


GET  DONE.

GET  DONE.

GET SHIT DONE.

GET IT DONE!

1

DESIGN IS NEVER DONE.



2

SHOW UP.

2

- Show up for your colleagues
- Show up for yourself
- Engage your curiosities by asking lots of questions
- Zero to one, but not from nothing
- Do nothing negatively

3

CONSIDER RELATIONSHIPS.

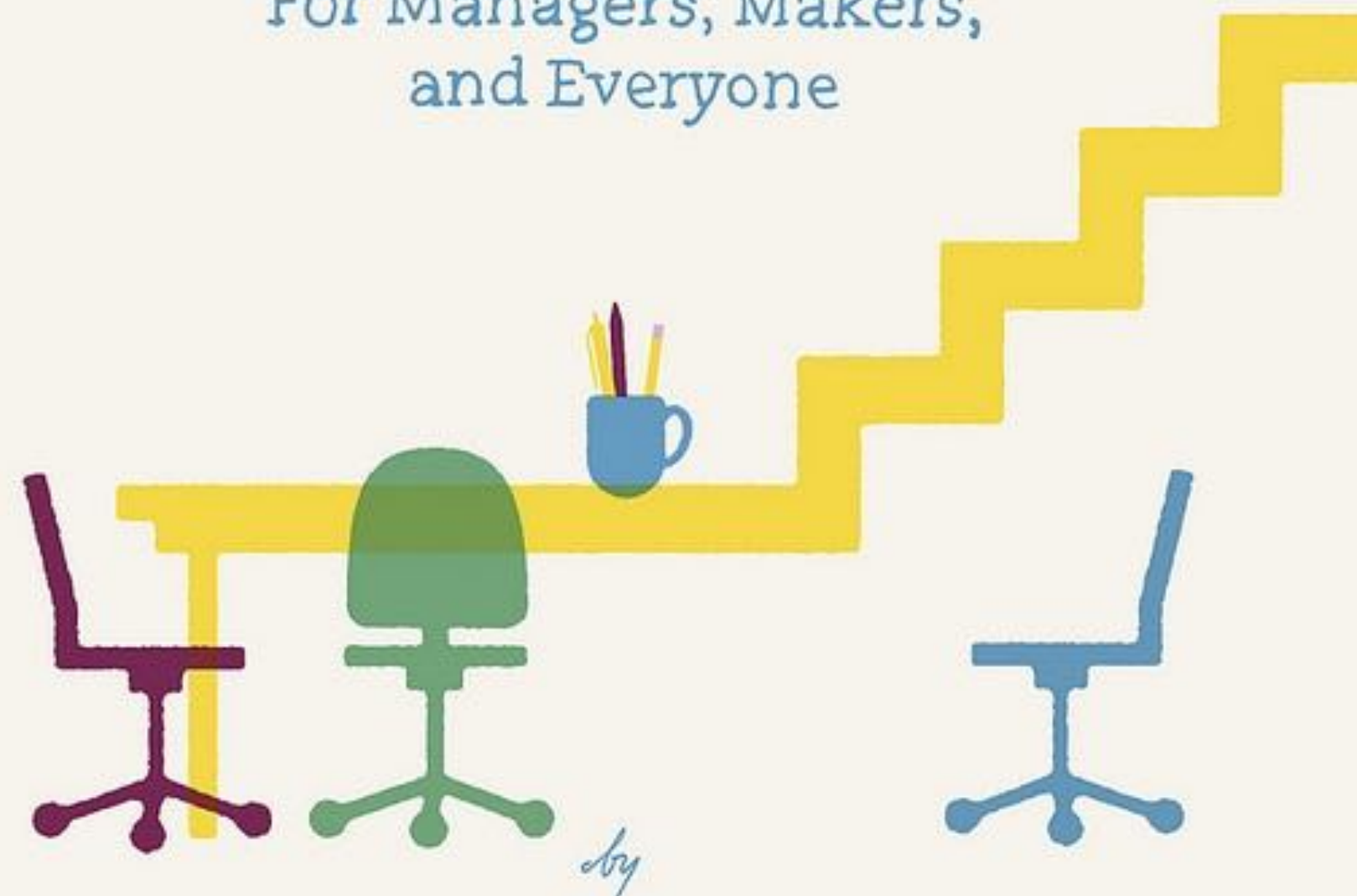


“...The limiting factor to performance isn’t how hard an individual can work, or how smart they are, but how well a whole team works together.”

