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

Southern New Hampshire University

CS-250 Software Development Lifecycle

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**Overview**

Communication is essential because it ensures employees have accurate information to perform well while maintaining and building relationships. Easing vital information and ideas helps boost employee morale, productivity, and cooperation among team members. The Scrum team has effective practices that can be utilized, such as information radiator, face-to-face communication, scrum events, and much more that help to build confidence and communication skills.

**Most Effective Communication Practice**

The most effective communication practice in creating openness and transparency within the Scrum Team is Scrum the Scrum events, more precisely, the Daily Scrum. Allowing the team to set time aside for at least 15 minutes a day can create space for feedback and get everyone on the same page. When the team is updated frequently and on the same page, it allows the team to strategize their next move in Sprints. Another effective way communication is portrayed in the Daily Scrum is by building self-confidence. During each meeting, everyone speaks and responds to the following questions: what was done yesterday, today, and what obstacles are in the way? By speaking frequently, each person will find a way to find their voice and become more comfortable sharing their thoughts. Besides building one’s confidence, it improves how the team speaks. By allowing the team to have Daily Scrum, the group learns each other’s communication styles and can work together more efficiently without risks of misunderstandings or conflicts. Practicing the Daily Scrum creates openness and transparency that eliminates other meetings, identifies impediments, and promotes the team’s level of knowledge.

**Examples of Communication Practices**

Some examples of communication practice from this course that helped complete the team’s work are the frequent e-mail communication between team members and face-to-face communication. For instance, within the SNHU Travel assignments, when the tester needed to compile more information from the user stories, the Product Owner could provide feedback on executing the testing phase. The tester obtained more information through effective communication and determined an acceptable criterion for the Product Backlog. Another example is in the group discussion of introducing the Scrum Team. The team obtained insight and learned about each other’s roles. By identifying the three top traits of each agile role, the team could understand everyone’s responsibilities and help each other work effectively. When communicating among team members, they were able to find the balance of strengths and weaknesses of each team member to help contribute to the success of the team.

**Agile Project-Management Tools**

JIRA helped coordinate and increase efficiency within the team because it helped to unite teams around a single goal. JIRA increased its visibility by categorizing each task as what needs to be done, in progress, in review, and completed. Using JIRA scrum boards allowed the team to be organized and focused on the task at hand. Another way JIRA helped the team was by increasing communication and transparency. Since JIRA visually shows everyone’s jobs, every team member can understand what is being focused on and quickly identify any impediments. Not only does JIRA provide visually show all project tasks, but it can also log bugs that are within the software. Having a history of bugs is essential to project progression because it makes sharing information possible and avoids repeating the same task due to miss communication. Utilizing JIRA within the agile team helps manage complex projects and ensures a proper scrum framework.

**Conclusion**

Reflecting on the importance of communication in an agile environment helps to enhance the team’s communication and efficiency. Without a strong line of communication, the team would be severely confused and unable to have a clear project vision. The team would lack alignment and fail to understand what is expected.