

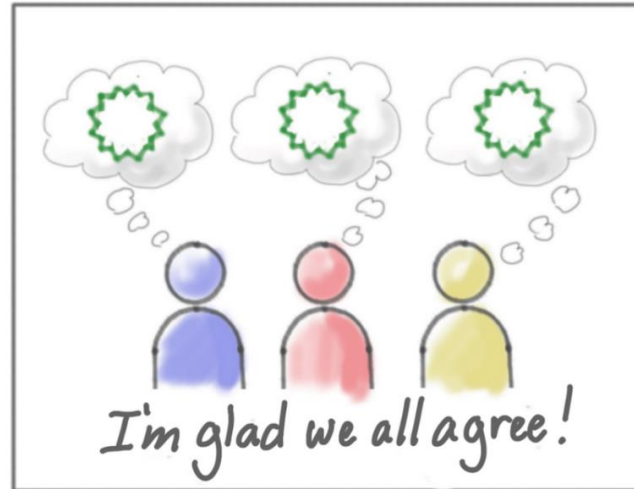
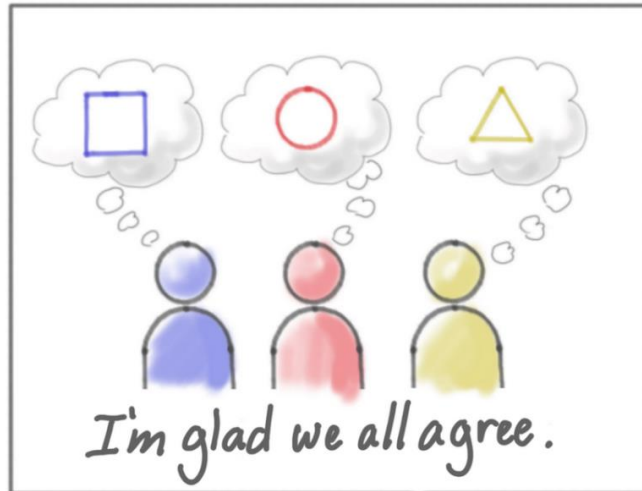
# Working in Babel

## Stories of Multilingualism in Software Development

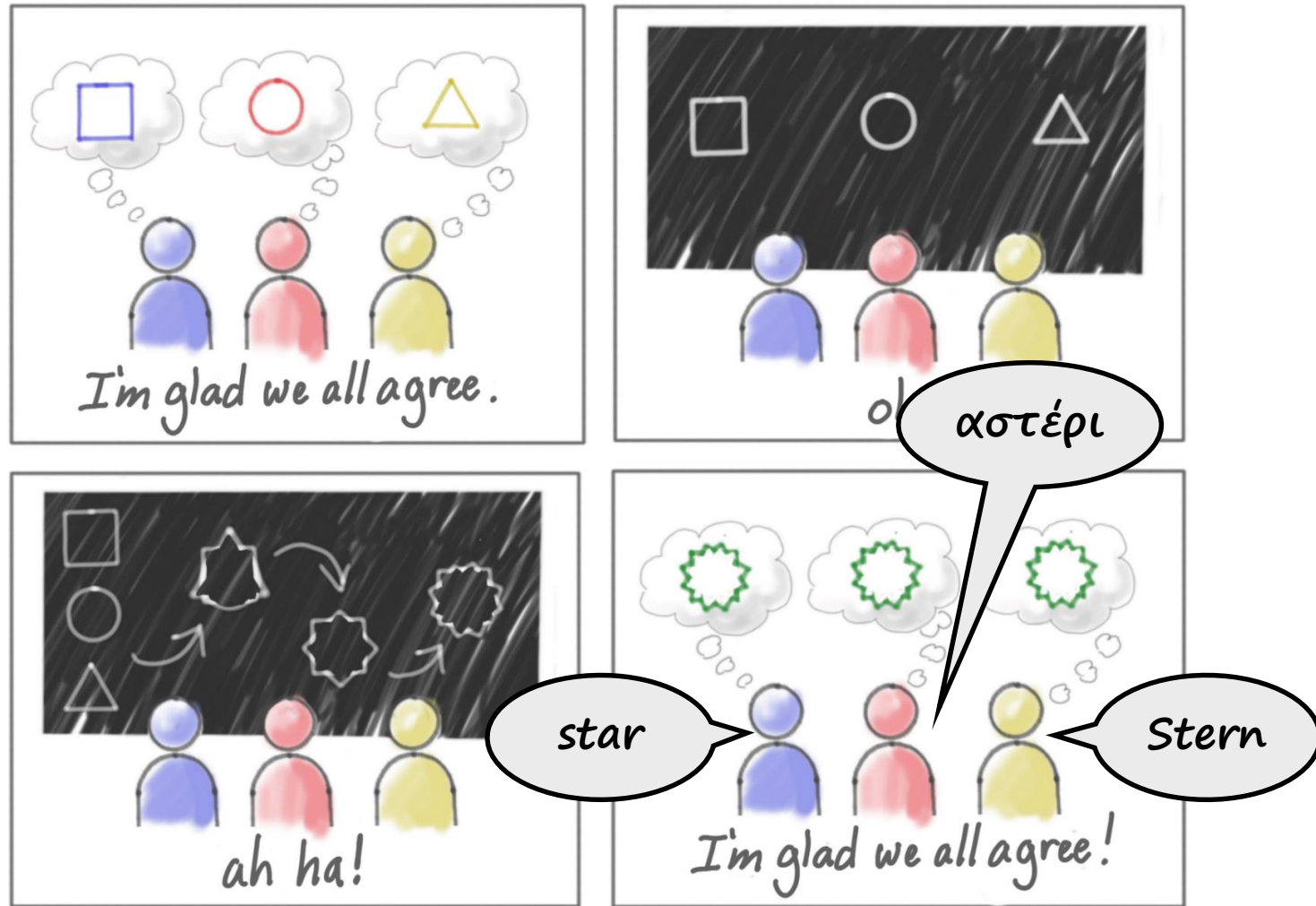
Areti Panou, SAP  
May 21<sup>st</sup>, 2020

