

LINGUISTIC SKILLS IN IT COMMUNICATION SPHERE

In the rapidly evolving world of IT technical expertise alone is no longer sufficient. Today, having strong communication and interpersonal skills also pays off in this ever-changing field [1]. Linguistic skills have become a crucial component of successful communication within the IT sphere. As teams grow increasingly international and work becomes more collaborative, the ability to express complex ideas clearly and accurately, both orally and in writing, is essential for project success, customer satisfaction, and professional growth.

Language is the core of all communication. In IT, it serves as a bridge between developers, project managers, clients, and end-users. Whether writing technical documentation, participating in team meetings, responding to customer inquiries, or reporting progress, IT professionals rely on clear, concise, and correct language. Miscommunication can lead to technical errors, project delays, and loss of credibility. However, this can be a challenge for some employees, as well as for senior management, to recognize the crucial role communication plays in the common business success.

The study aims to define linguistic skills that are most commonly used and required for smooth and effective communication between all sides of business cooperation, such as project managers, developers, and clients. The paper includes a review of the cases and various linguistic skills usage in the IT environment, defines the frequency of their application, and analyzes some common peculiarities or patterns.

According to Southern New Hampshire University's soft skills list [2], the skill of communication stands in the primary position. This is a clear sign of communication importance. However, if you're the one working in IT "you'll need to adapt your communication for a variety of different audiences" [3]. Primarily, the flexibility at this point is needed because of the strong technical element presence.

Key linguistic skills in IT are:

- **Technical writing.** IT professionals, such as QAs, developers, and project managers, must write some technical documentation that includes bug reports, manuals, or software documentation. When writing this, a responsive person should be able to form the structure logically, be precise and clear in order for the information to be easily understandable even for a non-technical audience.
- **Email and Chat Etiquette.** Written communication via emails, workspaces, or corporate messengers, e.g., Slack or Teams, or task trackers must be professional, polite, and efficient. This includes appropriate tone, structure, and clarity.
- **Presentation and Speaking Skills.** From morning meetings to client demos and ready product presentations, IT specialists must be able to explain their work clearly, often to non-technical stakeholders. Good pronunciation, vocabulary, and confidence matter.
- **Cross-cultural Communication.** As globalization runs post-haste and working teams can often consist of people of different nations and cultures, cultural sensitivity, tone awareness, and understanding of linguistic nuances become important to avoid misunderstandings.

The problems non-technical specialists face working in the IT field are often common for the whole sphere. These are:

- Overuse of technical jargon with non-technical users;
- Poor grammar or sentence structure in documentation;
- Ambiguous instructions in user manuals or bug descriptions;
- Language barriers in multicultural teams.

In order to overcome the problems listed above, communication skills improvement is needed. To accomplish this, a person can increase the time of speaking practice by attending speaking clubs, taking part in respective language courses, and communicate more with native speaker professionals from the similar working sphere. The last point can be easily achieved by attending conferences or using appropriate social networks (e.g. LinkedIn).

In conclusion, linguistic skills are as important as programming languages in IT communication sphere. They empower professionals to express ideas clearly, collaborate effectively, and deliver value to clients and users. As technology continues to globalize, strong communication skills — especially in English — will remain a key to success in the digital world.

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