

Clean Communication

No Space for Ambiguities

Johannes Dienst

Structure

- ◆ Communication Theory
- ◆ Spoken language
- ◆ Body language
- ◆ Written language

Communication Theory



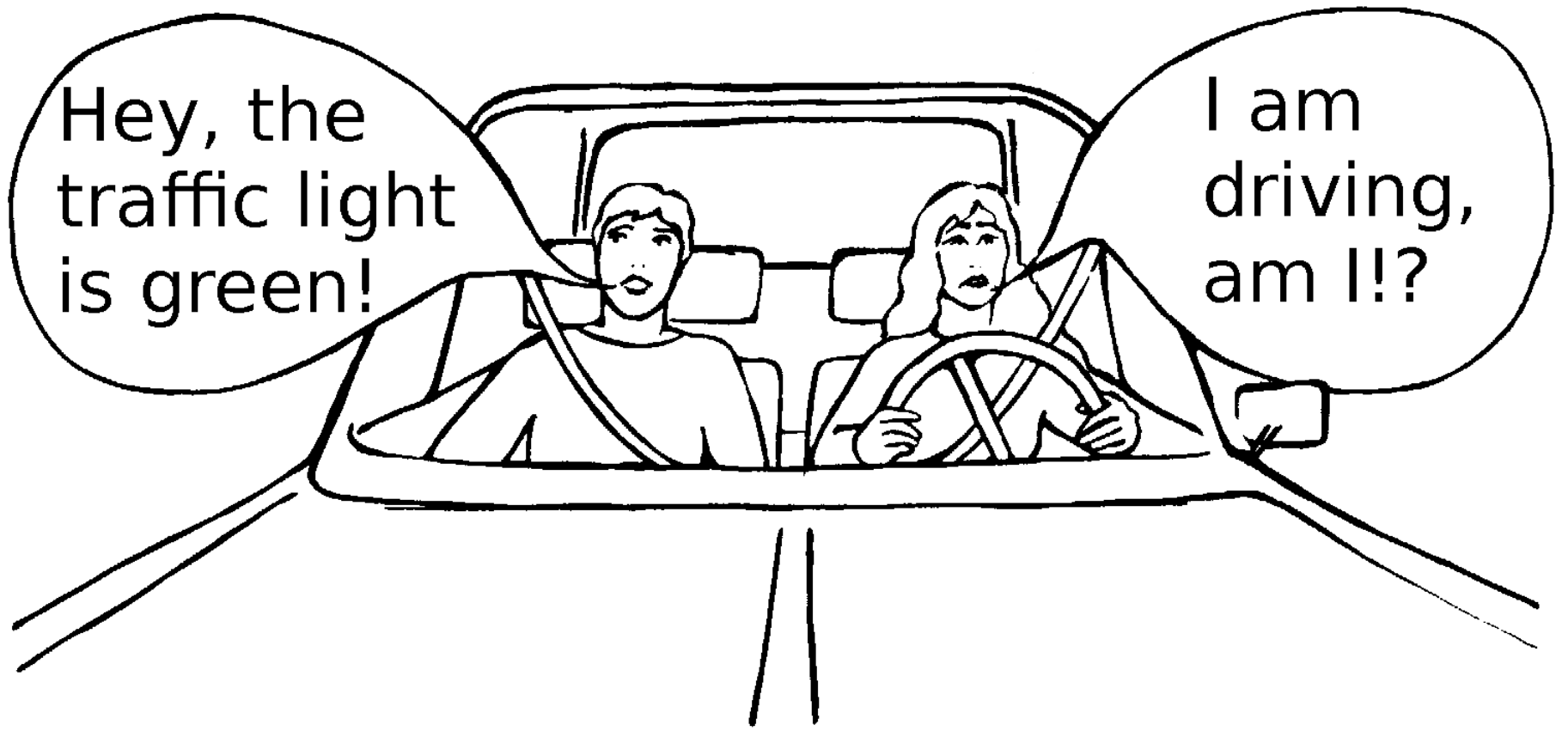
Self-revelation

Facts



RelationShip

Intention



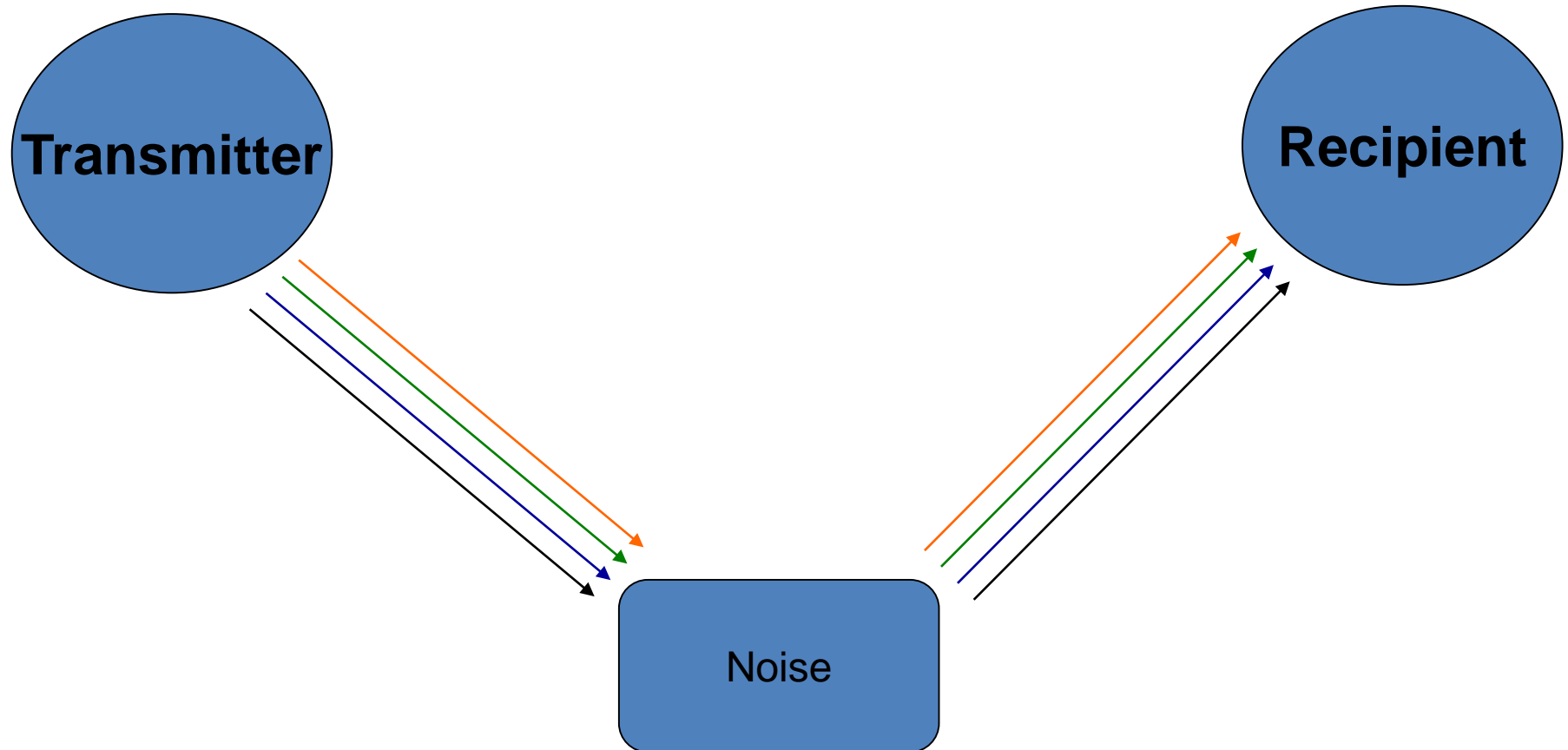
Hey, the traffic light is green!

I am driving, am I!?

Understanding



Transmission



A close-up photograph of a person's hand holding a smooth, rounded, grey stone. The stone has a mottled texture with some darker and lighter grey patches. The word "Cooperative" is written on the stone in a black, cursive-style marker. The hand is light-skinned and is positioned palm-up, holding the stone gently. In the background, which is out of focus, a person wearing a blue and pink patterned skirt and blue sneakers is visible, suggesting an outdoor setting like a park or a community event.

