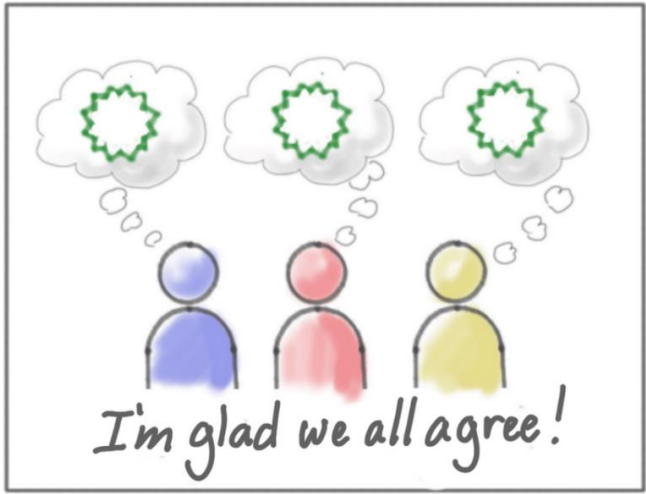
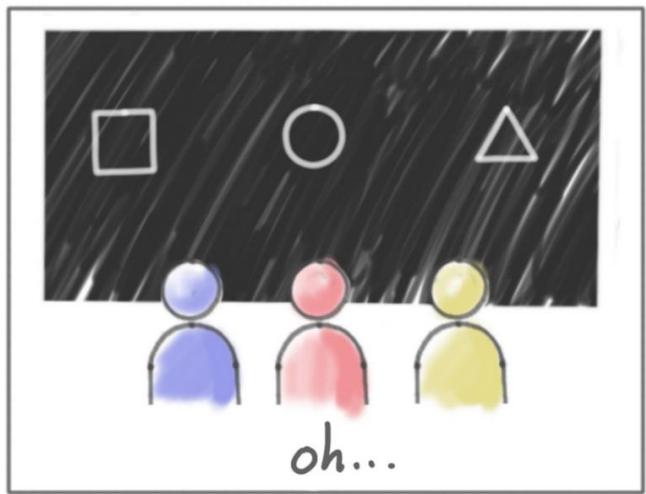
