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Abstract

Evaluate your own communication approaches and identify areas for improvement

Transversal SKills Year 1

Heading 3

# Introduction

This document will detail the communication approaches I have employed in the workplace as an ICT Specialist. It will discuss the role communication has in an ICT oriented environment as well as my experiences and any areas that I feel I could improve in. The document will then conclude with how my experiences in the workplace have shaped my understanding of communication and its importance as a skill in my role as an ICT specialist.

Communication is an integral part of an IT oriented environment. It is an essential skill to possess when working as an IT team as a whole, meeting with project stakeholders, and also when developing projects as part of a dedicated Software Development team. However, it can also be simply reporting an issues and problems that may arise with any projects to the project manager or voicing any concerns when attending regular project meetings with project stakeholders and managers. These are the areas I have identified in which I believe there is room for improvement for me, and in which I will seek to improve on in order to further enrich my role as an ICT Specialist.

## Evaluation of Communication Approaches

In my role as an ICT Specialist, I have been assigned various projects to develop by my manager. These have included and ranged from projects that only needed one person to complete, to a group project in which I was tasked with working alongside a colleague to complete it. In the process of completing these projects, I had many opportunities to utilise and improve my communication skills. These included meeting with stakeholders to discuss project requirements, meeting with project managers to discuss the project progress, and regular meetings with my teammate to compare our code and talk through any issues and problems that we may have encountered. I also had to write up documentation regarding these projects, such as Software Specification Documentation, which was a very important part of communication as it detailed the project requirements and design, which would have to be clear and concise in order to be comprehendible to stakeholders and anyone else who may need to read it. In my opinion I feel that my communication approaches to these tasks was satisfactory and to a high standard. I ensured that when presented with these opportunities, I completed them to the best of my ability at the time. However, I also feel, that in some of the areas mentioned, my ability at the time was not at level that I wanted.

## Voicing Issues with Projects

One of the areas, in my opinion, that I could improve a little on, is voicing any issues that I may be having with projects and code. In other words, when I needed help with some code, such as not being familiar with packages or languages being used, or code not working as it should, I was reluctant to voice my concerns immediately to the project manager or my manager, instead opting to do some research myself and attempting to find a solution. Whilst there is nothing wrong with doing research myself, it did take longer to solve the issues, whereas simply asking the project manager or my manager would’ve saved some time that I could’ve used to complete other parts of the projects. Therefore, I intend to remedy this by ensuring that, whilst I shall continue to research, I will be quicker to ask for help as well, thus ensuring that the project will be completed according to the project schedule in a timely manner.

## Voicing Concerns in Project Meetings

Another area in which I feel I need to improve in, is my voicing of any concerns that I may have with a project when discussing with the project manager and my manager either in the initial meeting to assign the project to me, or in any follow up meeting, to discuss project progress or any new features that need to be added. In other words, instead of asking as many relevant questions as I should in the meeting and acquiring answers immediately, I tended to research later on and try to get answers that way. This would mean that at times I wouldn’t fully comprehend some of the aspects of the project code and any packages or languages that may be implemented in it, which therefore meant that it would take longer for me to complete aspects of the project. Whilst, as with the previous area, there is no problem with doing my own research, it is important that I ask as many questions that I need at project meetings as it is necessary to have all information about a project, no matter how small and insignificant it is. Therefore, I intend to this by ensuring that, whilst as before, I will continue with my research, I will also ask any questions that I deem necessary in order to successfully complete projects.

# Conclusion

Communication is an essential aspect of working in an ICT environment. It entails not only talking with others, but exchanging ideas, communicating issues and problems, and writing up clear and concise documentation that will be read and referenced by others. It is an important aspect of an IT oriented environment, as it is essential for ensuring that all projects are completed in an orderly an timely manner and to the highest quality. Therefore, as an ICT Specialist, it is important that I hone my communication skills and address any shortcomings I may have in order to better myself in my role as an ICT Specialist and Software Developer. Each staff member has a role in ensuring that communication within their own team and the ICT team as a whole is efficient and sufficient. When I was given the opportunity to work on various projects, I was able to witness this and learn from it. My role allowed me to understand and improve my communication skills more.