6-2 Journal: Communication Practices and Project Management Tools

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Some of the best communication practices start at Scrum Events, but what if things come up between Scrum Events? Daily Scrums inform the team of the day's successes, state the plan for that day, and identify obstacles. Sprint meetings are done similarly, but about the next session of the project and to keep the Product Owner in the loop. Sometimes, Scrum Events cannot be as transparent as a Scrum Team might need. Poor communication can happen anytime, even in settings where clear communication is paramount. Poor communication clouds the effects of transparency, but there are ways to fix poor communication and enhance transparency. Facilitating team interactions (Scrum Events), bringing clarity (answering questions in a way that is easy to understand across the board), making communication visual (whiteboards, flip charts, sketch notes, graphic notes, etc.), creating trust in the environment (with no trust team members will not open up about the problems they foresee or have), uniting people with a purpose (help them understand the who, what, where, why, and how’s), and communicating is non-violent or reactive ways (no yelling or judging) are all ways that help with communication and transparency within a Scrum Team (Ravlani, 2019).

Direct interactions with the SNHU Travel team achieved effective communication among team members. Engaging in discussions with the team members is crucial to gauge their sentiments regarding the project. Conducting face-to-face meetings demonstrates the value placed on each team member and the scrum master's availability to connect with everyone individually. This approach fosters a sense of importance within the team and serves as motivation to complete the project successfully. In a virtual setting, like the group discussion, we had to create our posts, respond, ask questions, and provide answers. That was four different spots for communication, where we could not see everyone’s responses at the same time and could not get a clear picture of what we were trying to accomplish, so with us all being in different settings, we had to come up with a central spot of communication to decide on a single practice to implement within our team. By creating a secondary post where we could all talk about one topic instead of having different issues (like in our original discussion posts), we could effectively discuss the singular problem of determining which practice to implement within our team.

JIRA is a valuable tool that enhances the team's productivity. It updates the project's progress, indicating completed tasks and those still pending. Additionally, it assists in identifying any development problems. JIRA fosters efficient teamwork by alleviating the need for the team to troubleshoot project issues, as the tool takes care of this aspect. Moreover, it displays completed tasks on the website, offering convenience, especially for remote team members who cannot be physically present (SNHU A11y Remediated Videos, 2020). This is like most Agile project-management tools. From personal experiences working with Asana, I can say it is often used to track information on our team’s work progress. It is a good tool for establishing an outline of a plan and updating it as each item is completed within the plan.

**References**

Ravlani, K. (2019, April 17). 7 ways the Scrum Master can improve Scrum Team Communication. Agile for Growth. Retrieved August 11, 2024, from <https://agileforgrowth.com/blog/scrumteam-communication/>

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