

Communication Gaps . . .

"Simply put, good communication is critical to software project quality. Gaps form when the message sent isn't received, or differs from the message received. Understanding and applying the concepts in *Communication Gaps* will help us determine how the gap happened, what we can do about the gap, and how we might prevent the gap in the future."

—Don Gray, www.ayeconference.com

"Naomi's book helps teams use communication as a tool for successfully carrying out projects, delivering services, implementing change, and strengthening teamwork."

—Eileen and Wayne Strider, *STQE*

"An excellent resource for project managers in any capacity . . . provides techniques for identifying and solving communication problems."

—Lynnette Nieboer, *Successful Project Management*

"If you'd like help assessing how your communications can be more successful, read Naomi Karten's new book. . . .

"Naomi has pulled together numerous examples of communication gaps and explained how to close them, whether you're doing management, project, or service work."

—Johanna Rothman, *Reflections*

"Karten succeeds very well in presenting detailed solutions. . . .

"While there are of course no silver bullets in software development, this book comes close, for most of the failures in software development are not technical, but social."

—Charles Ashbacher, posted on Amazon.com

About the Author



Naomi Karten is an international speaker, seminar leader, author, and consultant, specializing in helping organizations improve their service strategies and customer relations. She is the author of *Managing Expectations* and coeditor of *Amplifying Your Effectiveness*, both published by

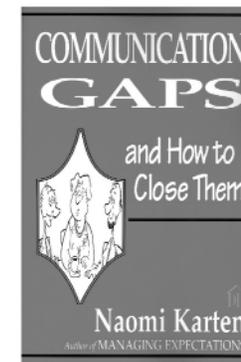
Dorset House. With a background in software development, management, and psychology, she is president of Karten Associates, based in Randolph, Massachusetts. Read her newsletter at www.nkarten.com.

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Communication Gaps and How to Close Them

by Naomi Karten



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Tools for Improving Your Communication on Projects

If you develop systems or software for a living, you know that communication is essential for success.

Managers and technical professionals have to communicate effectively in order to meet client requirements, build work-related relationships, and survive time pressures and market demands. So often, though, communication breaks down, and we shout at each other across communication gaps that widen into gaping chasms.

Thankfully, Naomi Karten—author of *Managing Expectations*—is here to help. Readers learn how to improve the way they handle a wide variety of communication conflicts, from one-on-one squabbles to interdepartmental chaos to misinterpretations between providers and cus-

tomers. Drawing on a variety of recognizable experiences and on useful models for understanding personalities, such as the Myers-Briggs Type Indicator and the teachings of family therapist Virginia Satir, Karten provides a series of powerful tools and concepts for resolving communication problems—as well as methods for preventing them in the first place.

Communication Gaps and How to Close Them is a must-read for anyone who needs to address communication gaps in professional encounters, as well as in personal ones. This book will change not only how you communicate but also how you think about communication. With Karten's useful insights and practical techniques, readers can master this key component of successful projects.

Read more about this book at
www.dorsethouse.com/books/cgaps.html