— Braden Kowitz, @kowitz, co-founder of Range Labs

MEETING DESIGN

For Managers, Makers,
and Everyone



by
KEVIN M. HOFFMAN

foreword by Jeff Gothelf

TWO WAVES

4

EDUCATE, DON'T HATE.

5

SELLING > TELLING.

5

- Tell them what you're going to tell them.
- Tell them.
- Tell them what you told them.

5

- Tell them what you're going to do to them.
- Tell them.
- Tell them what you should do to them.

5

- Sell them what you're going to sell them.
- Sell them.
- Sell them what you sold them.

YOU

FEATURES

THEM

BENEFITS

6

A LOT OF WORK IS NOT AESTHETIC.



Josh Silverman
@jhsilverman



#Design Twitter: What percentage of your work would you say is visual or aesthetic?

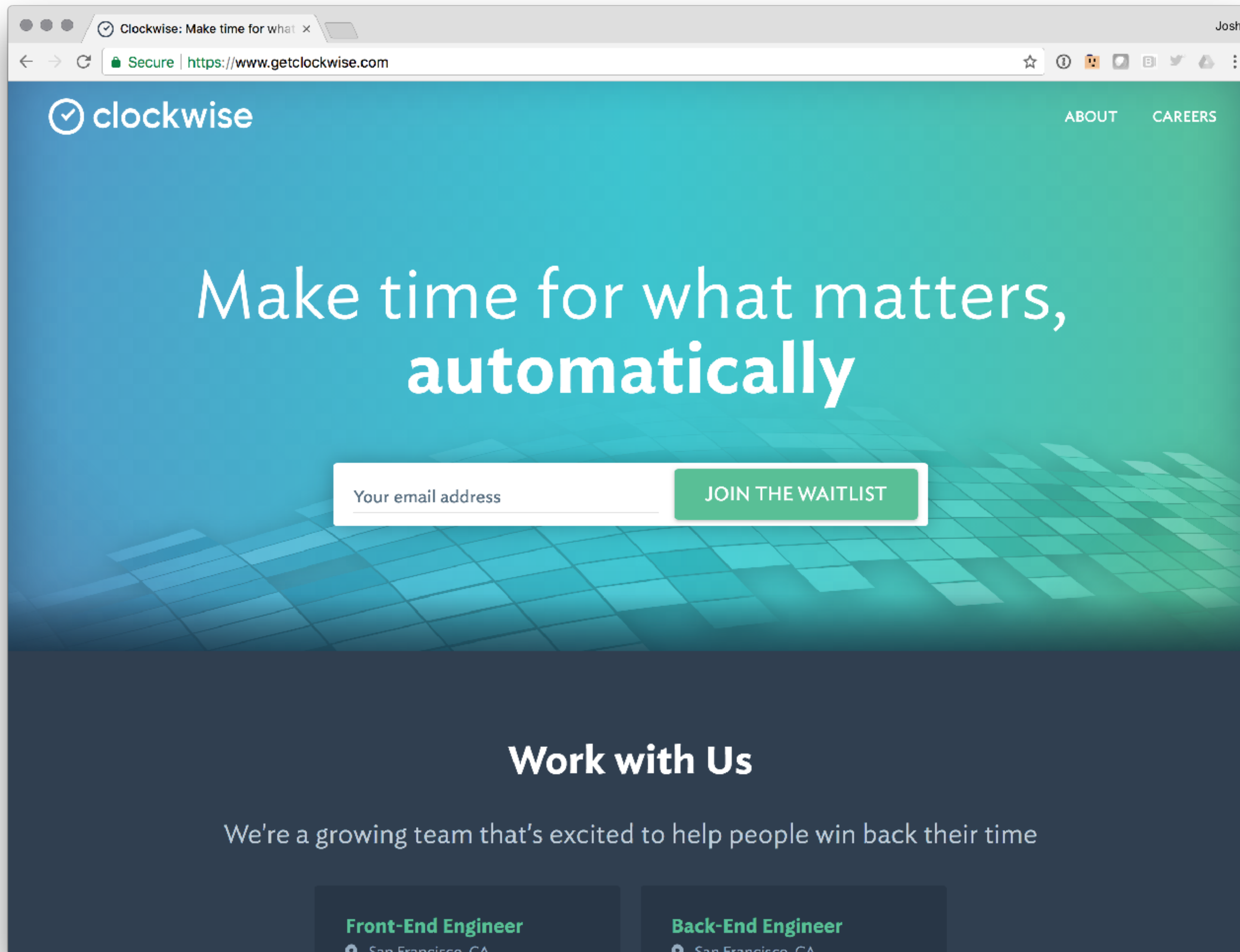
58% 0–25%

19% 25–50%

15% 50–75%

8% 75–100%

28 Sep 2017



Make time for what matters, automatically

Your email address

JOIN THE WAITLIST

Work with Us

We're a growing team that's excited to help people win back their time

Front-End Engineer

San Francisco, CA

Back-End Engineer

San Francisco, CA

7

“SOFT” SKILLS PERSIST.

[illegible]

7

- Empathy
- Listening
- Emotional intelligence
- Storytelling & speaking
- Mentoring
- Giving & receiving feedback
- Cooperation
- Writing
- Moving past “failure”
- Reading body language

7

- How might we ask more questions that are openers?
 (“How might we...” “What if...” “Help me understand...”)
- When was the last time you got *terrific* advice?
- Under what conditions do you do your best work?

User Manual for

Cassie Robinson

Conditions I like to work in

I like a quiet working environment. I find it hard to do work that requires my concentration if there is a lot of noise and distractions

I like having my own desk space

I find it hard to work in heated rooms, and love fresh air (windows open etc)

The times/hours I like to work

I am trying to start my work day at 10am so that I can have 2 hrs from 8-10am in the mornings to do things like exercise and meditation etc.

I work best in the evenings

I don't mind being contacted at any time but I will likely only respond during week daytimes and evenings

My diary is open and accessible so everyone can see my availability. I don't mind people booking things in my diary if I am free

The best ways to communicate with me

Slack is the quickest way to get a response from me

