Identifying requirements for communication support: A maturity grid-inspired approach

Communication is a critical success factor in design. It can be seen as the social and cognitive process by which information is selected, messages are exchanged between interacting partners, and meaning is created. How communication processes can best be captured, analysed and assessed, as a preliminary step toward suggestions for improvement of communication practices, remains a challenge for researchers and practitioners. To this end, a maturity grid-inspired approach to audit communication practices has been developed. This paper employs a maturity grid approach and reflects critically on the construction and application of the approach in a structured group workshop in software design. Such an approach yields dual benefits: (a) as a research method to gather insight into communication and (b) as a guide to plan improvements in practice. Conclusions are drawn for the process of auditing communication in design.

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