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Module 6 Journal

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# **6-2 Journal: Communication Practices and Project Management Tools**

To complete a project on time and while accuratly following guidelines, effective communication is the key. Communication between Scrum Master and developers, further up the chain to Product Manager and Stakeholders. To help facilitate this communication, various Agile tools exist, and taking advantage of them can make all the difference in the success of a team.

In my opinion, the most effective communication practice is the information radiator, a message board (physical or electronic) that essentially “radiates” information out to all members of the team automatically. Utilizing this technique every team member is able see the most up to date information about the project’s flow without having to interrupt their work cycle with emails or meetings. The information is posted regularly, with the most recent changes and accomplishments, ensuring all team members are on the same page and that the information is for sure readily available for them to see. This does, however, require that a scrum master that is organized in order to keep the board updated regularly for the team.

A close second in effectiveness would be face-to-face communication between team members, as this old-fashioned form cannot be beat. Reading facial expressions and body language, detecting vocal tone changes, and being able to be open and honest but also professional is the number one way to keep team members engaged with one another and reduce passive aggressive actions when things aren’t going perfectly. So many social cues get lost in email and text communication; many problems are easily solved with a simple conversation.

For this at SNHU Travel project, given the remoteness of the team, email communication was effective. For future projects, Teams video conference would allow for pseudo-face-to-face interaction, but this time around emails got the job done. The information needed was obtained quickly, allowing the project to stay on track through the sprint.

Agile tools give the ability to update progress in real-time for the team. Agile projects move quickly, and it’s important to ensure everyone always stays on the same page so that no productivity is lost. The tools available to the scrum team are more focused on managing the flow of the project, moving the team forward while keeping them informed about the status of the project.