# Software Engineering Essentials

# Communication

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# Learning goals

1) Understand the importance of communication

2) Explain typical meeting management guidelines

# Communication

"Imparting or exchanging information by speaking, writing, or using some other medium"

Software project manager and software engineers need to acquire several skills:

- **Collaboration:** Negotiate requirements

- **Presentation:** Present the system during a review

- **Technical writing:** Write proposals and project documentation

- **Management:** Facilitate a team meeting, find compromises, negotiate between conflicting demands

➡ In large system development efforts, developers spend more time communicating than coding

➡ Clear and accurate communication is critical for the success of a development project

# Communication event vs. mechanism

**Communication event:** Information exchange with defined objectives and scope

- Scheduled events: Planned communication

- Unscheduled events: Event-driven communication

**Communication mechanism:** Tool or procedure that can be used to deal with a communication event

- Synchronous mechanism: Tool requires communication partners to be available at the same time

- Asynchronous: Tool does not require communication partners to communicate at the same time

# Meeting management - motivation

Often, meetings do not reach the desired outcome

- People get bored if the meeting is taking too long

- They forget to discuss important points

- Decisions are forgotten because no-one wrote them down

- Shy participants might not be able to share their opinion while others talk too much

➡ Meeting management should be introduced!

# Meeting management

- A procedure to plan and ensure productive meetings

- Allows meetings with a constant level of quality and a structured process

- Provides templates, roles and guidelines

Typical meeting roles:



Facilitator



Minute Taker



Time Keeper
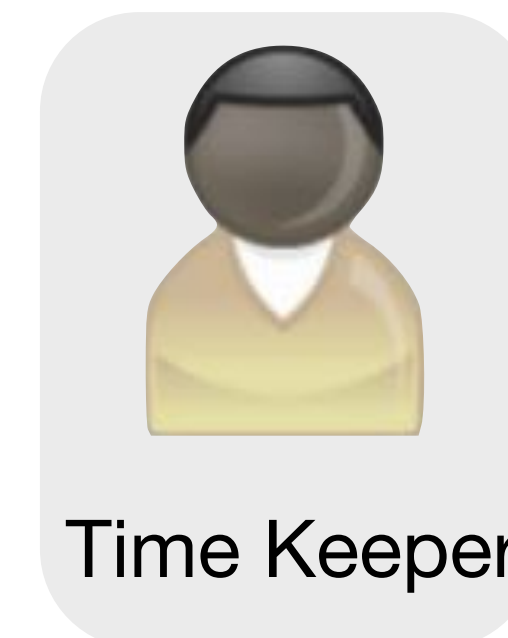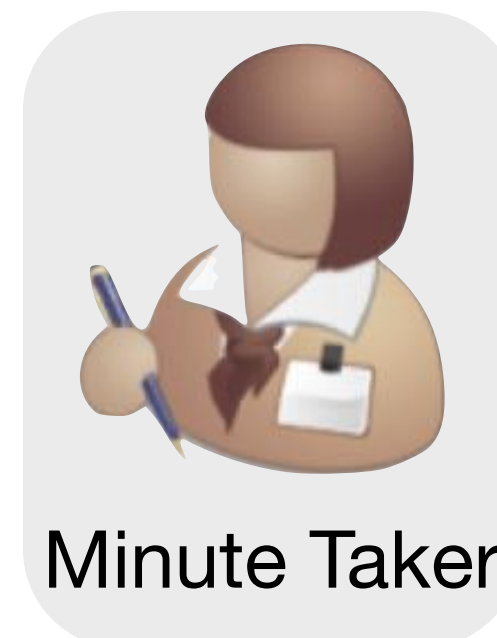
# Typical meeting guidelines

- Active listening and participation

- No one-on-one or side meetings

- Respect the agenda and keep time

- Willingness to reach consensus

- Freedom to check process and ground rules

- Share responsibility for team's progress

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