Cooperative

Structure

- Communication Theory
- Spoken language
- Body language
- Written language

Spoken language

**Do it
in person!**

In Person



Structure

- ◆ Theory of Communication
- ◆ Spoken
- ◆ Body language
- ◆ Written

Body language



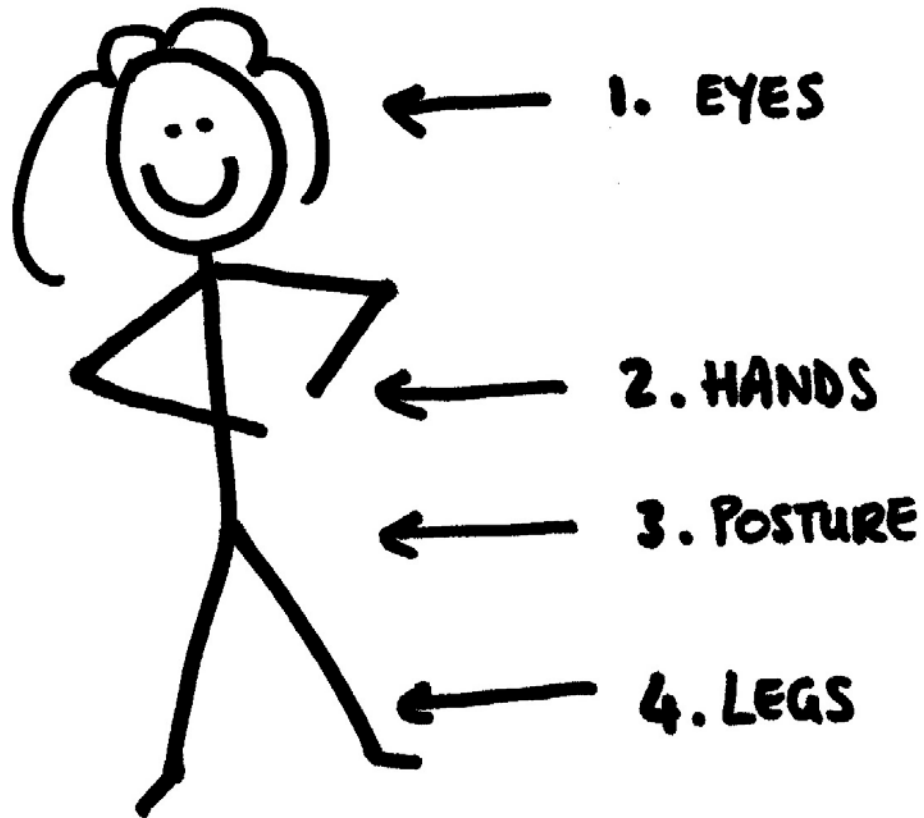
Body language



Body language



Observe - 101



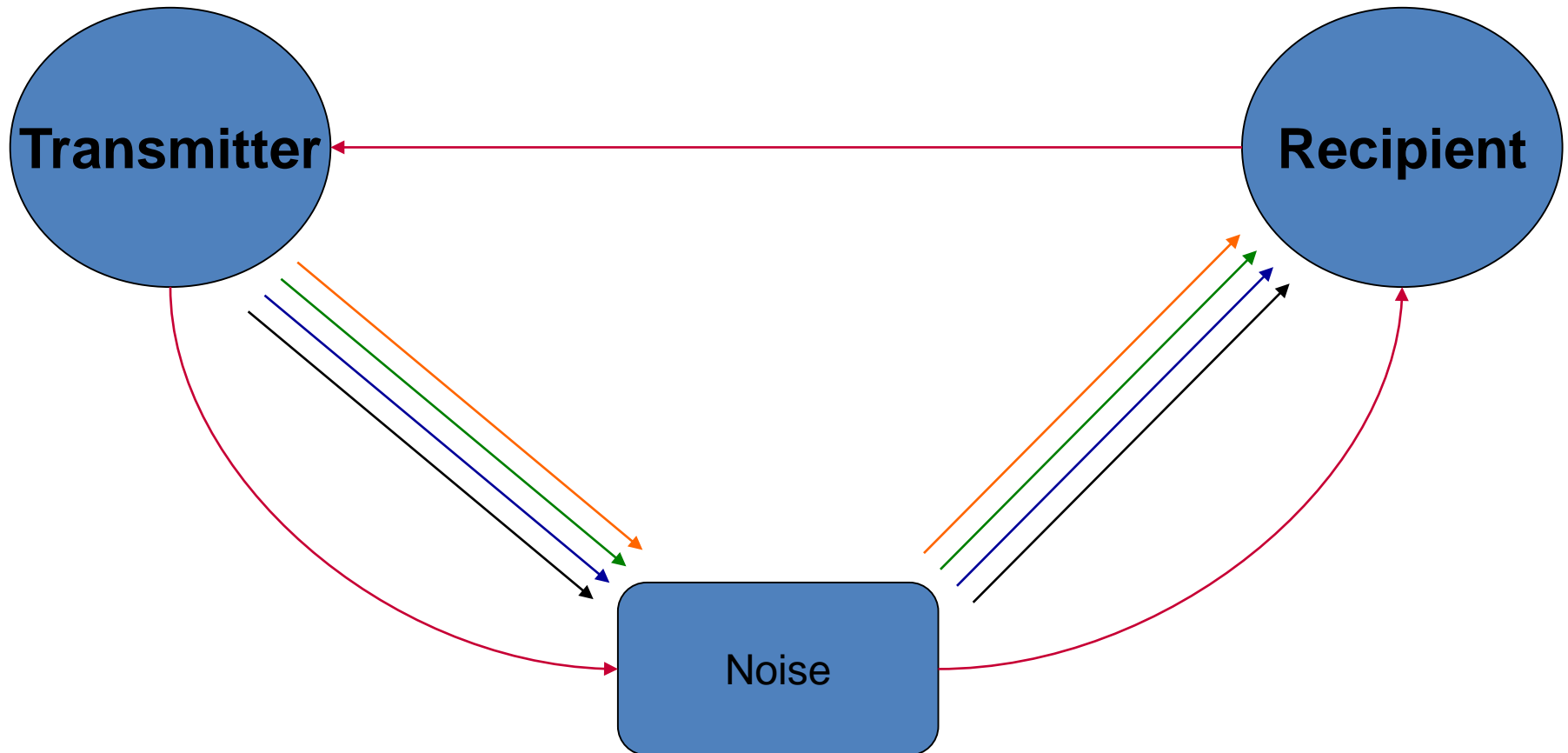
