


COM-W: Writing Platforms (6 min)

| | | | | | | | |
|-----|-------------|--------|---|-----------|---|------------|------|
| Due | No due date | Points | 0 | Questions | 3 | Time Limit | None |
|-----|-------------|--------|---|-----------|---|------------|------|

Instructions

In the *Introduction to Communication* session we learned about the most common tools for written communication for developers in the workplace. We also reviewed some best practices for each of these platforms. Do you remember which tool is best suited to each type of work situation?




Chat

Best tool for:

- Immediate/urgent communication
- Quick and simple questions
- Informal conversation

Best practices:

- > **Avoid multiple notifications**
 - Include all important information in one brief message
 - Use emoji reactions instead of sending short follow-up messages (e.g. thumbs up reaction instead of "okay")
- > **Use threads and/or channels**
 - Connect to the entire team or multiple colleagues at once
- > **Be professional**
 - Use proper spelling and grammar and keep writing professional.



Email

Best tool for:

- Communicating an important idea or update
- Formal notices
- Documenting process and action items

Best practices:

- > **Be brief**
 - Focus on key points and suggest a follow-up meeting to resolve doubts if necessary
- > **Draw attention to questions or actionable items**
 - Add questions to a new line / highlight, or bold important items that need to be actioned or answered
- > **Be professional**
 - Include a proper greeting and sign-off
 - Use correct grammar and spelling

```
# Create a stem plot.  
plt.stem(months.index, months)  
  
## ALTERNATIVE WAY TO CREATE A STEM PLOT.  
# plt.vlines(x=months.index, ymin=0, ymax=months)  
# plt.plot(months.index, months, 'o')
```

Code Comments


Best tool for:

- Helping others to understand your code
- Giving and receiving feedback

Best practices:

- > **Keep comments brief and relevant**
- > **Use comments to explain why, not what**
 - Helps others to understand how a line fits into the code as a whole, rather than what the line does.
- > **Standardize indentation in comments to improve legibility**
- > **Update comments whenever you update your code**

<1>⋮

 Google Slides

Read the written communication examples below and decide which communication tool would be best suited to deliver the message. Be on the lookout for use of (or lack of) best practices in these examples!

Attempt History

https://generation.instructure.com/courses/1536/quizzes/213344?module_item_id=920685

1/4

| | Attempt | Time | Score |
|--------|---------------------------|--------------------|------------|
| LATEST | Attempt 1 | less than 1 minute | 0 out of 0 |

Submitted Oct 14 at 2:36pm

Question 1

0 / 0 pts

Hello Said,

I hope you're doing well.

Attached is an updated report on our progress in the past week. I've added some comments in red on areas where we'd like your feedback.

Could you send me your feedback by Wednesday of next week?

Thanks in advance. Looking forward to hearing from you!

Warm regards,

☐ Chat

☒ Email

That's right! This message is definitely best suited to be an email. It also uses best practices like including a greeting, keeping the message brief, drawing attention to questions/ actionable items by including them in a new line, and using proper spelling and grammar!

☐ Code comments

☐ Reports

Correct!

Question 2

0 / 0 pts

hi amaya how are you

can you send me the outline from the meeting on tuesday

wen u have a chance

no rush

Correct!

☒ Chat

That's right! Because this is a quick, timely request it's best suited to be sent on slack or a chat messaging tool. However, this message is lacking best practices! Even in chat messages it's important to use correct spelling, grammar and punctuation. Also recall that a best practice for chat tools is to avoid sending multiple messages when they could be sent in one!

☐ Email

☐ Code comments

☐ Reports

Question 3

0 / 0 pts

This is the integer variable I created: " + 1

☐ Chat

☐ Email

☒ Code comments

That's right! This message only makes sense in context, so it would be best to add it as a comment to the code it relates to. It's also brief which you may remember is a best practice for using code comments!

☐ Reports

Correct!

