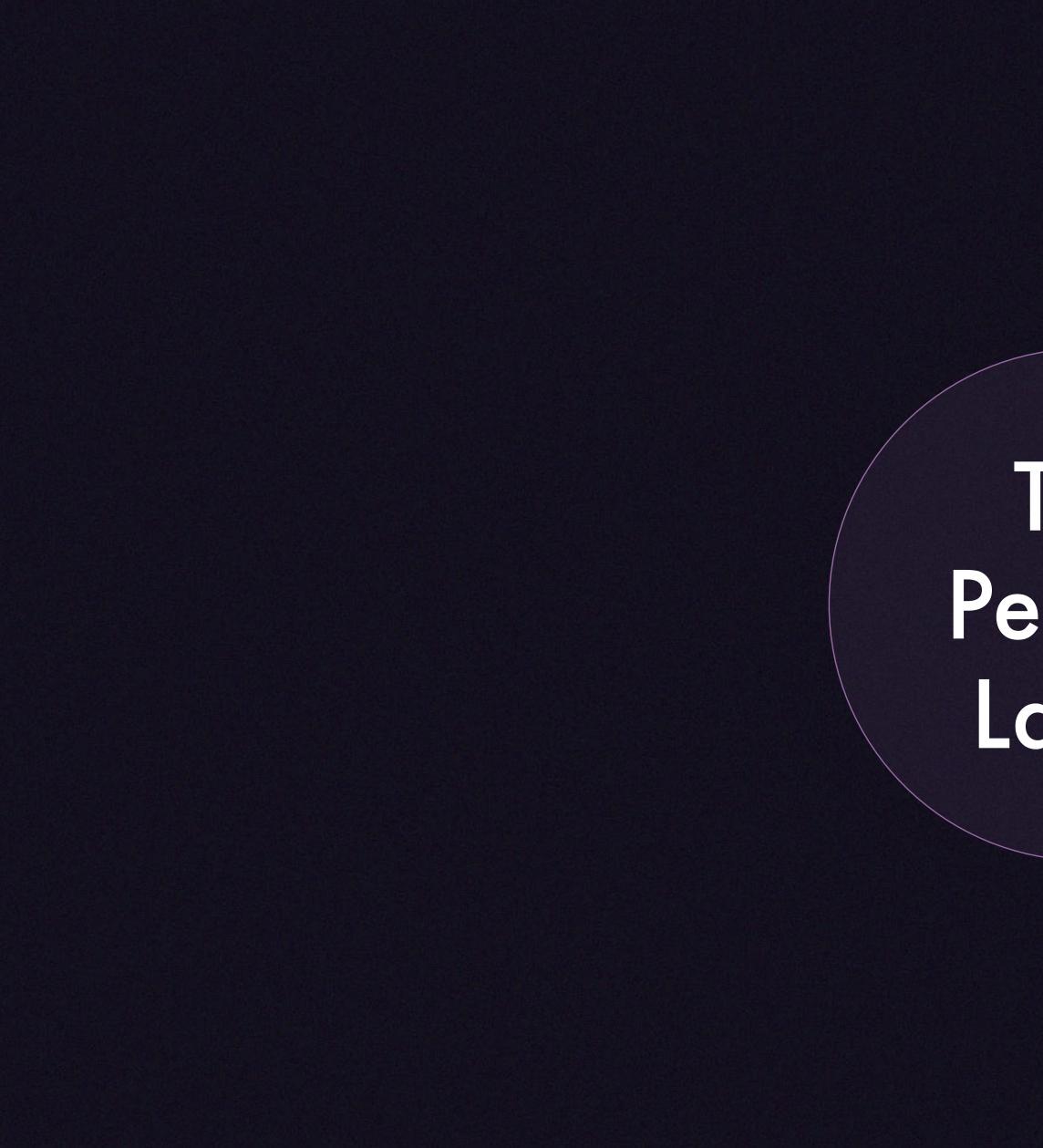
The People Layer 1.0





The People Layer



Defining The People Layer



### Defining The People Layer

### People

### External signals



### External signals

In design and tech



Laurie Voss @seldo

### The older I get, the more every problem in tech seems to be a matter of getting humans to work together effectively, and not tech itself.

♀136 ℃⊋2,162 ♡5,680



22 Aug 2017

🛹 DesignOps Summit







If you're a design leader, manager, or practitioner who wants to learn about and help define Design Operations, you should join us for the first DesignOps Summit.

> NOVEMBER 6-8, 2017 NEW YORK, NY

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### TO DELIVER GREAT EXPERIENCES . . .