PUBLIC

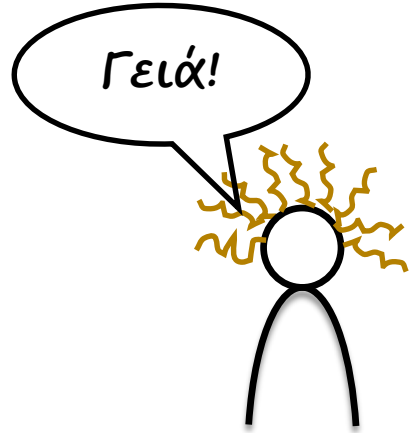






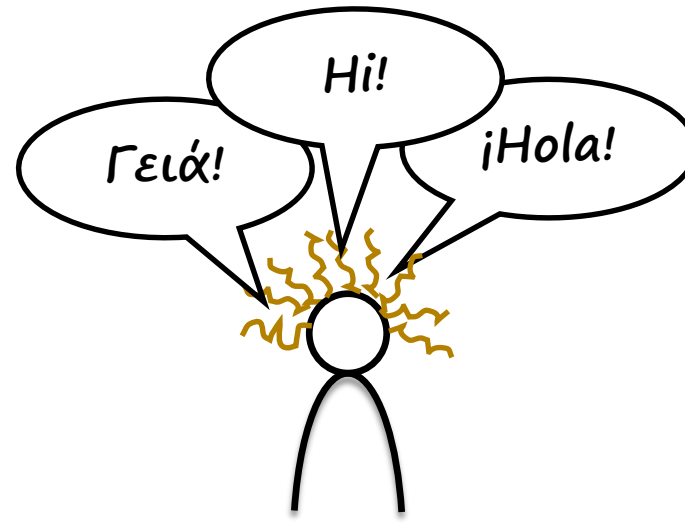


Greece



1979 - 2005

Spain



2005 - 2009

Germany



2009 - 2020



## Learning Resources



## Helping Users



## Work Relations

@unremarkableQA



## Learning Resources



## Helping Users



## Work Relations

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# Hubble Telescope



[Edwin Hubble](#)

1929

Proceedings of the National  
Academy of Sciences of the  
United States of America

## 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. “*



# Hubble Telescope



@unremarkableQA



Edwin Hubble



Georges Lemaître

1929

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Annales de la Société  
Scientifique de Bruxelles