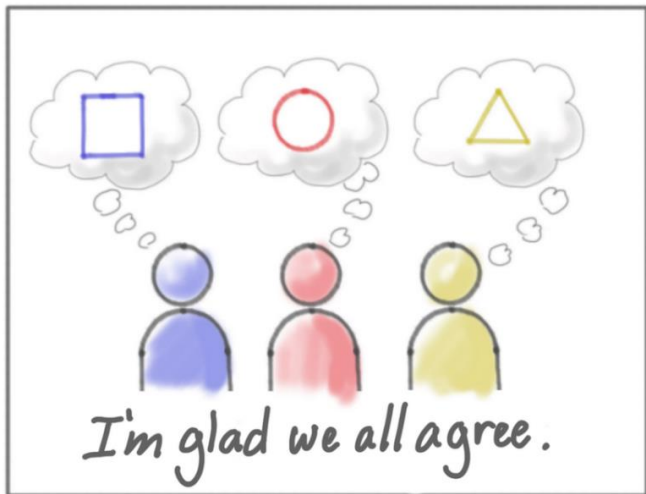
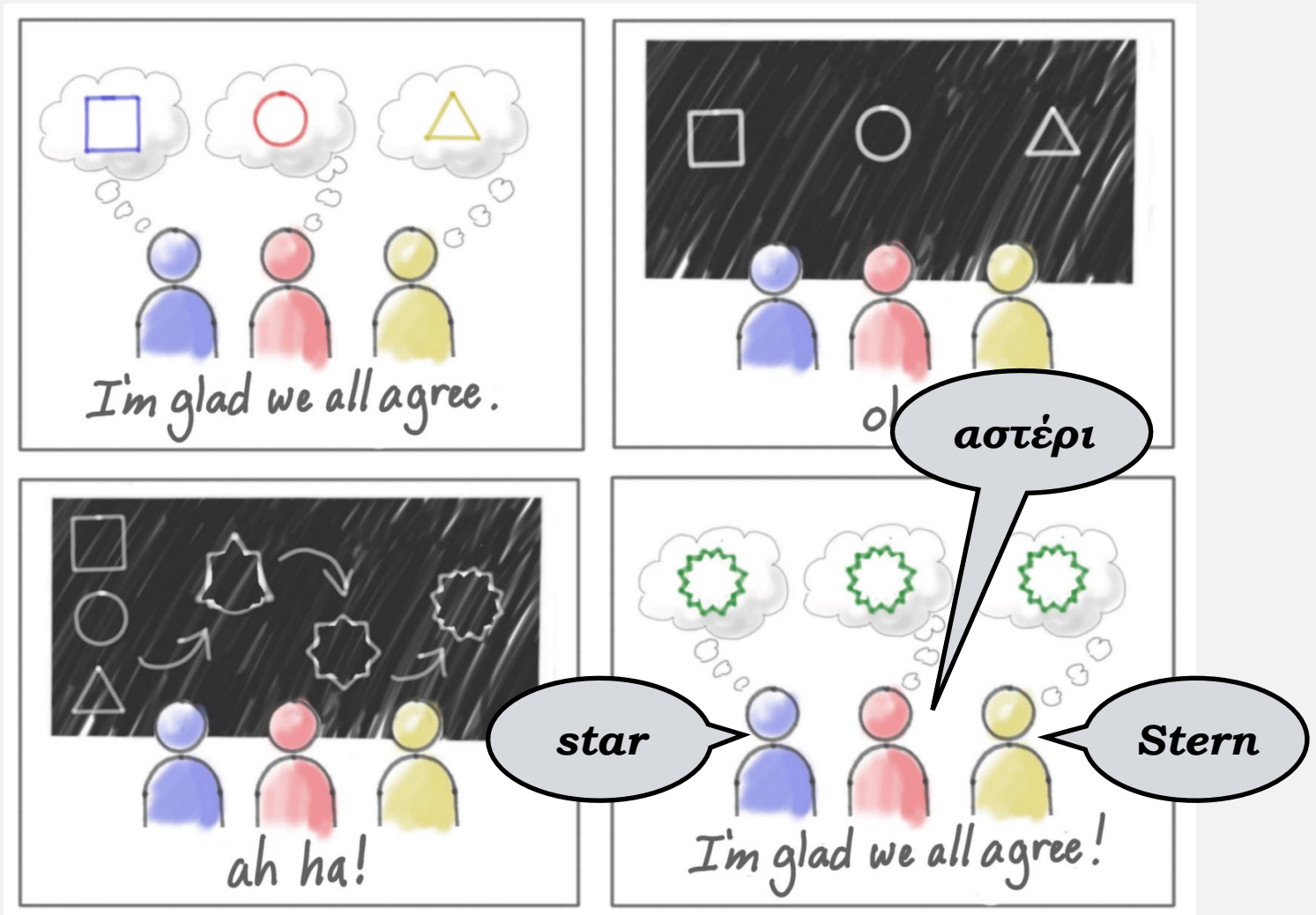