Observe - 101

- Eye contact
- Perceptiveness
- Understanding

Watch your body language

- ◆ Posture
- ◆ Eye contact
- ◆ Gestures

The Circle of Understanding

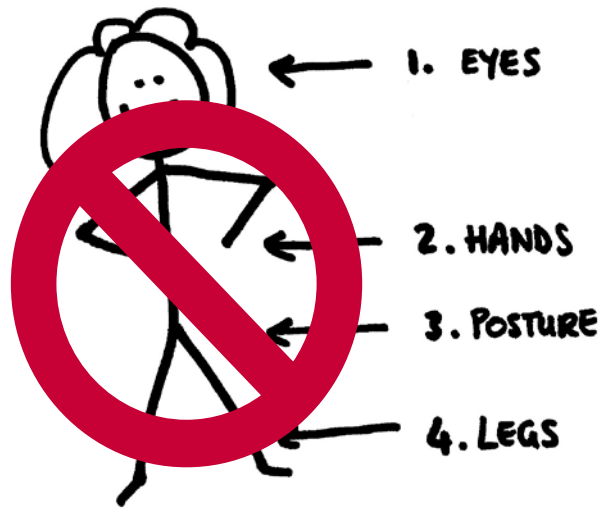


Structure

- ◆ Communication Theory
- ◆ Spoken language
- ◆ Body language
- ◆ Written language

Written

- ◆ Commits
- ◆ Email
- ◆ Chat
- ◆ Documentation
- ◆ ...