- I just need to get the design right



### organization

### strategy









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 1764 ♡2,605

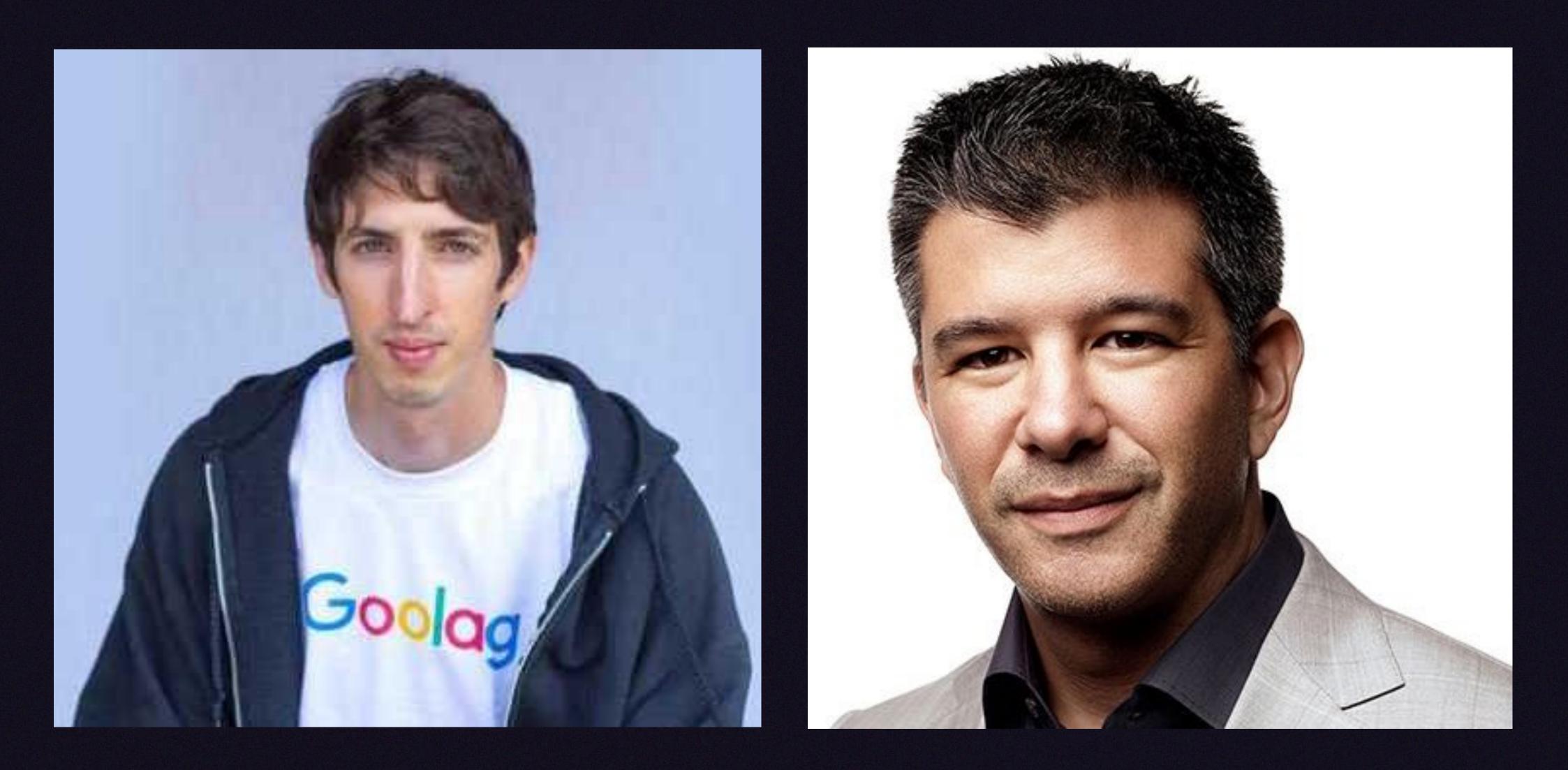


9 Nov 2017

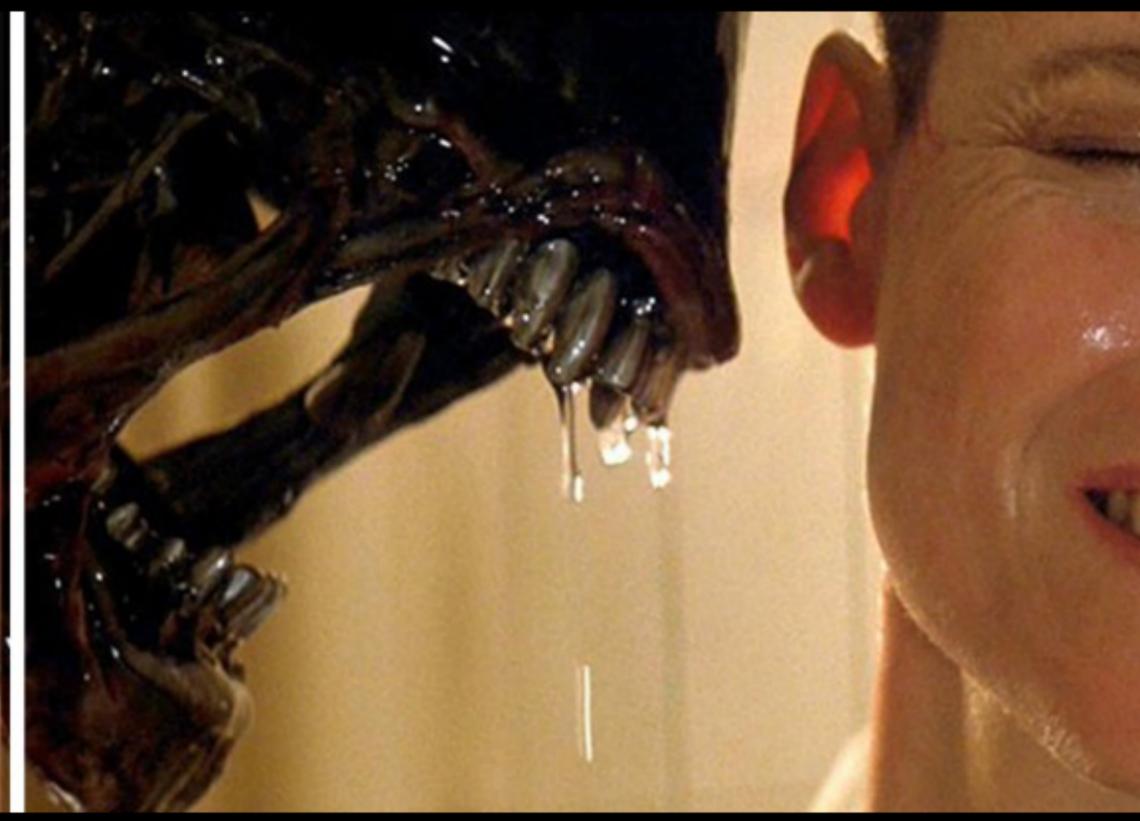
### External signals

### Societally

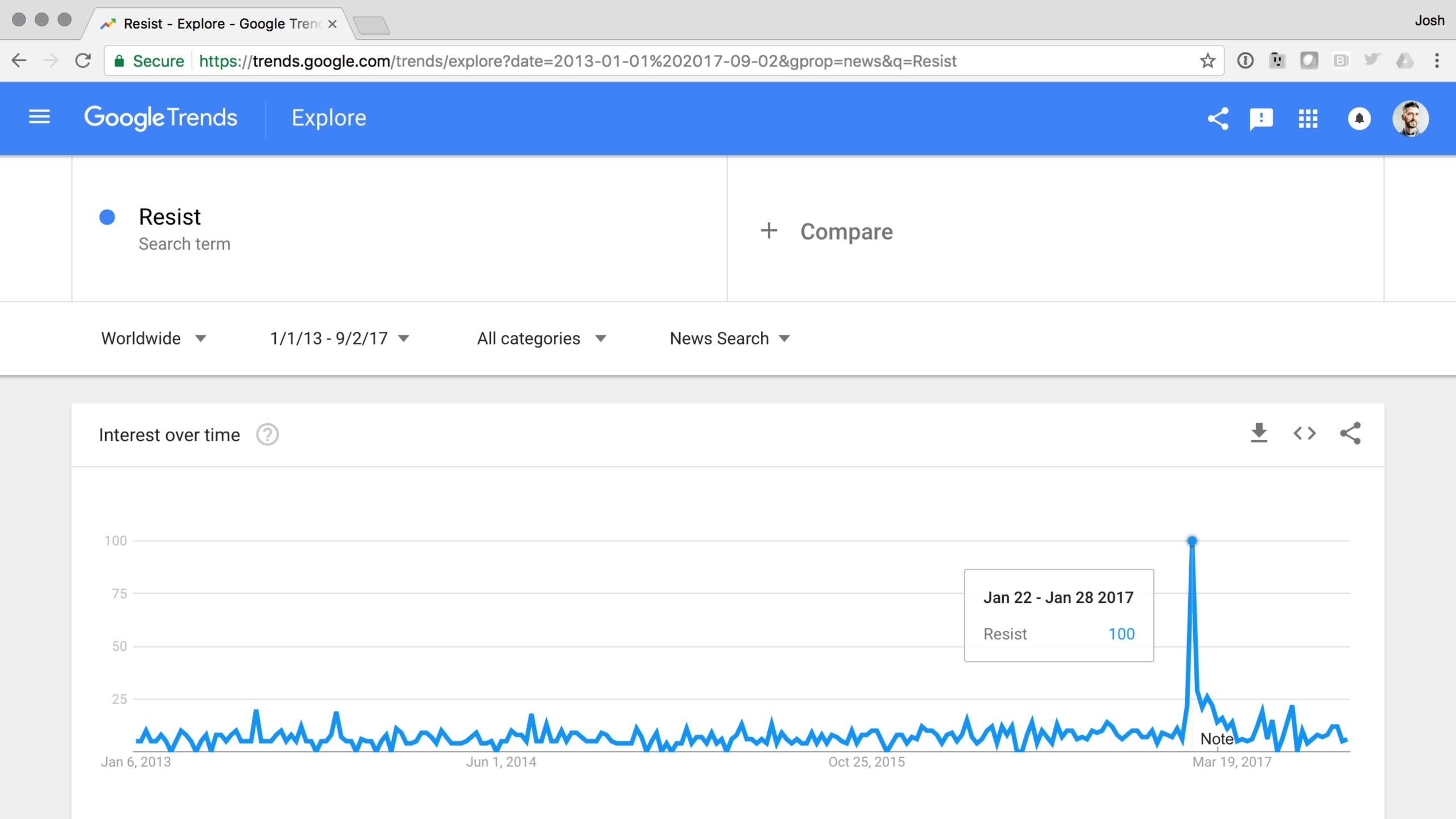