# Hubble Telescope



@unremarkableQA



Edwin Hubble



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United States of America

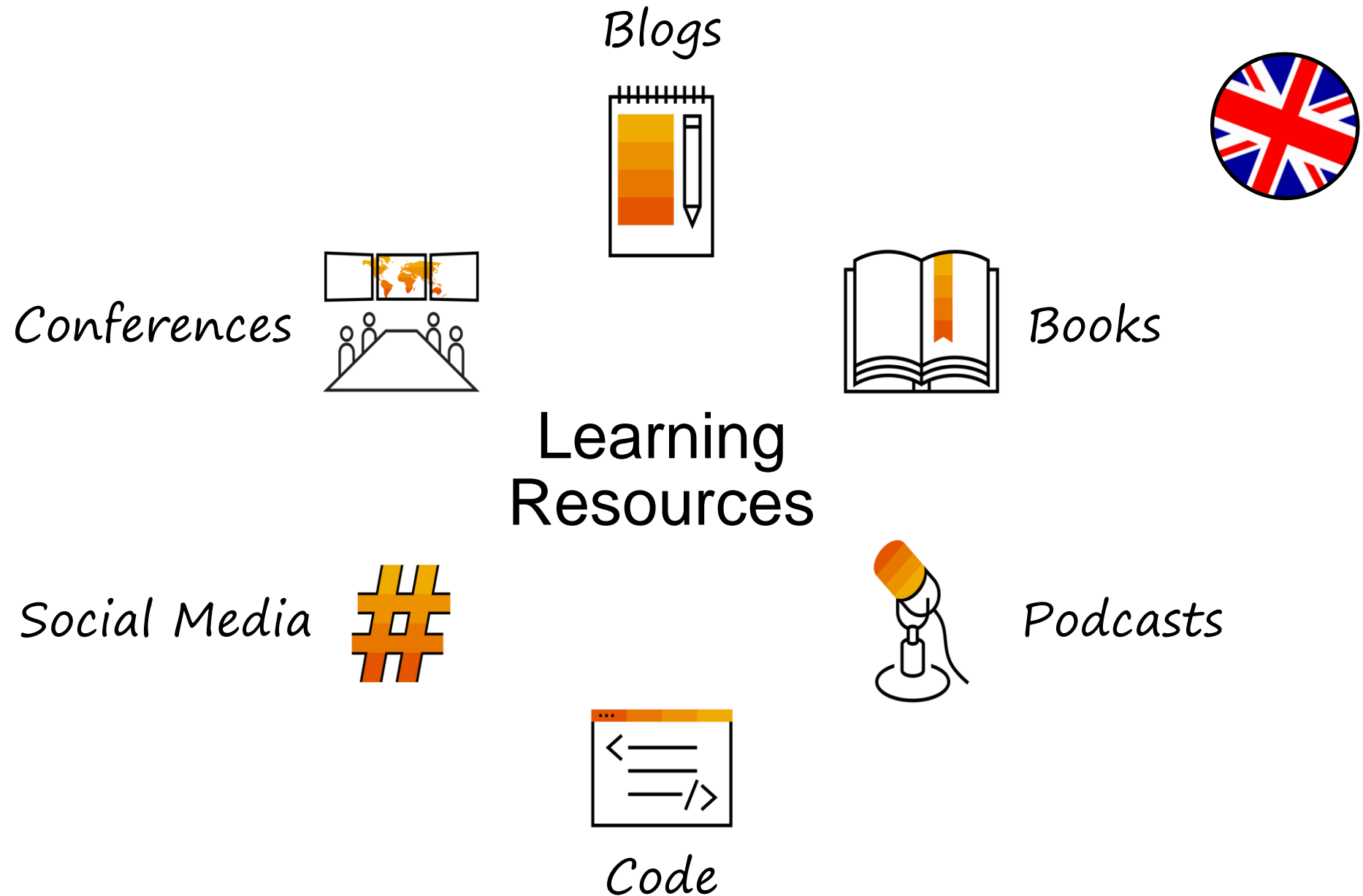
2018

## 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.”*

1927

Annales de la Société  
Scientifique de Bruxelles









## Learning Resources



## Helping Users



## Work Relations

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# *Understanding your users' problems*