Self-revelation

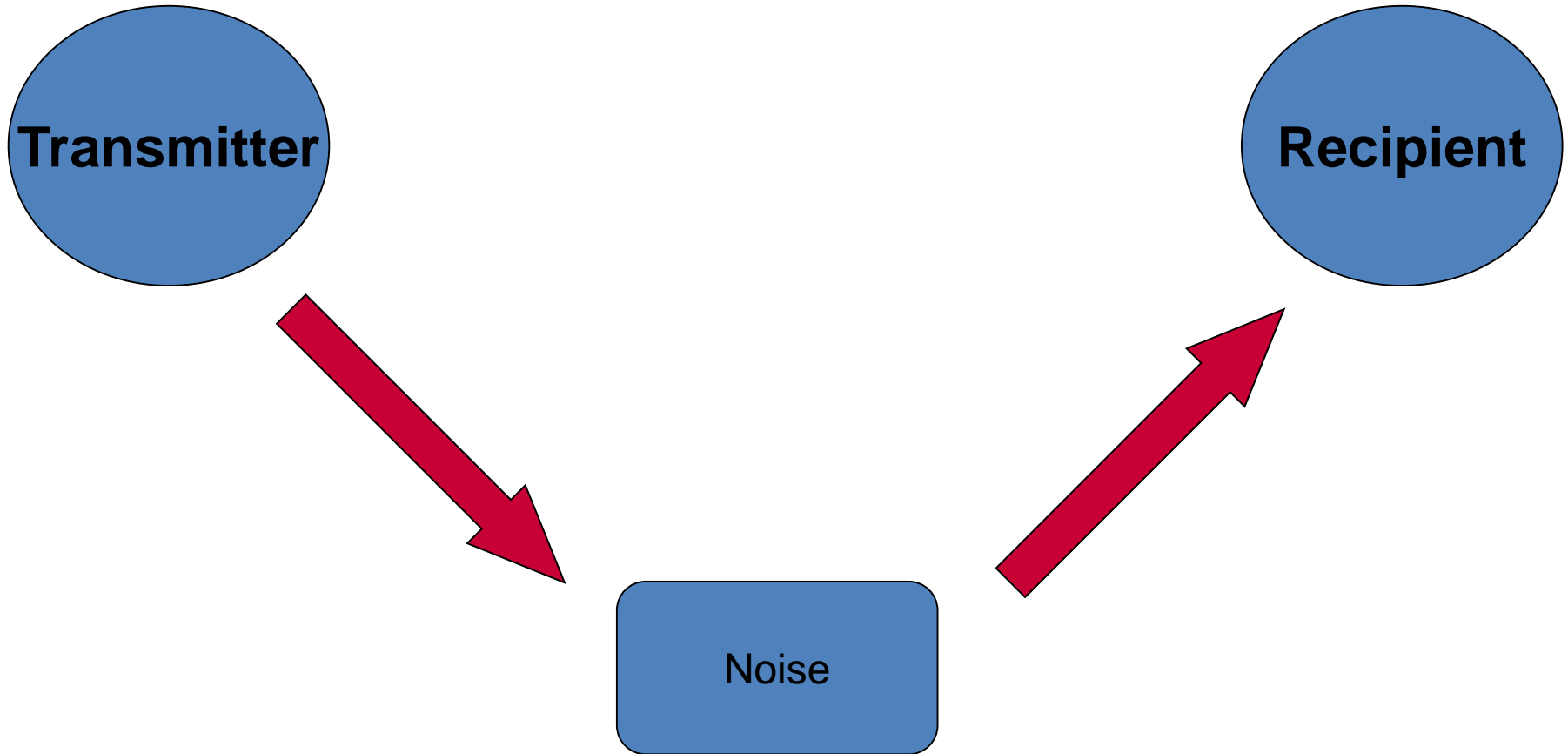
Facts



Relationship

Intention

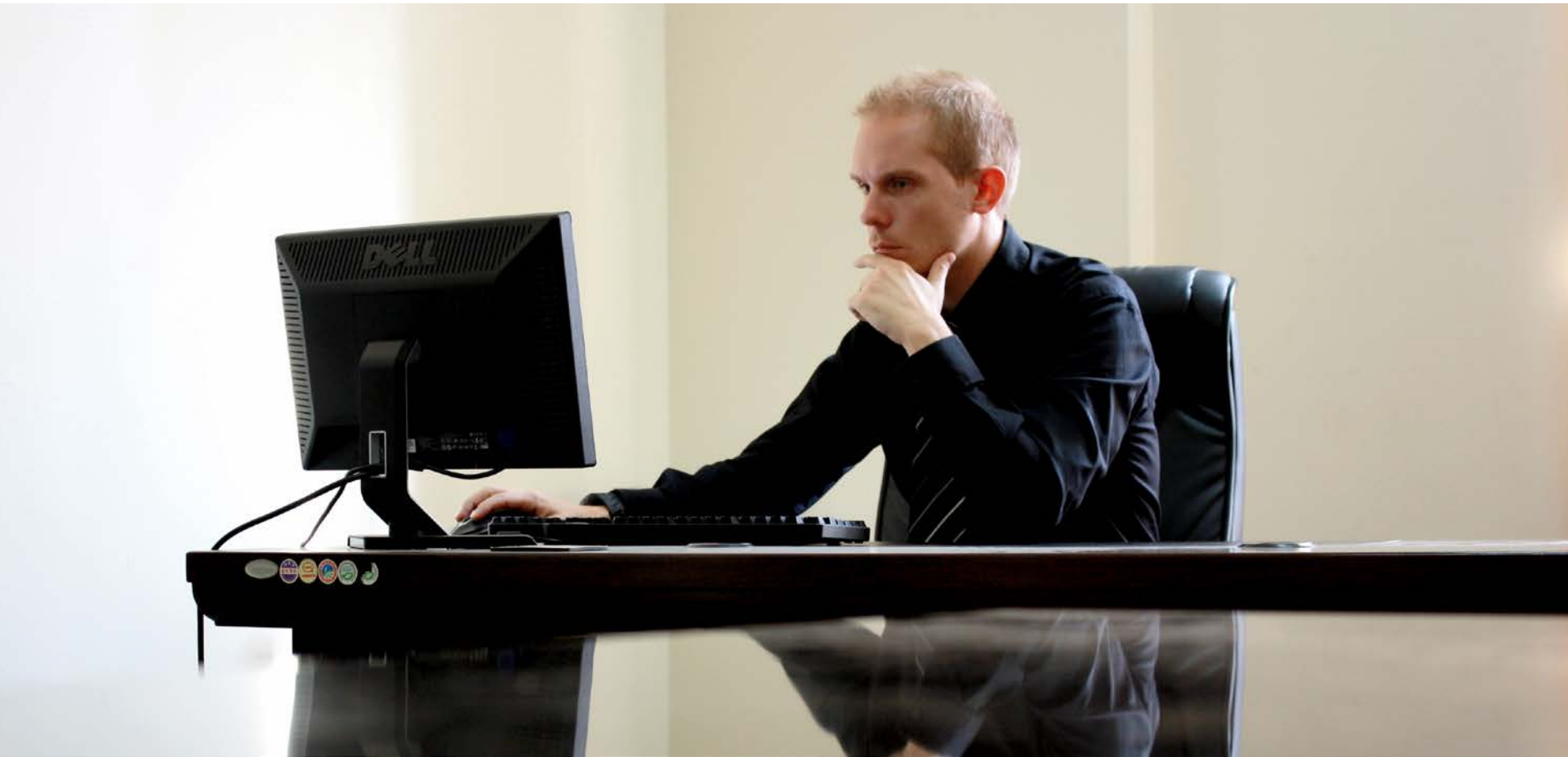
One-Dimensional Transmission



Spell check



Think!



Commit Messages – The Ugly Ones

„Error attached“, „minor changes“, „oopsie“

„BUG-9284“

„I am a super long commit message which lacks conciseness and etc. pp. and so on blah blah ...“

<http://www.codelord.net/2015/03/16/bad-commit-messages-hall-of-shame/>

Commit Messages – The Good Ones

„ FP-18: Fix wrong date calculation for February 29th“

- ◆ Bugtracker Reference
- ◆ Self-contained
- ◆ Why and What

<http://www.codelord.net/2015/03/16/bad-commit-messages-hall-of-shame/>

Email



Do NOT do it!

Do it RIGHT!

Subject – The Ugly Ones

„PLEASE READ“, „RE: “

„Urgent!!!“

- ◆ ALL CAPS
- ◆ Exclamation marks
- ◆ Nothing at all

<http://www.lifelearn.com/2016/04/11/email-subject-lines-the-good-the-bad-and-the-ugly/>

Subject – The Good Ones

„Project X: Response to Question Y“

„Deadlines for Company Z“

- ◆ Short – 28 to 39 Characters

- ◆ Simple

- ◆ Relevant

<http://www.lifelearn.com/2016/04/11/email-subject-lines-the-good-the-bad-and-the-ugly/>

Do NOT do HTML!

<http://ilyabirman.net/meanwhile/all/neat-mail/>

Email – Content

Hallo Christina,

I wish you the very best with your new work.
Have fun and enjoy it.

Tschüss und auf Wiedersehen!