In design and tech













# 100% HUMAN

TO ALL THE LITTLE GIRLS WATCHING RIGHT NOW: NEVER DOUBT THAT YOU ARE VALUABLE SPONERFUL SDESERVING OF EVERY CHANCE IN THE WORLD

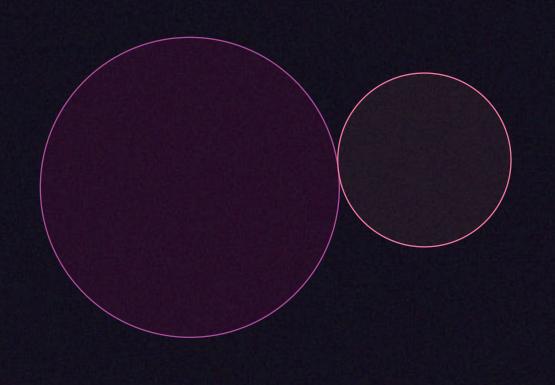
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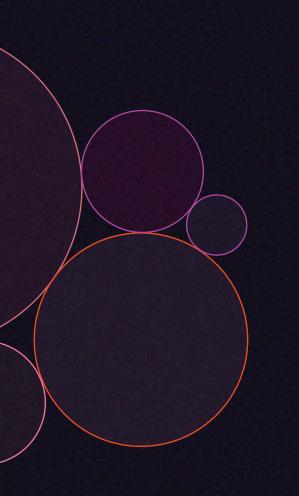