# Working in Babel

My Experiences in a  
Multilingual  
Workplace





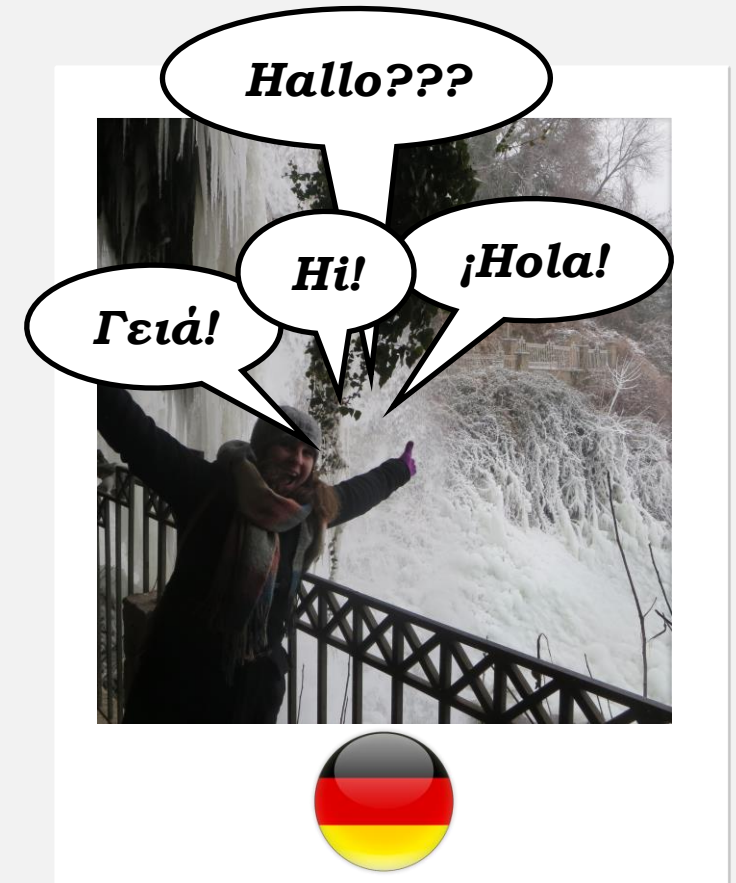
# My journey



1979



2005



2009

2022

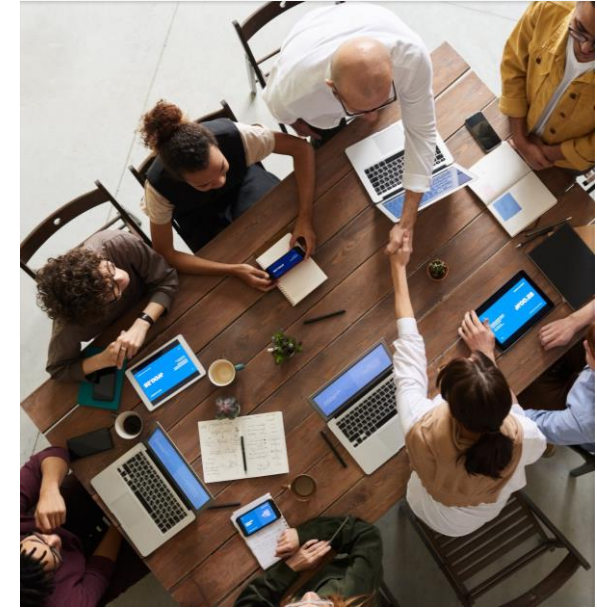
# My experiences



*Learning Resources*



*Understanding Users*



*Work Relations*

# My experiences



*Learning Resources*



*Understanding Users*



*Work Relations*



Taken by the Hubble telescope



*Edwin Hubble*



### Hubble Law

*"...describes the effect by which objects in an expanding Universe move away from each other with a velocity proportionally related to their distance. "*

**1929** - *Proceedings of the National Academy of Sciences of the United States of America*

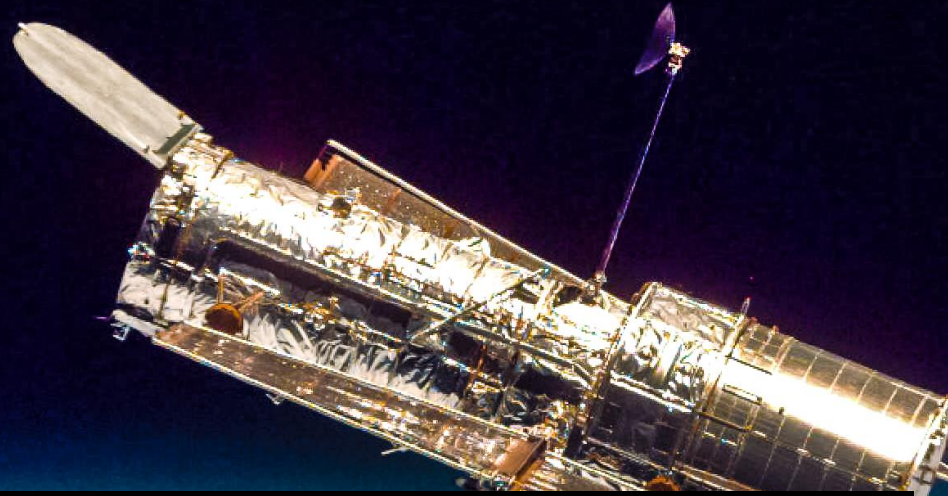




*Edwin Hubble*



*Georges Lemaître*



### Hubble Law

*"...describes the effect by which objects in an expanding Universe move away from each other with a velocity proportionally related to their distance. "*

**1929** - *Proceedings of the National Academy of Sciences of the United States of America*

**1927** - *Annales de la Société Scientifique de Bruxelles*



*Edwin Hubble*



*Georges Lemaître*



**2018**

Hubble-Lemaître Law

*"...describes the effect by which objects in an expanding Universe move away from each other with a velocity proportionally related to their distance. "*