I hope so. Perhaps I will visit you in Canada.
I read that Vancouver is such a nice city.
<http://vancouver.ca/>

With best regards

- ◆ Paragraphs
- ◆ Necessary history
- ◆ Small link

Email – Signature

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- ◆ No fancy colors
- ◆ Phone number
- ◆ Legal information

<http://de.slideshare.net/sidekick/are-you-making-any-of-these-15-email-signature-mistakes>

Chat

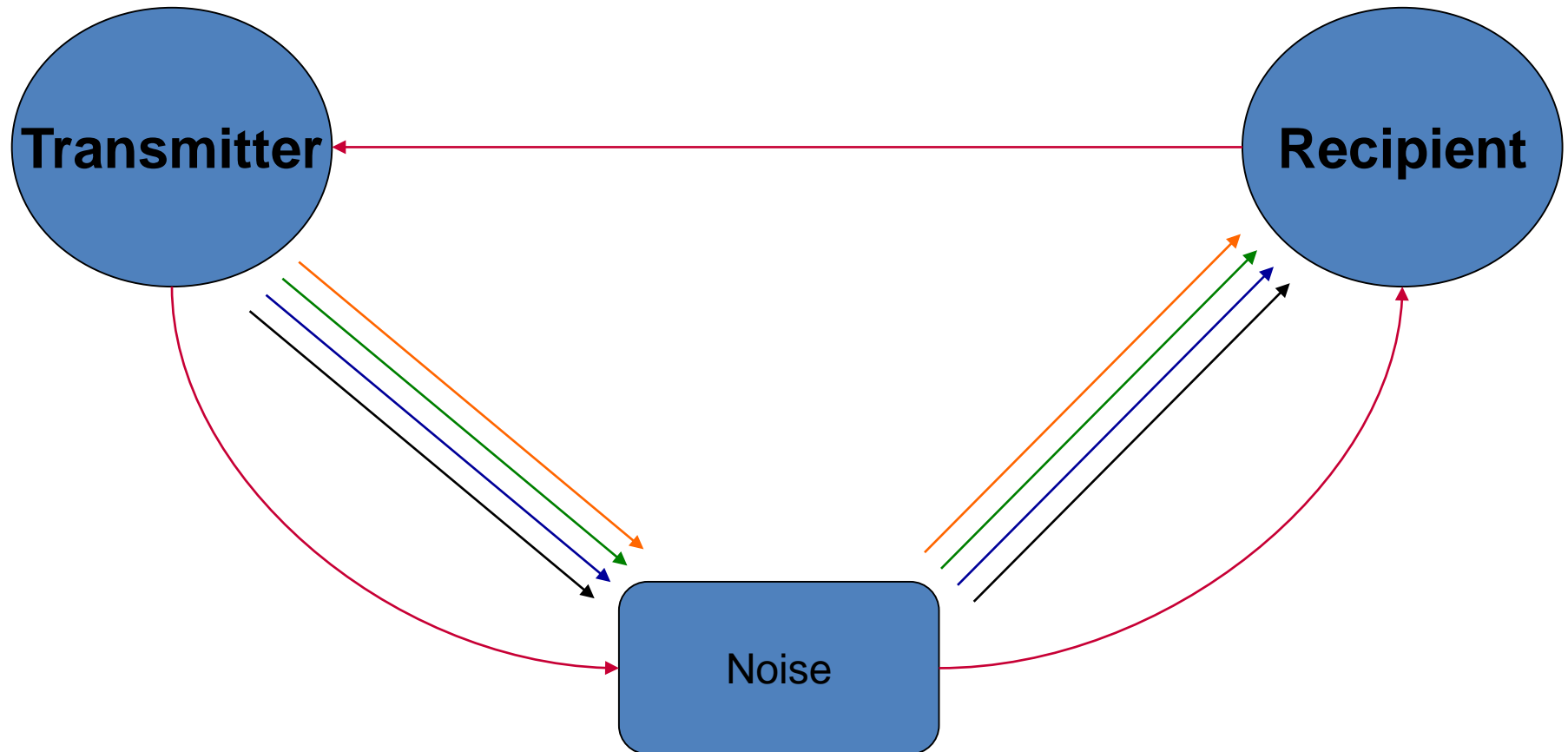
- ◆ Keep in mind to whom you are talking
- ◆ Remember the kitten
- ◆ Think!
- ◆ Be polite

Summary

- ◆ Understanding
- ◆ Spoken – In Person!
- ◆ Body language
- ◆ Written language



The Circle of Understanding



Thanks for your Attention



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