*Understanding your users'  
problems*

without talking to them

*Understanding your users'  
problems*

without offending them

*Understanding your users'  
problems*

without understanding the  
environment they work in





## Learning Resources



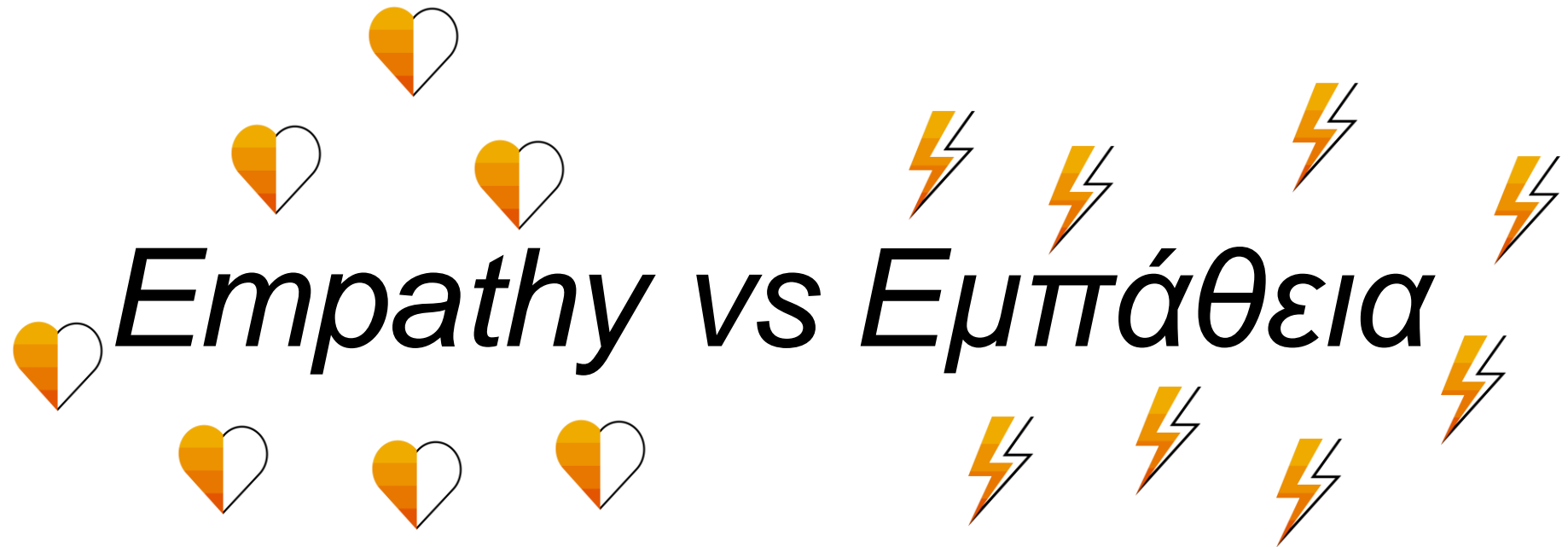
## Helping Users



## Work Relations

@unremarkableQA

# *Empathy vs Εμπάθεια*

The title is surrounded by decorative icons. On the left side, there are seven orange and yellow gradient hearts, some solid and some outlined. On the right side, there are seven yellow lightning bolts with black outlines.

# *Empathy vs Εμπάθεια*



Can't wait  
to see them  
in Jenkins

I love code  
review as well!

I really like  
unit tests!!!!

Hello, my name is  
Matt  
Anderson

Annual Networking Conference  
Gabe  
Denton





Can't wait  
to see ???  
Jenkins

??? code review  
as well!

I ??? unit  
tests!!!!

????

Hello, my name is  
Matt  
Anderson

Annual Networking Conference  
Gabe  
Denton





I'll **switch off** Jenkins

Let's **get rid of** code reviews as well!

Let's **stop writing** unit tests!!!!

