



BA Real Talk: 4 Key Elements to Communicating Effectively



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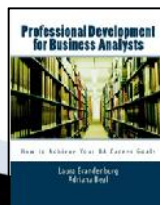
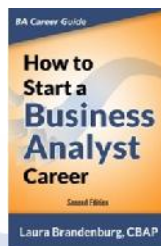
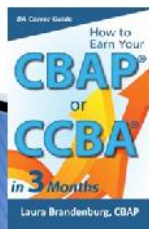
BA Real Talk



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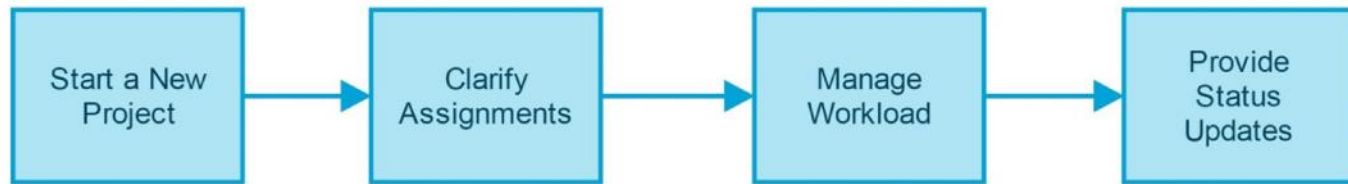
The Problem with BA Roles

Unclear

Unpredictable

Misunderstood

We Need to Set Expectations



SE-1: Kick-Off the Business Analysis Effort



SE-3: Clarify an Ambiguous Assignment



SE-6: Request Prioritization of Assignments



SE-9a: Status Report *One Project*



SE-2: Kick-Off the Business Analysis Effort (Previous Work Completed)



