

Your Team Rosetta Stone

Identify Need

- **No Glossary?** No documented, easily accessible glossary or lexicon.
- **New Team?** All or some team members are new to each other.
- **Diverse Team?** Team has professional role and/or ethnic diversity.
- **New Domain?** One or more team members new to business application domain the project/product must address.
- **Phrases of Frustration?** "That's not what I asked for!", "That's not what X means.", etc.
- **Low Interaction?** Little interaction in meetings when domain discussed.
- **False Agreement?** Gratuitous or pseudo-agreement, etc.

Build Draft

- **Acknowledge:** Acknowledge issue, discuss solution, be inclusive and avoid top-down.
- **Recruit:** One or two editors, but entire team should contribute.
- **Recycle:** Use existing company or industry glossary as a foundation.
- **Broaden:** Remember to include application business domain terms, not just professional role or technology terms.

Provide Access

Universal Accessibility:

- **One Copy:** Maintain one master (preferably versioned) copy. Avoid email attachments and multiple copies on drives, even if they are shared.
- **One Place:** Establish a central location that is easy for any and all team members to access, such as a Wiki, or SharePoint, etc.

Review & Revise

- **Debate:** Embrace debate early and often. Disagreements about definitions constitute constructive controversy worth taking time for. Best to have them debated and settled early.
- **Quality via Neutrality:** Make sure that definitions are unbiased and value-neutral. Should read like a dictionary.
- **Quality via Precision:** Don't allow definitions to be so abstract that they are bound to be correct for any situation.
- **Quality via Accuracy:** Even if you must go against industry standards, make the definitions accurate for the project/product at hand - it's more important that the team is successful than that the glossary adheres to broader external standards.

Utilize Consistently

- **Keep At-Hand:** Keep at hand, whether digital or printed, at most meetings and all important decision points.
- **Always Refer To:** IN every debate or every moment of confusion or uncertainty, make sure the Glossary is in use.
- **Keep Relevant:** If issues accumulate, perform additional Review & Revise cycles. Otherwise it will become a ceremonial document and fall out of use.

