



# **Soft Skills für Softwareentwickler: Fragetechniken, Konfliktmanagement, Kommunikationstypen und -modelle (German Edition)**

*Uwe Vigneschow, Björn Schneider, Ines Meyrose*

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Viele Softwareprojekte scheitern nicht aus technischen Gründen, sondern aufgrund mangelnder Kommunikation.

Erfolgreiche Mitarbeiter in der Softwareentwicklung verfügen nicht nur über technisches und methodisches Wissen, sondern auch über soziale und kommunikative Fähigkeiten (Soft Skills). Vor allem in der Zusammenarbeit mit Projektexternen wie beispielsweise der Fachabteilung, den Fachexperten, Anwendern und fachlichen Entscheidungsträgern kommt es auf eine effektive und klare Kommunikation an.

Die Autoren zeigen praxisnahe Wege auf, im Arbeitsumfeld besser miteinander zu kommunizieren und Konflikte frühzeitig zu erkennen, um sie erfolgreich zu lösen. Aus ihrer langjährigen Entwickler- und Projektleiterpraxis heraus vermitteln sie die verschiedensten arbeitspsychologischen Modelle und Techniken anhand konkreter Beispiele aus der IT.

Der Inhalt des Buches gliedert sich in fünf Teile:

- Kommunikationsschnittstellen: Projektstruktur, -umfeldanalyse, -marketing
- Fragetechniken: 6-Stufen-Fragetechnik, Reviews, Feedback, aktives Zuhören
- Erfolgreich kommunizieren durch den Einsatz empfängerorientierter Kommunikationsmodelle
- Kommunikationstypen in Entwicklung, Projektleitung und Fachbereichen
- Konfliktmanagement, Verhandlungstechniken

Im Anhang befinden sich die theoretischen Grundlagen für die beschriebenen Modelle sowie Übungen aus der Arbeitspsychologie. Die 3. Auflage wurde komplett überarbeitet und in vielen einzelnen Aspekten aktualisiert und ergänzt.

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