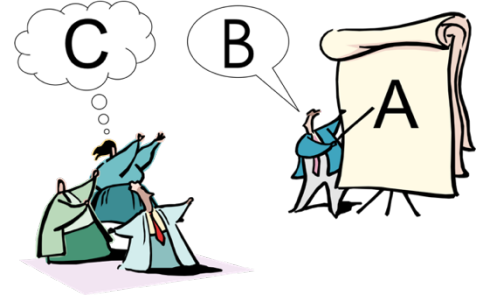*Do NOT read on
if you're not afraid of
misunderstandings*

Vokabulary Engineering

What's wrong with misunderstandings?

"Language is the source of misunderstandings" thought Antoine de Saint-Exupéry. Whoever communicates in natural language has to reckon with **misunderstandings**. Such misunderstandings can be funny, but they may also have consequences that are undesirable or even catastrophic. Usually, in our daily work, it's not a matter of life and death, but in efficient communication lies much potential to reduce **trouble** and **cost**. Is really everybody in agreement what the statement "The system has to be finished by the end of the year" means? Which "system", what is meant by "finish" and which year? In some domains communication is especially susceptible to misunderstandings: communication in international context (multi-language), collaboration of different organizations with different cultures, communication between business and IT or marketing/sales and development, requirements engineering, legal contracts or multi-lingual systems.

What can be done

Vocabulary Engineering **improves communication** through training, consulting and doing in the following aspects:

- **Motivation of the stakeholders**: Show the benefits and why it's worth some effort
- **Basic concepts**: Distinguish between term and concept, synonyms, homonyms, speech communities
- **Definitions**: How to produce good and avoid poor definitions
- **Practical steps**: Best practices like identify concepts first before arguing about terms
- **Usage**: How to make use of a vocabulary and how to benefit from it
- **Management**: How to manage terms and concepts and maintain the vocabulary
- **Tools**: Explore the pros and cons of different tools like Wikis, Excel or modeling tools

Sound know-how and experience

For many years KnowGravity has been involved in developing the OMG Specification **Semantics for Business Vocabulary and Rules** (SBVR). Because we consider vocabularies to be so beneficial, we use them in many projects and know about possible problems and their solutions. This made us develop small and big tools we regularly use in projects for small glossaries as well as for very large multi-language vocabularies.

Just do it!

Contact KnowGravity for support in preventing and eliminating misunderstandings. Our experienced experts can help you with customized training, consulting, reviews or can collaborate with you in your project. Benefit from our wealth of experience!

Contact

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