**1929** - *Proceedings of the National Academy of Sciences of the United States of America*

**1927** - *Annales de la Société Scientifique de Bruxelles*



Blogs



Books



Learning Resources



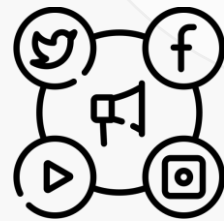
Podcasts



Conferences



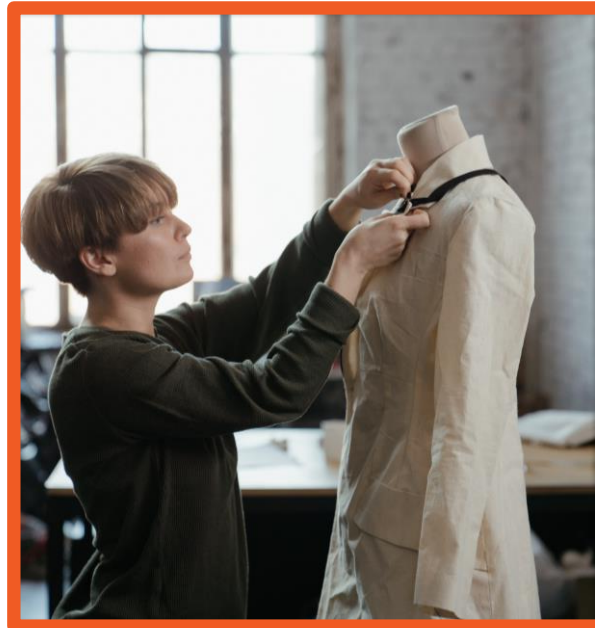
Social Media



# My experiences



*Learning Resources*



*Understanding Users*



*Work Relations*

A person with short brown hair, wearing a grey sweater, is adjusting a white shirt on a mannequin. The person is looking upwards and to the right. The background is a bright, slightly blurred indoor setting.

# Understanding your users' problems without

A person with short brown hair, wearing a grey sweater, is seen from the side, adjusting a white shirt on a mannequin. The background is softly blurred, suggesting an indoor setting with natural light. The text is overlaid on the image.

Understanding your users'  
problems  
without  
directly talking to  
them

A person with short brown hair, wearing a grey sweater, is seen from the side, adjusting a white shirt on a mannequin. The background is softly blurred, suggesting an indoor setting with natural light. The text is overlaid on the image.

Understanding your users'  
problems  
without  
offending them



A person with short brown hair is seen from the side, adjusting a white shirt on a mannequin. The person is wearing a dark grey sweater. The background is a bright, slightly blurred indoor setting.

Understanding your users'  
problems  
without  
comprehending the  
environment they work in

A person with short brown hair, wearing a grey sweater, is shown in profile from the side, adjusting a white shirt on a mannequin. The background is softly blurred, suggesting an indoor setting with natural light. The text is overlaid on the image.

Understanding your users'  
problems  
with  
small steps to learn the  
terminology

A person with short brown hair, wearing a grey sweater, is seen from the side, adjusting a white shirt on a mannequin. The background is softly blurred, suggesting an indoor setting with natural light. The text is overlaid on the image.

Understanding your users'  
problems  
with  
a little help from your  
colleagues

# My experiences



*Learning Resources*



*Understanding Users*



*Work Relations*

# Empathy vs Εμπάθεια



# Empathy vs Εμπάθεια



Can't wait to see them in Jenkins

I love code reviews as well!

Let's write more unit tests!!!!





Can't wait to ??? Jenkins

??? code reviews as well!

Let's ??? unit tests!!!!

??????







Can't wait to **switch off** Jenkins

Let's get rid of code reviews as well!

Let's stop writing unit tests!!!!

?!#?!