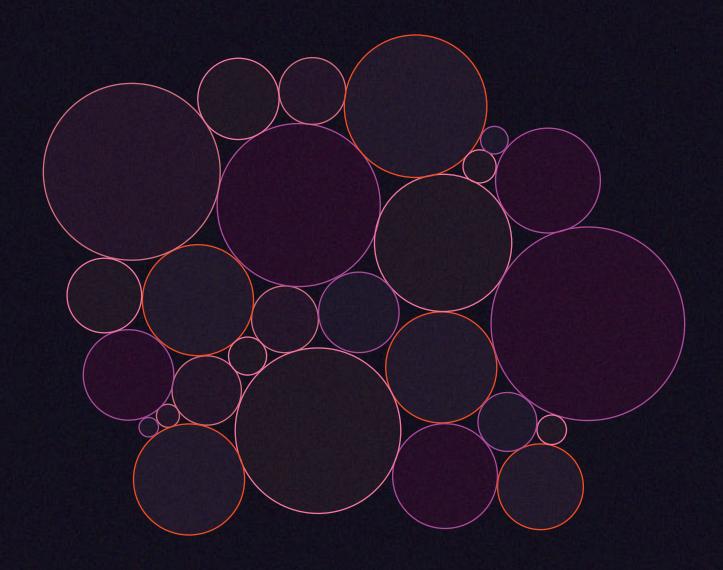
### NOT USUALLY A SIGN GUY BUT GEEZ





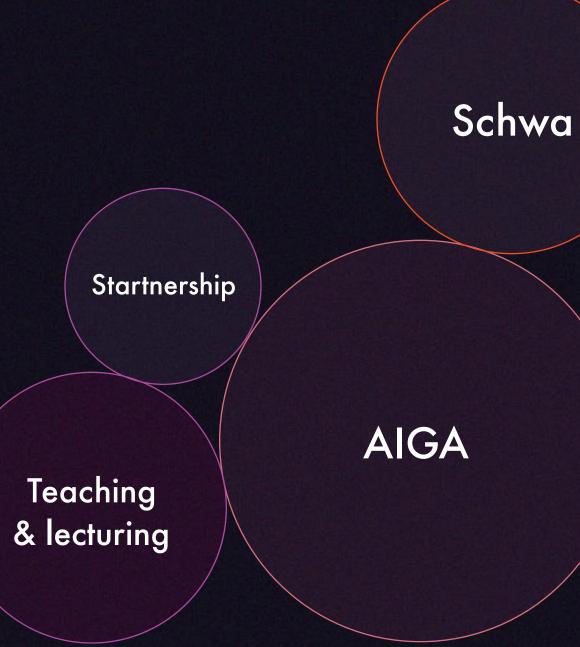




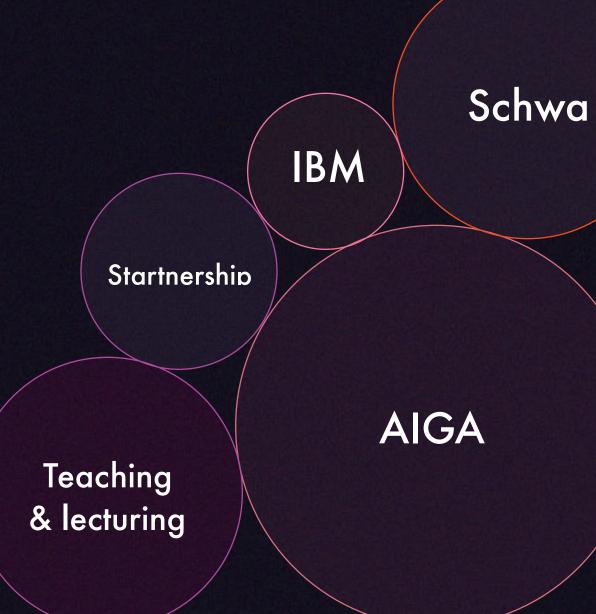


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Teaching & lecturing Schwa







Twitter



### Horizon

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Secure https://horizon.twitter.com

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Search	Q
Home	
How-to	>
Core	>
Patterns	>
Platform components	>
Feature components	>
Platforms	>
Glossary	

### **horizon**

Horizon is a design system that facilitates collaboration across teams in order to bring more efficiency to the design workflow and consistency to the UX/UI of the Bluebird product.

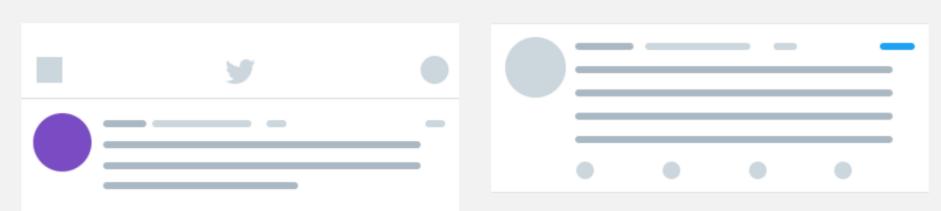
If you'd like to be kept up to date about anything Horizon, simply join our Google group!