I will never answer my phone, but I look at text messages

I keep on top of my emails each week and usually respond within a few days at the latest.

The ways I like to receive feedback

I'd rather have difficult conversations than things be unspoken or inauthentic, so just be straight with me

I like receiving feedback face-to-face

I see all feedback as a learning opportunity so I like any feedback to include examples and also suggestions on how I / it could be better/different

Things I need

I love ideas sessions with people, where we can freely think about what is possible without the if's and but's

I need time to reflect

Authenticity - I find it really hard to be around bullshit, inconsistency or incongruence

Things I struggle with

I'm an introvert so working "in the open" is something I have to work hard at

Too much critiquing and logical reasoning drains my energy

If I don't understand the wider purpose behind why we are doing something, I find it hard to engage with

Unnecessary process - I love agile and design-lead process however, it's not always necessary. I like minimum-viable-process - what is enough?

Things I love

I like hearing what others are working on and connecting up the dots of what we are doing

I love organising team things - birthday gifts, evenings out etc.

A generative, risk-taking culture that has a flag in the ground about what it stands for

Quarterly team away days

Other things to know about me

I use my intuition a lot to make decisions

My favourite saying is "the sum of the whole is greater than the sum of the parts."

I am an INFP / INFJ cusp

I don't like or drink tea

I bring my whole self to work (we should chat about what this means to me)

8

USERS ARE PEOPLE.



Bo Ren
@bosefina



In Silicon Valley I used to think being too “human” was a weakness. Too empathetic, too emotional, too vulnerable, too feminine. Now I wear “human” was a badge of honor. The future lies in humanists building a human layer on top of technology.



44



766



2,625

9 Nov 2017

A person wearing a white lab coat is holding a brown paper bag in front of a showerhead. The showerhead is chrome and has a circular base. The person's face is obscured by the bag. The background is a plain, light-colored wall.

THANK YOU!

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