Stop Speaking Lorem Ipsum

●●●

How to Improve Project Communications Through Vocabulary Building

Samantha Schreiber
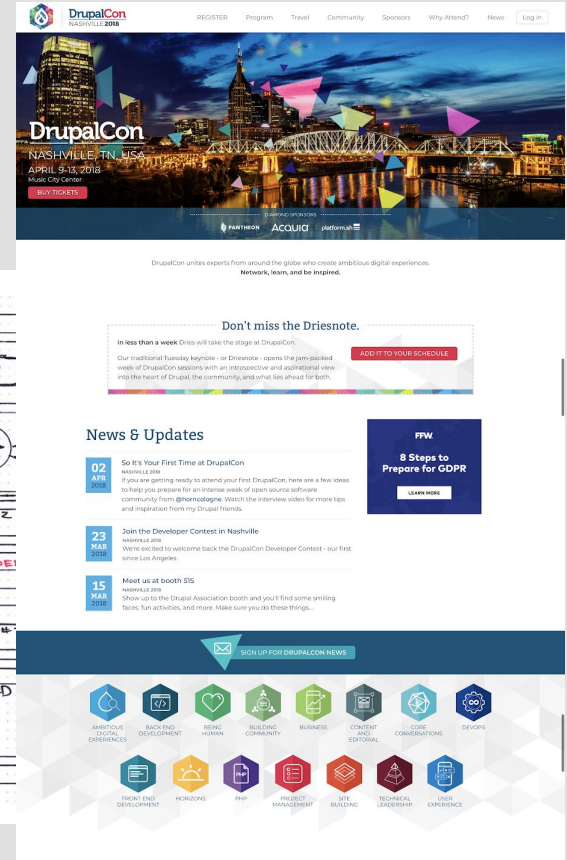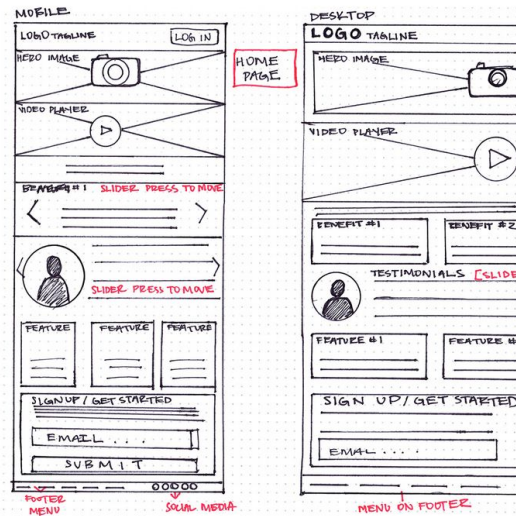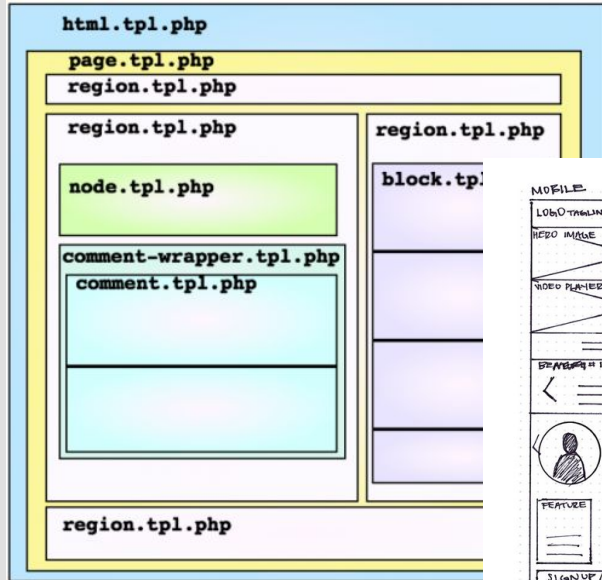
Solutions Consultant, FFW

"

We can rarely see things from the point of view of another person because we look at the facts through the screen of an impression or an interest which distorts our view; and then there are accusations, quarrels and misunderstanding.

~ KNOWING YOURSELF: THE TRUE IN THE FALSE, Barry Long

Story Time

What did you picture?

MVP

Template

Sitemap

Requirement

Wireframe

Content type

Agile

Taxonomy

Deadline

Migration

Your Mission

Reconnaissance

The Art of Active Listening

Paraphrasing

- What I'm hearing is. . .
- Sounds like you are saying . . .
- I'm not sure I'm with you but . . .
- If I'm hearing you correctly . . .
- So, as you see it . . .
- It sounds like what's important to you is . . .

Clarifying

- I am not sure I quite understand; do you mean . . . ?
- Can you say more about . . . ?
- You have given me a lot of information, let me see if I've got it all . . .

Summarizing

- Let me summarize what I heard so far . . .
- So, on one the hand . . . but on the other hand . . .
- I think I've heard several things that seem to be important to you . . .
- It sounds like there are two things really matter most to you . . .

Case File Transcripts

"Thanks for the information, Sally. I've noted that the new deadline is May 10."

DENIED

"Thanks for the information, Sally. I've noted that the new deadline is May 10. **But before we move on, I wanted to confirm that although the deadline has been pushed back, your team is still expecting the deliverable to have the same scope we discussed on our last call.**"

"Actually, we were hoping that since you had more time, you could add in that additional element we requested last week."

APPROVED

Case File Transcripts

"I've noted that you need our feedback on the latest deliverable by the end of the week. I'll make sure to remind the team."

"Perfect."

DENIED

"I've noted that you need our feedback on the latest deliverable by the end of the week. I'll make sure to remind the team."

"Thank you. And to clarify, can you remind them that we're looking for feedback only on the content at this time and provide a single, consolidated feedback response?"

"What format would be best?

APPROVED

Tools of the Craft

Creating a Codec (aka Glossary)

1. Determine the best format.
    - ➢ Whiteboard / sticky note walls
    - ➢ Shared documentation
2. Start right away.
3. Keep it up.

Keeping Mission Logs (aka Notes)

1. Use sprint retrospectives (or other project evaluation meetings).
2. Bring learnings from past projects.
3. Challenge your assumptions.

Remember: The mission never ends.

THANK YOU!

Questions?