**Receive Horizon updates** 

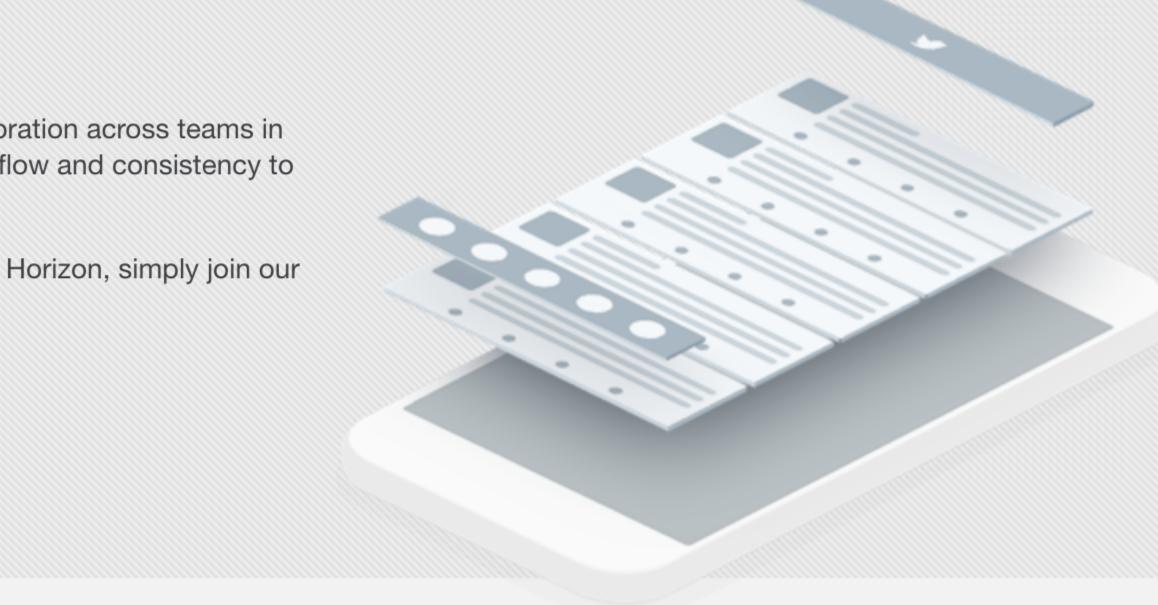
### **Recently Updated**

Avatar

Timestamps



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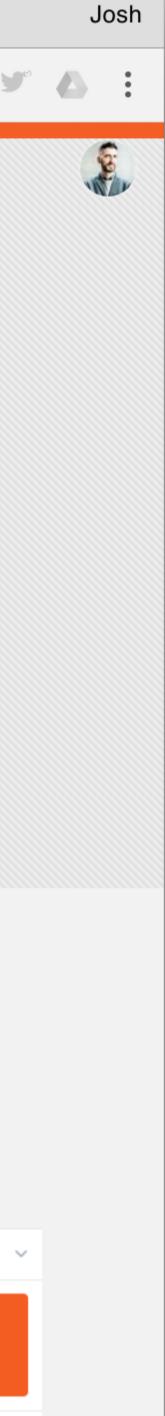


### Context line

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### NTERVOCALIST

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Twitter

# Personal signals

# External signals



# Personal signals

How to identify problems at the People Layer

Alignment on common purpose Decision making transparency Clear success criteria Multi-disciplinary kickoffs Working agreements

Alignment on common purpose Decision making transparency Clear success criteria Multi-disciplinary kickoffs Working agreements

Alignment on common purpose

#### Decision making transparency

#### Clear success criteria

Multi-disciplinary kickoffs

Working agreements

Alignment on common purpose

Decision making transparency

#### Clear success criteria

Multi-disciplinary kickoffs

Working agreements

Alignment on common purpose
Decision making transparency

Clear success criteria

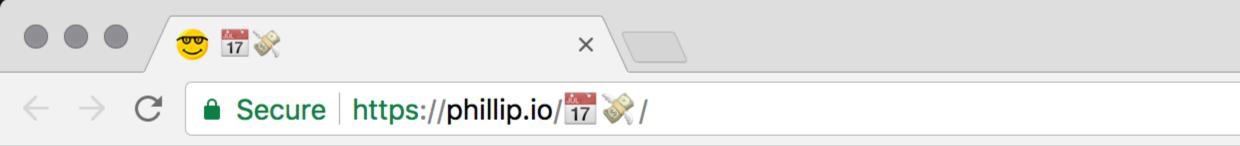
Multi-disciplinary kickoffs

Working agreements

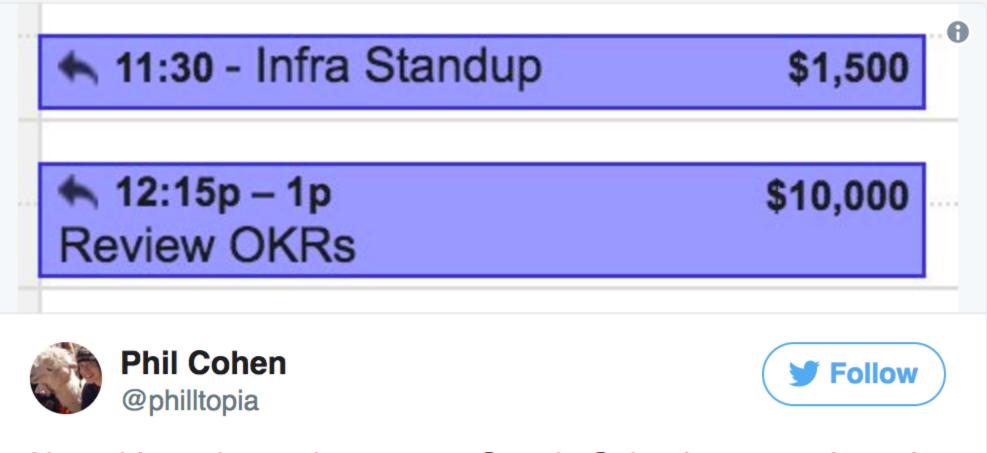
Alignment on common purpose
Decision making transparency
Clear success criteria
Multi-disciplinary kickoffs

• Working agreements

Alignment on common purpose Decision making transparency Clear success criteria Multi-disciplinary kickoffs Working agreements









New side project: price tags on Google Calendar events based on the inferred hourly rates of participants.

10:40 AM - May 2, 2016

♥ 114 1, 3,636 ♥ 4,098

#### ☆ 🛈 🖳 🖸 🖻 🎽 🛆 🗄

17 💸 is an upcoming project to encourage the conservation of maker time.