SE-4: Provide a First Pass of Work Against an Assignment




SE-7: Communicate About a Deadline You Anticipate Missing



SE-9b: Status Report *Multiple Projects*



SE-5: Request Help With an Assignment



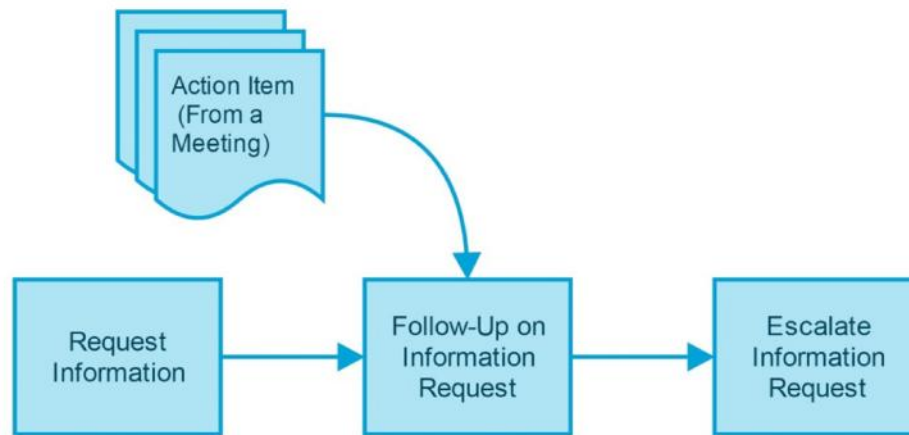
SE-8: Decline an Assignment



SE-9c: Status Report *Multiple Projects with Hours (Tabular Format)*

Getting Information is Painful





Be Clear and Follow-Up



GI-1: Request Information



GI-2: First Follow-Up



GI-5: Escalate Information Request



See Also

RD-3: Obtain Answers to Specific Questions On a Deliverable



GI-3: Second Follow-Up



Call or Stop By

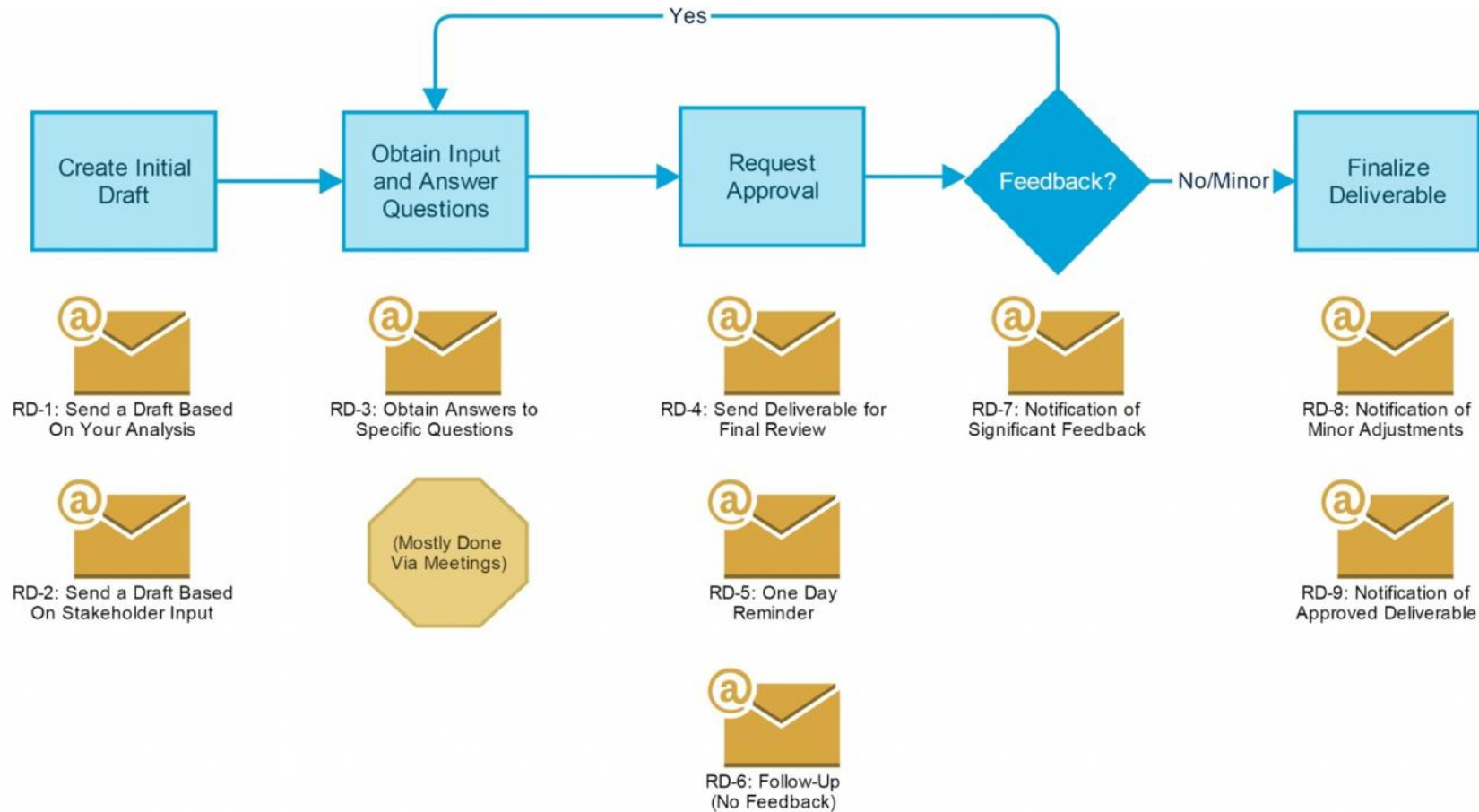


