

# SOFTWARE PROJECT MANAGEMENT & DOCUMENTATION



# PRESENTED BY



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# PRESENTED TO



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# Title

## Resolving Conflict & Improving Communication in Cross-Functional Software Development Teams



# Scenario

**A cross-functional team working on a software product is facing conflicts between developers and UI/UX designers. Miscommunication and unclear expectations are delaying delivery.**



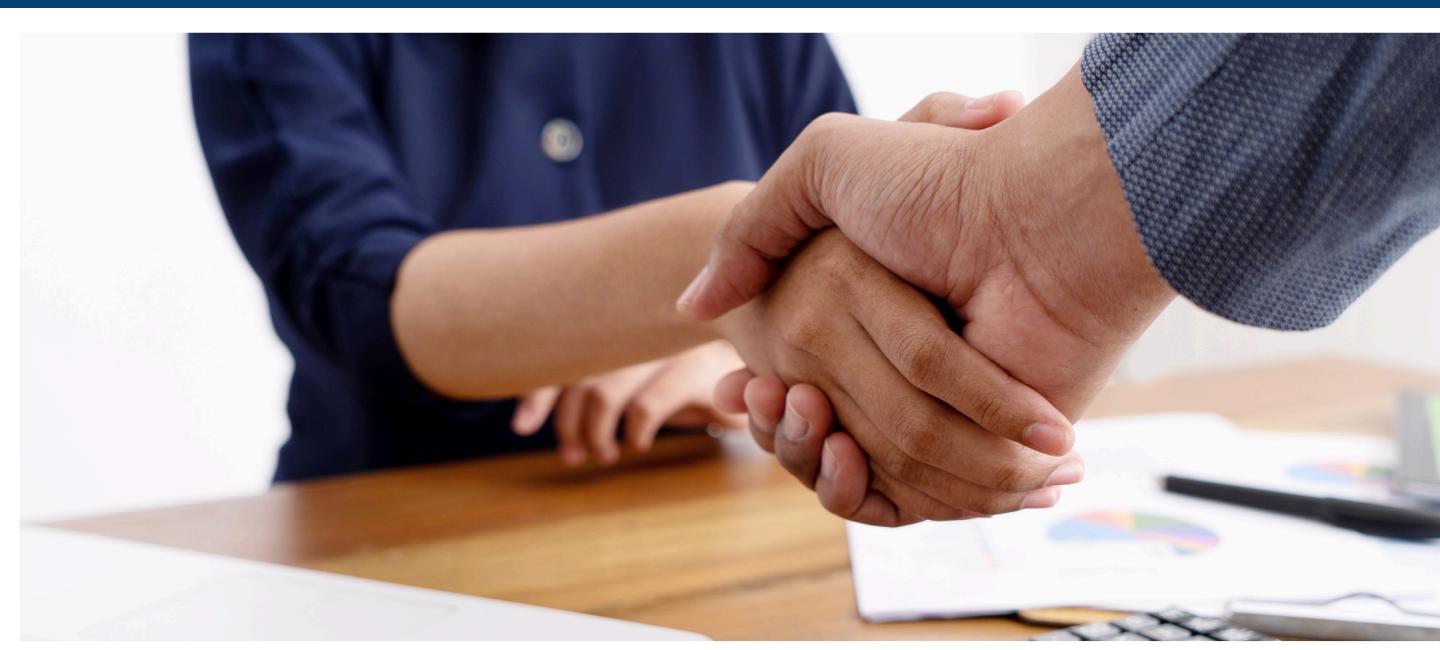
# Understanding the Conflict

## Root Causes :

- **Lack of shared understanding of goals**
- **Different priorities (Design vs. Development)**
- **Absence of clear responsibilities**

## Effects:

- **Delivery delays**
- **Low team morale**
- **Quality compromises**



# Strategy Overview



To resolve conflict and improve communication we will use:

- RACI Matrix
- Daily Stand-Ups
- Sprint Retrospectives



# Using the RACI Matrix

RACI = RESPONSIBLE, ACCOUNTABLE, CONSULTED, INFORMED

Task	Developer	UI/UX Designer	Project Manager	QA Tester
Wireframe Approval	C	A/R	I	I
Frontend Coding	R	C	I	I
UI Design Feedback	C	R	A	I
Sprint Planning	R	R	A	C

# DAILY STAND-UP MEETING



Time Box (15 min)