Alignment on common purpose Decision making transparency Clear success criteria Multi-disciplinary kickoffs Working agreements

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Alignment on common purpose Decision making transparency Clear success criteria Multi-disciplinary kickoffs Working agreements

Appropriate people in the room
Project briefs & meeting agendas
Facilitators

Giving & receiving feedback

• Growth mindset

Common vocabulary

## Giving Feedback

#### Approach

- Be thoughtful and respectful
- Don't make it personal
- Prepare your comments, lead with questions
- Balance areas for improvement with strengths

#### Feedback

- Make it as specific as possible
- Make it actionable
- Make it timely

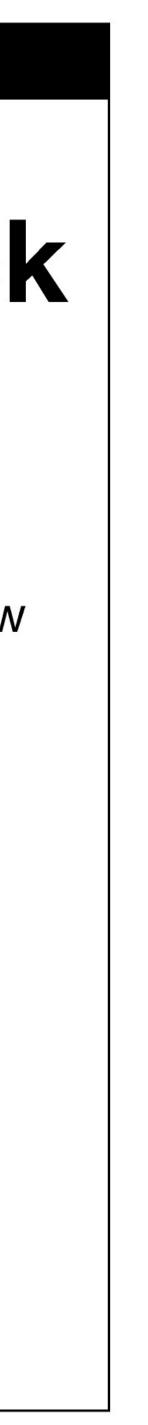
## **Receiving Feedback**

#### Mindset

- Be open to the feedback
- Recognize that it's being given to help you grow
- Understand that it's a point in time, not forever

#### Actions

- Listen without interrupting or countering
- Always thank the person giving you feedback
- Next steps include considering, integrating, or acting on the feedback



Alignment on common purpose Decision making transparency Clear success criteria Multi-disciplinary kickoffs Working agreements

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Alignment on common purpose
Decision making transparency

Clear success criteria

Multi-disciplinary kickoffs

• Working agreements

How to solve problems at the People Layer

#### • Optimal performance conditions

Channel preferences

Comfortable work environments

• Flow for new employees

#### 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)

#### 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

#### 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

#### 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

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

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 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)

