CAREER EPISODE PIECE 3

We have learnt about how to have a deep conversation. For software engineers I think it is a very important skill because it is really often to use it in daily work. It is common that we need to talk with the user and understand their requirements. As a development team, people also often have different opinions on something. For this I had some reflections on my previous project.

People might have different understand on the user requirements and how to implement them, then an active and deep conversation may be able to resolve disputes and avoid future problems. When I was developing the membership system for the POS system project, our team had a controversy about the structure of the system. Our team leader proposed that we just needed to develop one system that could serve all the shops. However, the product manager believed we should develop different systems for each shop. In consideration of the difficulty of development and the convenience of users, we decided to develop a system that could serve all customers. However, in the subsequent use, many clients wanted to have their own separate membership system, so we had to make changes for each client. In this case, a deep conversation should be useful and essential. If we could have a deeper conversation and know why the project manager wanted us to develop different systems for different clients, maybe we could make a better decision. Later we have known that since he had more experience on dealing with customers, he believed that clients generally did not like sharing a system with other companies. But due to the lack of deep communication, we were not able to understand his considerations in this regard. We just chose the method we thought is suitable simply based on technical considerations. In the future work, if someone has different opinions, I think it is necessary to understand why he have such views through a deep communication, so as to reflect on our own thoughts and make better decisions but not to just simply make decision only based on our own experience, otherwise we may ignore the reasonable parts of the different viewpoints and make inadequate

decisions, ultimately wasting time and money, and even causing the project to fail.

Knowing how to have a deep communicate is also very important, especially when resolving differences. Appropriate communication methods can make others feel respected and improve communication efficiency. Once when developing the authority management module for the POS system with another person. I had different opinions with him on how to implement a function because we had different understand on the requirement. We insisted on our own ideas too much and tried to persuade each other, but ignored the rationality of the other's ideas. We spent a lot of time argue on it but actually the best solution was to combine our ideas together. If we used appropriate communication methods and truly understood the other's ideas, we could easily come up with solutions. In the future if someone's opinion is different from mine, I will not be eager to argue with him, but I will first thoroughly understand why he thinks so, and reflect on whether my ideas are wrong or lacking, and think about whether I can learn from his views, so as to improve my ideas and find Appropriate way to solve the problem. While being a good listener, I will also explain my views in detail to him, and show respect to him while letting him understand why I think so. I will focus more on building a better idea through the ideas of different people, rather than arguing who is right and who is wrong, so as to solve the problem faster and better.

In conclusion, through study and reflection I have learnt the importance of having a deep conversation and how to have a deep conversation appropriately. In future projects, as a professional software developer, I will try to often and make good use of deep communication, understand the needs and ideas of the others in a proper way, make my best to combine everyone's wisdom, and together get the results better and faster.