Same place



Same time



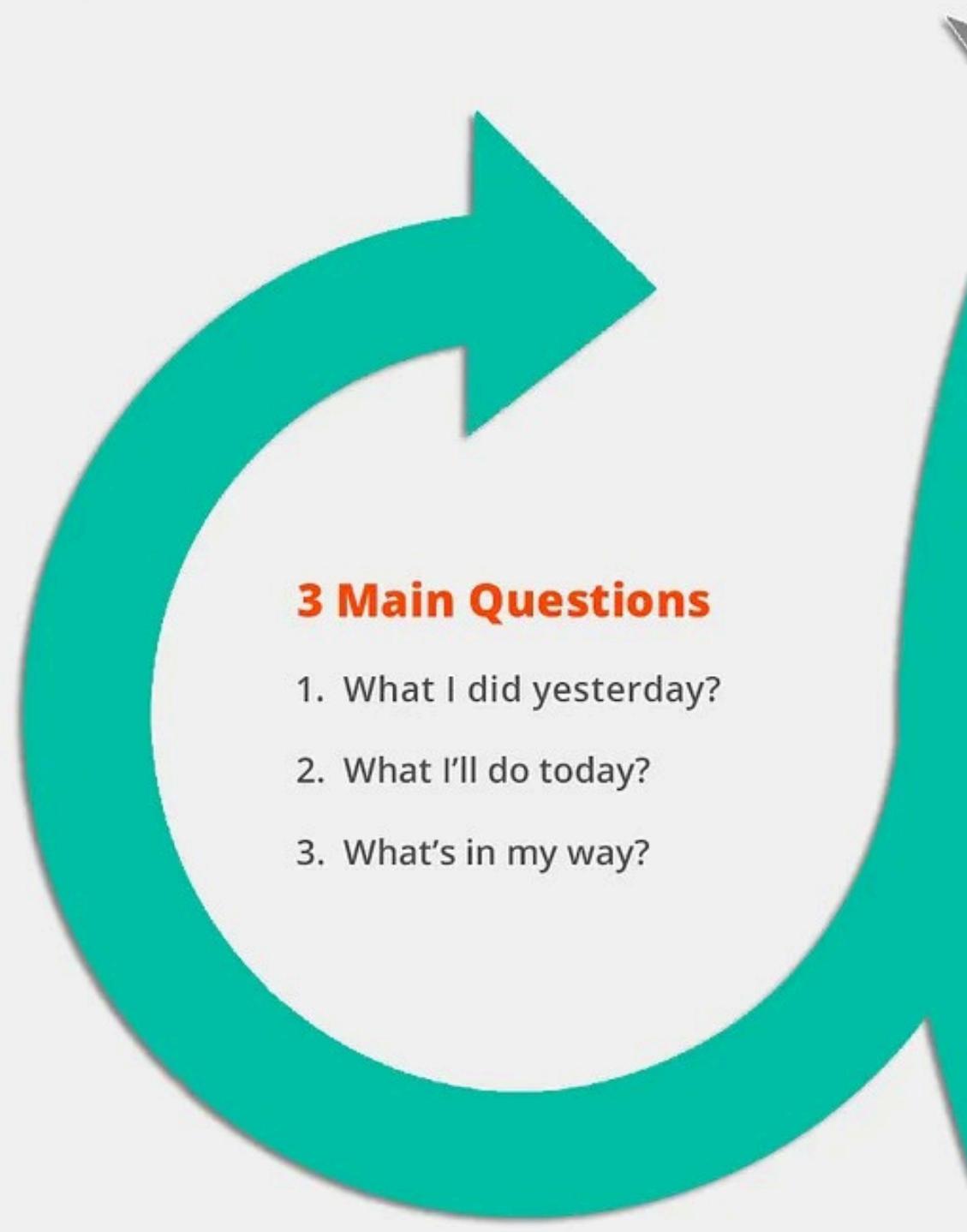
Facilitated by Scrum Master



Full team presence



Focus upon 3 questions



## Benefits:

- Keeps team aligned
- Surfaces issues early
- Promotes transparency

# Sprint Retrospectives

What Went Well	What Didn't Go Well	Ideas for Improvement	Action Items
<ul style="list-style-type: none"><li>• Daily stand-ups helped surface blockers early.</li><li>• UI/UX team delivered high-quality designs.</li><li>• Developers completed core backend functionalities on time.</li><li>• Good teamwork during bug fixing and QA sprint.</li></ul>	<ul style="list-style-type: none"><li>• <b>Misalignment between design specs and development feasibility.</b></li><li>• <b>Late design changes caused rework and delays.</b></li><li>• <b>Lack of clear documentation on UI expectations.</b></li><li>• <b>Meetings lacked structure—led to misunderstandings.</b></li></ul>	<ul style="list-style-type: none"><li>• Introduce shared design-development planning sessions.</li><li>• Use collaborative tools like Figma with comment tracking.</li><li>• Create a Definition of Ready that includes UI sign-off.</li><li>• Align sprint goals at the kickoff with both teams present.</li></ul>	<ul style="list-style-type: none"><li>• Schedule bi-weekly syncs between designers and developers.</li><li>• Implement design handoff checklist.</li><li>• Appoint a liaison to clarify UX intentions during development.</li><li>• Improve design documentation before sprints.</li></ul>

# Impact of Good Collaboration

- On-time delivery: Team alignment helps meet deadlines.
- Higher quality product: Fewer errors due to clear communication.
- Stronger team morale: Positive work culture and trust.
- Fewer conflicts: Misunderstandings are resolved early.
- Better user experience: Teams focus together on user needs.



# Conclusion

- Conflict is natural in cross-functional teams
- Clear roles + regular communication = conflict resolution
- Tools like RACI, Stand-ups, and Retrospectives create structure
- Collaboration is key to project success

Thank  
you!