#### Optimal performance conditions

#### • Channel preferences

Comfortable work environments

Flow for new employees

#### Mentoring program

#### Design principles

• Team activities

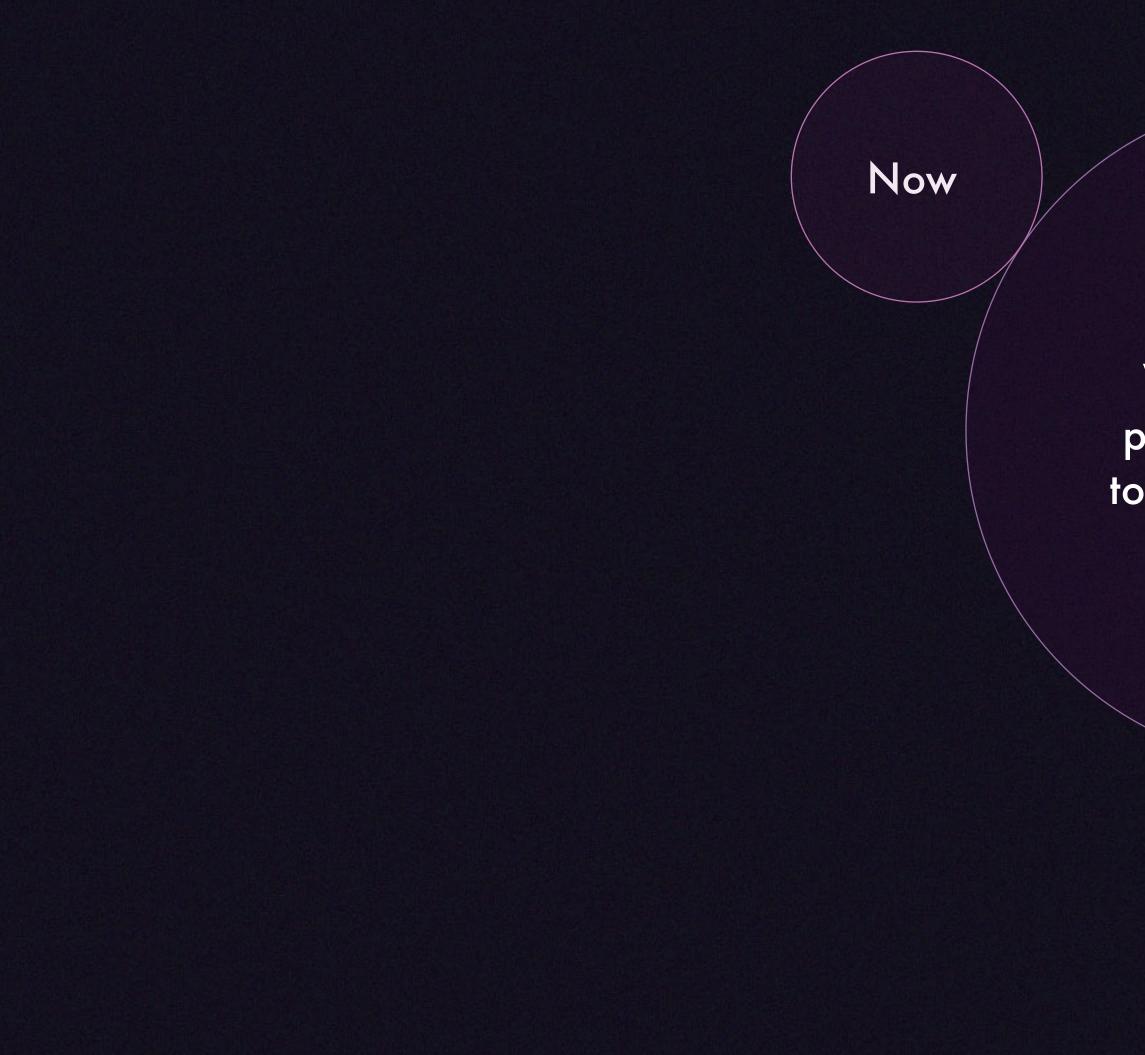
Learning mindset