GI-4: Third and Final Follow-Up

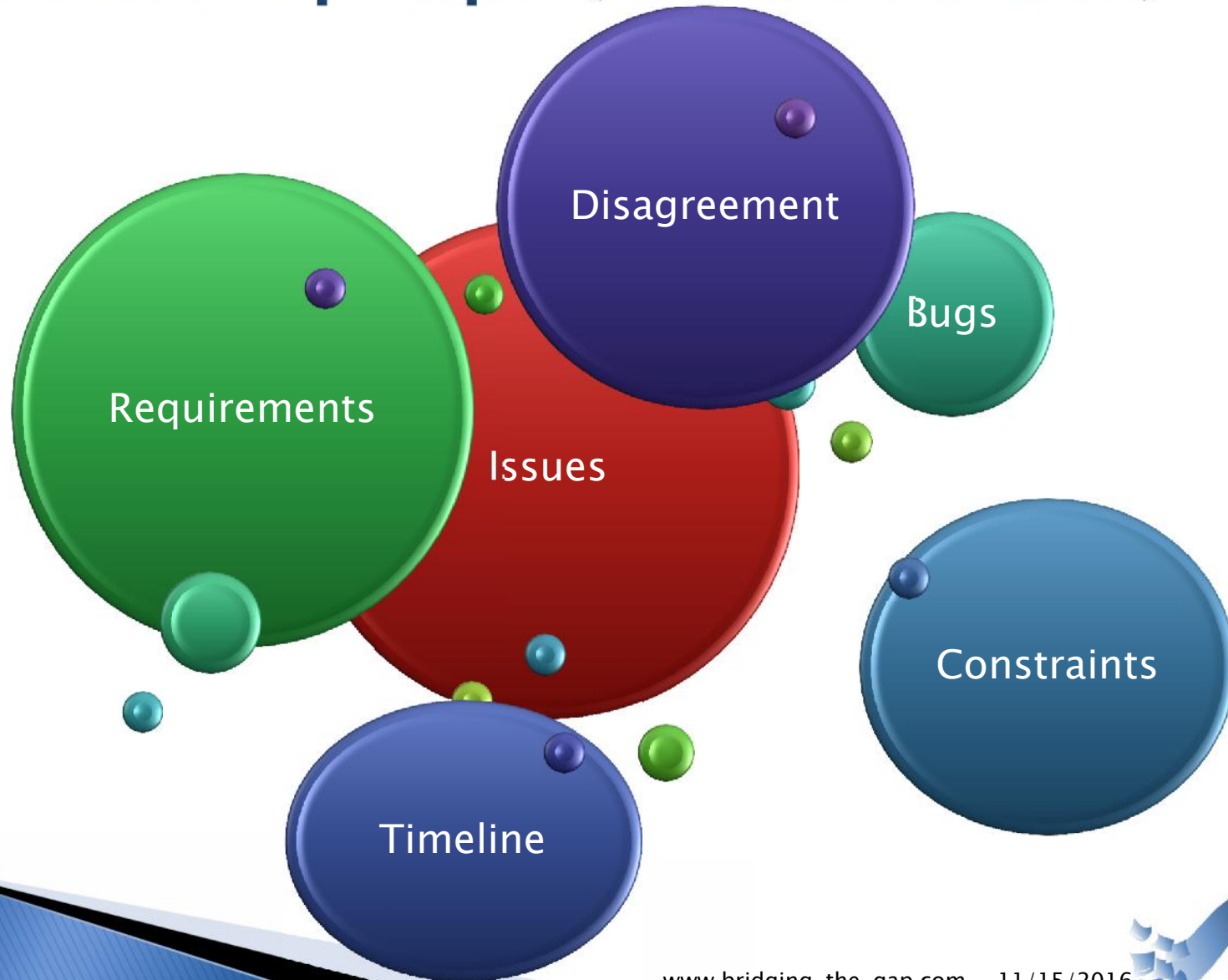
No One Really Wants to Own the Requirements



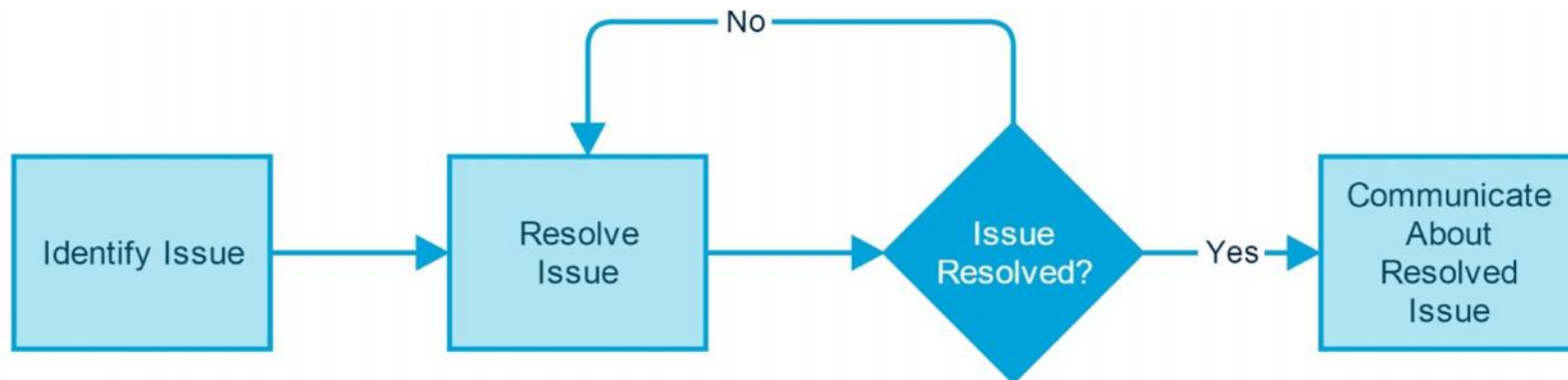
Proactively Engage Stakeholders



Issues Pop Up! (All the Time)



Clarify, Resolve, Communicate



MI-1: Send a Notification of an Unresolved Issue



MI-3: Stop an Ineffective Email Chain



MI-5: Request Confirmation of an Issue-Resolution Decision



MI-6: Send a Notification About a Resolved Issue



MI-2: Reply to Issue Raised By Someone Else



MI-4: Follow-Up With More Information



MI-7: Send a Notification of a Minor Resolved Issue (No Prior Communication)

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