

# CSC290 Communication Skills for Computer Scientists

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Lecture 10; November 18, 2019

# Announcement

- ▶ Final Presentation Slides due tonight at 11pm
- ▶ Repository is due Dec 4th 9pm
  - ▶ Please read the handout!

# Agenda

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- ▶ First hour: Interpersonal Communication Scenarios and Emails
- ▶ Second hour: Time to work on your presentations

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- ▶ Would you like me to review your (anonymized) resume in class?
- ▶ (Optional) Are you okay using your resume as a handout exercise?
- ▶ Please send your resumes to me!

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## Week 12: Interviews

- ▶ Lead by folks at the Career Center

# Scenarios

## Activity

- ▶ Get into groups of 2-6
- ▶ Discuss the scenarios with your peers: what would you do in these scenarios?
- ▶ If appropriate, write an email to try and resolve those scenarios

We'll discuss the scenarios together, and choose 2 to go through in detail during Friday's tutorial.

## Scenario 1

Before going off to vacation, you asked a co-worker to send a document to a client. Upon your return, the client mentions that they never received the document.

**Explain what you would say to your coworker, and to the client.**



## Scenario 2

You are purchasing software from a vendor. The vendor has been very slow to fix bugs that you have reported, affecting your work.

**Write an email to the vendor to try and fix the situation.**

## Scenario 3

You are very excited about receiving a job offer. However, the compensation is much lower than you expected.

**Explain what you would say to the hiring manager.**

## Scenario 4

You need to reject a job offer. How can you notify the company without “burning bridges”?

**Write an email to the hiring manager.**

## Scenario 5

You are working with a mentor to write a paper. The day before a deadline, she instructs you to make several time-consuming changes that you don't agree with.

**Explain what you would say to the the mentor.**