Mentoring program
Design principles
Team activities

Learning mindset





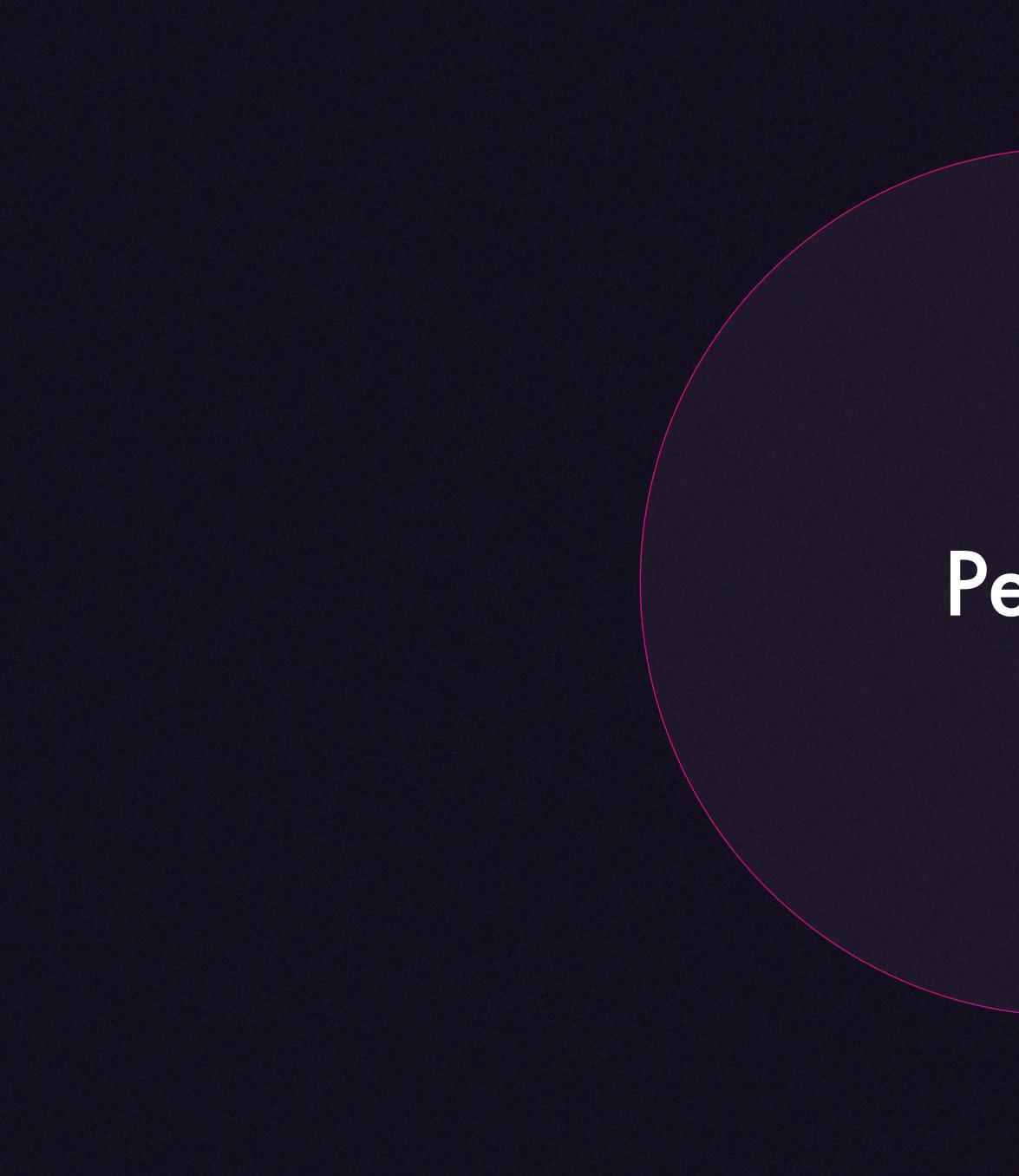


What if we don't pay more attention to the People Layer?





### What persists



## People

Thank you @jhsilverman