ADDO

ALL DAY DEVOPS | 4.17.20

SPRING BREAK EDITION

APRIL 17, 2020

you've convinced me we have to collaborate

*** but how the hell do we deal with people?**

Matt Stratton / @mattstratton

Kitchens
@this_hits_home

.@mattstratton has the best hair of any developer advocate 🤩

fite me

4:14 PM · Feb 13, 2019 · Twitter for iPhone

blah blah blah collaboration

blah blah blah empathy

blah blah blah

“Our analysis found that this culture of psychological safety is predictive of software delivery performance, organizational performance, and productivity”

- Accelerate State of DevOps Report 2019

cool cool cool

how do we do it

psychological safety

“[Psychological safety is] a sense of confidence that the team will not embarrass, reject, or punish someone for speaking up.”

–Amy Edmondson
Professor, Harvard Business School

approach conflict as a collaborator

not as an adversary

speak human to human

“just like me”

replace blame with curiosity

you don’t have all the facts

model vulnerability

create emotional bonds

blameless facilitation

“Humans are hardwired through millions of years of evolutionary neurobiology and thousands of years of social conditioning to use the technique of blaming as a way to give voice to painful and uncomfortable feelings, in order to effectively disperse them from our psyches”

– J. Paul Reed
Senior Applied Resilience Engineer, Netflix

Facilitator’s Role

- Encourage people to speak up, and make sure that everyone is heard.
- Clarify insights and challenge the team with questions.
- Help the team to see different angles and different options.
- Keep everyone on time and on track. Cut off tangents and stop people from dominating the entire meeting.

- Do not make decisions.
- Do not take sides.
- Try to speak as little as possible.
- Be a shadow that guides discussions, not a presenter who takes over the meeting.

de-escalating conflict

“We do not look for compromise; rather, we seek to resolve the conflict to everyone's complete satisfaction.”

– Marshall B. Rosenberg, Ph.D.

David Shackelford
@dshack

Replying to @mattstratton

You can pause things with force, but it's hard to make meaningful progress until people feel heard. There is a palpable, sometimes physical relaxation response when someone believes their point of view has actually been understood and acknowledged (even if not agreed with)

Nonviolent Communication

- Observations
- Feelings
- Needs
- Requests

Observations

What I observe (*see, hear, remember, imagine…free from my evaluations*) that does or does not contribute to my well-being:

“When I (see, hear) …”

What you observe (*see, hear, remember, imagine…free from my evaluations*) that does or does not contribute to your well-being:

“When you (see, hear) …”

Feelings

How I feel (*emotion or sensation rather than thought*) in relation to what I observe:

“I feel …”

How you feel (*emotion or sensation rather than thought*) in relation to what you observe:

“You feel …”

Needs

What I need or value (*rather than a preference or a specific action*) that causes my feelings:

"… because I need/value …"

What you need or value (*rather than a preference or a specific action*) that causes your feelings:

"… because you need/value …"

Requests

- Clearly requesting that which would enrich **my** life without demanding
- Empathically receiving that which would enrich **your** life without hearing any demand

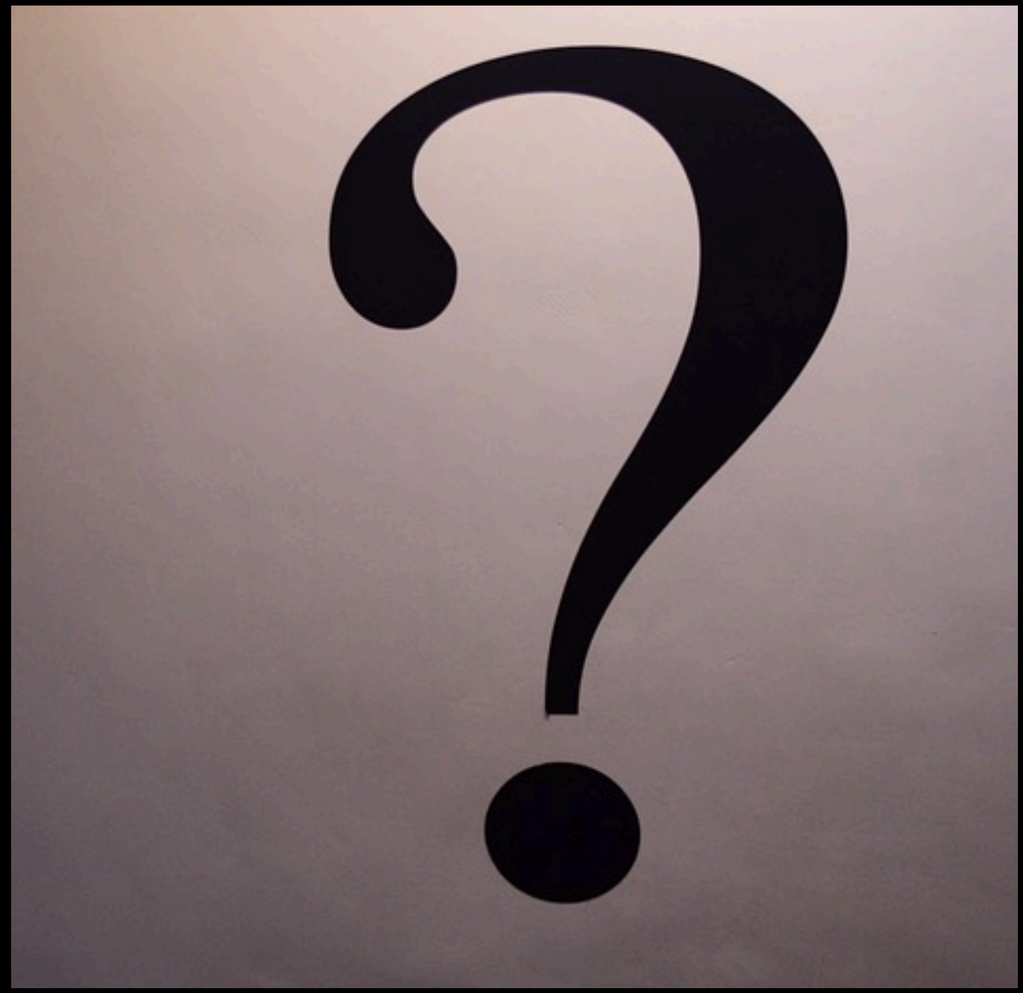
Requests

The concrete actions I would like taken:

“Would you be willing to …?”

The concrete actions you would like taken:

“Would you like …?”



“If you want to go fast, go alone. If you want to go far, go together.”

– African Proverb

https://speaking.mattstratton.com

@mattstratton

SEE YOU IN THE FALL!
November 12, 2020 | alldaydevops.com/register-2020
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