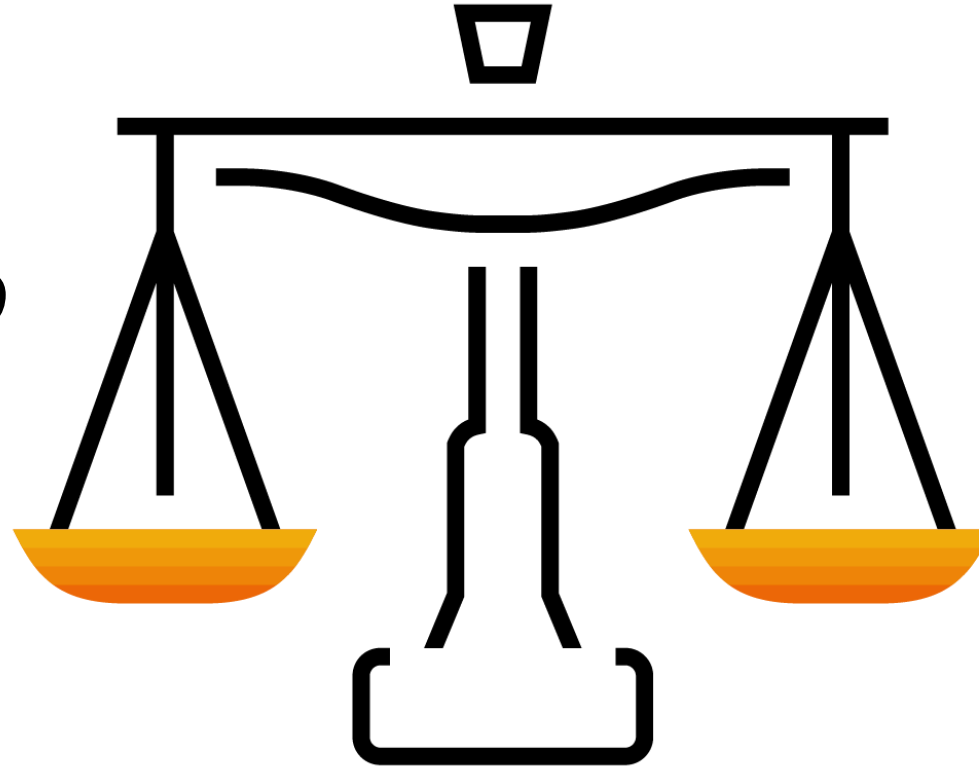
?!!#?!

Hello, my name is  
**Matt**  
Anderson

Annual Networking Conference  
**Gabe**  
Denton



*Who  
chose to  
talk to  
me*



*Who I  
chose to  
talk to*





## **Learning Resources**

Check with your network for material in multiple languages



## **Helping Users**

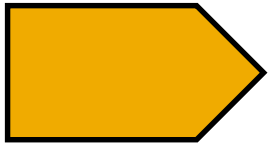
Start with small to better understand the language of the context



## **Work Relations**

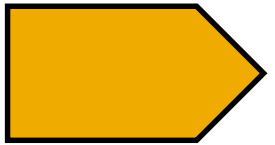
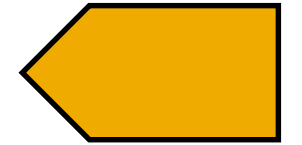
Be mindful of people's reactions when a new language is involved

# *Would we be better off in a 1 language environment?*



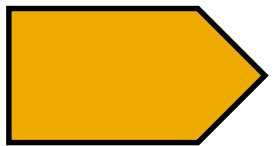
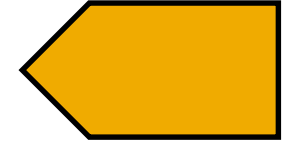
Communication would be easier

Less drilling down to detail



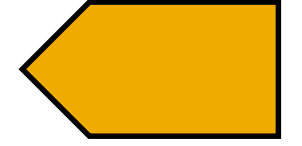
Common ground

More diverse knowledge



Saved ourselves from discomfort

More thoughtful



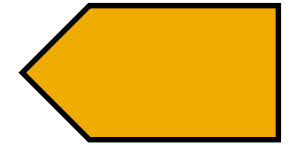
*Would we better off in a 1 language environment?*

**We would be different**



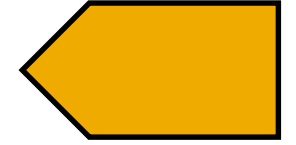
Communication would be easier

Less drilling down to detail



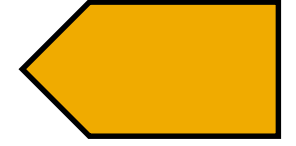
Common ground

More diverse knowledge



Saved ourselves from discomfort

More thoughtful



# Thank you.

Contact information:

**Areti Panou**

Product Owner – Internal Program Management Tools

 @unremarkableQA



[unremarkabletester.com](https://unremarkabletester.com)





# References

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

# Pictures attribution

- [Cover slide](#)
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- [Slide 4a](#)
- [Slide 4b](#)
- [Slide 4c](#)
- [Slide 5a](#) (internal link)
- [Slide 5b](#) (internal link)
- [Slide 5c](#)
- [Slide 6](#)
- [Slide 7a](#)
- [Slide 7b](#)
- [Slide 7c](#)
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- [Slide 11a](#)
- [Slide 11b](#)
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- [Slide 11d](#)
- [Slide 11e](#)
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