects in R / SQL
* Went into recruitment as consultant.
  + Good.
* Ecommerce.
* Expanded into Amazon – hired people.
  + Good team skills – “learned to delegate”.
  + What about “learned to work in a team, to help and support others”.
* Wants to get back into tech.
* Python projects.

Nadia – 1:22

* Learned about techs at a company.
* AWS and was able to deploy various services.
* Created a game in Python.
* Worked in retail, tech, customer service, and even NHS 111.
* Learned communication.
* Time management, being independent.

Samiha 1:50

* Hand-wavey intro
* Self-motivated -Udemy, etc.
* Was tech recruiter.
  + Talk more about soft skills gained from this.
* Gained satisfaction from coding on Codecademy.
  + Certs in HTML, CSS, JS.
* Good intro to Sparta,
  + “Adding values as a Junior Dev”.

Anees – 2:16

* Comp-sci grad
* Worked with many languages.
* Created 2 different languages, front and back end.
* Created games in Unity.
* Created mobile apps.
* Led his team project – set up the GitHub, offered guidance.
* Charities / convenience store – learned communication skills.
* Enjoys video games.
* Enjoys solving problems.

Prismika

* Grad in 2018 in Fashion.
* Worked as personal stylist.
  + Went back and forth from uni – work – uni.
* Worked in a disciplined manner.
* Worked within manufacturers, worked with trends.
  + Could say “this is where I gained XYZ communication skills”.
* Good introduction into IT.
  + Talks well about communication.
* Worked on Software rollouts.
* Motivated individual.
* Gained interest in devops from automation scripts.

Wafa

* Physics
* Did DevOps course.
* Hard / soft skills
* During this, started Women In Stem campaign.
* Developed public speaking, presentation skills, etc.
* Worked at a school and elder carer at the same time.
* Developed customer-facing skills.
* Thinks of themselves as creative – started a business for weddings.

Bolutife

* Tech and lab experiences – can approach tasks.
* Worked as a counsellor.
* Worked with students that need support.
* Assisted and enable peoples access to learning.
* Passionate about learning new technologies.

Irina

* Worked retail - Always positive
* Worked under pressure
* Good communication – can explain hard concepts to layman’s.
* Did c++ for 2 years.
* Web-dev background.
  + Only thing would to be add in positive specifically for why DevOps?

Alex – 3:00

* Started in uni with geology.
* Did enginerering geology.
* Working at a pub – got to management.
  + “Here I learned XYZ communication skills”
* Learned engineer after this as a consultant.
* Moved into contracting.
  + Requires brevity. Get to points faster.

A white background with black text

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Description automatically generatedCommunication Principle 7Cs:

A screenshot of a phone

Description automatically generated

Barriers to Communication:

A close-up of several images

Description automatically generated

* Personal
  + May not get on with someone else.
  + May get on too well with someone else, too friendly.
* Physical
  + Body language is important.
* Organisational
  + Unclear political structures within an organisation.
    - One person who needs information may not get it.
* Cultural
  + Different social cultures.
    - Language may not be understandable.
  + Different business cultures.

Types of Communication:

* Verbal
  + Words
  + Message
* Vocal
  + Tone
  + Intonation
* Visual
  + Appearance
  + Method
* Non-Verbal
  + Open / closed

Listening

1. Cosmetic
   1. Can audibly hear the words but taking none of it in.
2. Conversational
   1. Bullet point understanding of something.
3. Active
   1. Able to understand the information being imparted on you, actively looking to get greater information from the speaker.
4. Deep
   1. Acute level of mental awareness. Gaining a sense of characteristics of the speaker themselves. Building in the person that is being communicated.

Active Listening:

* Listen and observe verbal and non-verbal messages received and provide appropriate feedback.
  + Practice
  + Concentrate
  + Listen
  + Attention
  + Show Interest
  + Engage
* Hearing things
* Seeing things
* Full attention to speaker

A screenshot of a computer screen

Description automatically generatedWhat are good questions:

Closed questions not necessarily bad. Open not necessarily good.

Why ask good questions:

A screenshot of a computer

Description automatically generated

A grey box with black text

Description automatically generatedBuilding rapport:

Make a good introduction.

Be friendly.

Find commonalities.

Actively listen and ask specific engaging questions about what they’ve said.

Open body language.

Personality Types:

A screenshot of a group of people

Description automatically generated

How you can tailor yourself to what personality type you’re talking to:

* Different personalities may have different work styles.
* Supporter is someone who is easy to reach out to, happy to help.

Conflict Management:

A chart of feelings and feelings

Description automatically generated

Conflict management:

A diagram of a diagram

Description automatically generated with medium confidence

Not every situation requires an immediate reaction. You can avoid conflict with the following:

A diagram of a company's company's company's company's company's company's company's company's company's company's company's company'

Description automatically generatedConflict Resolution Strategies:

Thomas-Kilmann Conflict Mode Instrument.

Communication Styles:

A diagram of different types of emotions

Description automatically generated

Assertive is where you want to be. I win you win communication style.

Hints and Tips:

A screenshot of a phone

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