Who chose to  
talk to me

Who I chose  
to talk to

# My experiences



*Learning Resources*



*Understanding Users*



*Work Relations*

Exchanging material with  
colleagues in multiple  
languages



*Learning Resources*

Starting small to better  
understand the context rather  
than the language



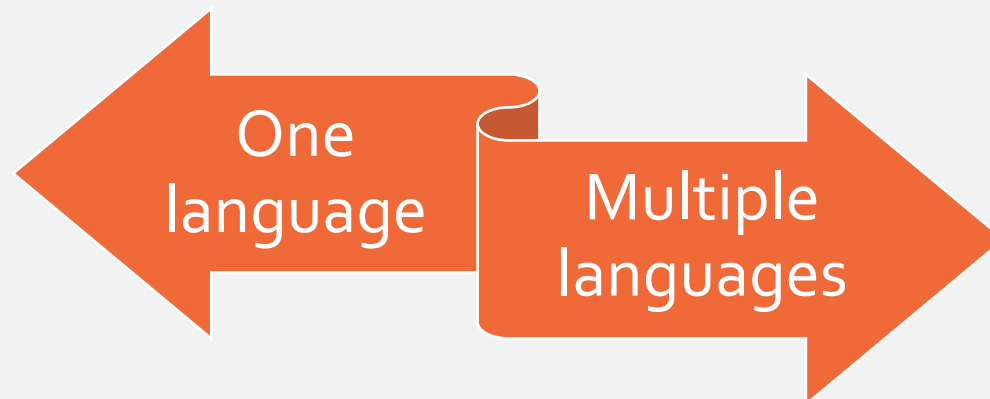
*Understanding Users*

Being mindful of people's  
reactions when a new  
language is involved



*Work Relations*

Which one is better?





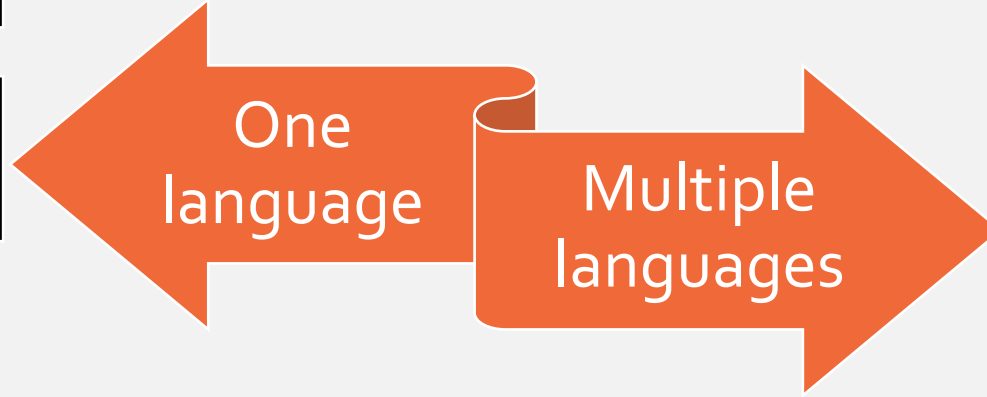
Communication is easier



Common ground



Less discomfort



Drilling down to details



More diverse knowledge



More thoughtful

Which one is better?



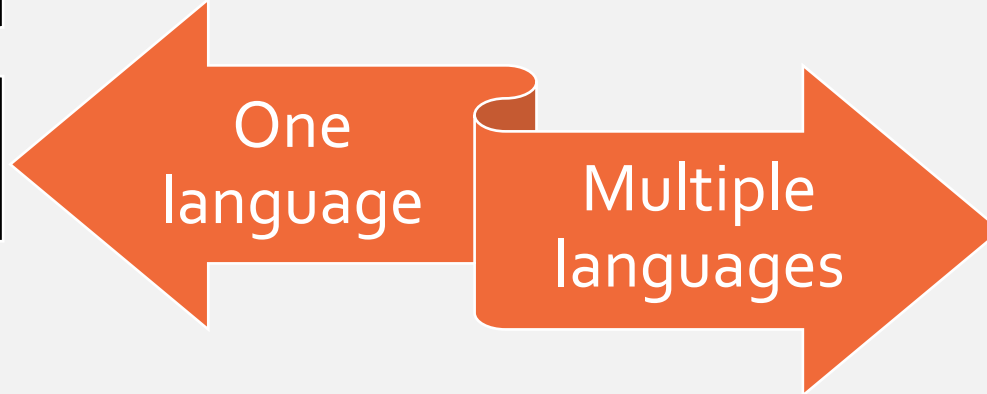
Communication is easier



Common ground



Less discomfort



No right or wrong,  
*just different*



Drilling down to details



More diverse knowledge



More thoughtful



Thank you!

Areti Panou – Product Owner Dev Tools, SAP SE

<https://unremarkabletester.com/>



# References

- [Introduction to “User Story Mapping” by Jeff Patton](#)
- [Edwin Hubble – Wikipedia](#)
- [Georges Lemaître – Wikipedia](#)
- [iau1812 — Press Release](#)



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