Better work through better feedback.

@keavy
What do you want feedback on?
Changes in this PR: This is mostly just updating text. But appreciate some 👀 on this to make sure I haven't messed anything up.
What do you want feedback on?

Tests are green. Believe this is ready for some serious 🐐. To summarize, the behavior should now be as follows:

- 
- 
- 

The thinking was that:

- 
- 
- 

Questions:

- Does this format make sense in terms of a good API design?
- Performance-wise I don’t believe there are any concerns. This endpoint will make one DB call, but everything else is memory / git.
- Anything else?
What do you want feedback on?

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When do you want feedback?

A few months ago I had an idea to create... It’s half-baked at best, and the screenshot is a bit of an amalgamation of various things, so please forgive the lack of completeness in the proposal.
When do you want feedback?

Stay tuned for updates over the coming days 😊

/cc @github/nux @github/spam @github/support @github/security
Who do you want feedback from?

/cc @github/git For more on this strategy.

/cc @github/database-infrastructure Is using mysql's GET_LOCK in this way ok? I did some reading and it seems fairly safe in general, but we have a pretty complex mysql infrastructure.
“I think it's fine to revert this if you think that's best.”
“I think this could be super fucking cool. Maybe you do, too.”
Tips on asking for feedback

#1

Think about what you actually want feedback on.
#2

Be aware what stage of completion you’re at.
Tips on asking for feedback

#3

What individuals, or type of person, do you want feedback from?
Tips on asking for feedback

#4

Use authentic, but assertive, language.
Lessons from aviation industry

First officer: See all those icicles on the back there and everything?

First officer: Boy, this is a losing battle here on trying to de-ice those things, it gives you a false feeling of security, that’s all it does

First officer: Let’s check those wing tops again, since we’ve been sitting here a while?

Captain: I think we get to go here in a minute.
## Lessons from medical industry

<table>
<thead>
<tr>
<th>TEAM SKILLS</th>
<th>(a) Maintains a positive rapport with the whole team</th>
<th>(b) Open to opinions from other team members</th>
<th>(c) Acknowledges the contribution made by other team members</th>
<th>(d) Supportive of other team members</th>
<th>(e) Conflict handling – eg. concentrates on what is right rather than who is right</th>
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Tips on giving feedback, with empathy

#5

Familiarize yourself with the context: the work itself and the people who made it.
Give it a few minutes before responding, especially if you disagree.
Tips on giving feedback, with empathy

#7

Ask, don’t tell.
Avoid using derogatory terms, like “stupid”.

The best way to build and ship software
Tips on giving critique

#9

Avoid hyperbole.
Tips on giving critique

#10

Be humble.
Tips on giving critique

#11

Explain your reasons why something should be changed.
Tips on giving critique

#12

Offer ways to simplify or improve.
Tips on giving critique

#13

Think how you want the person to feel.
Tips on giving critique

#14

Think about what you want them to do.
Tips on Giving Feedback

#15

Can you use positive language, as opposed to neutral?
Tips on Giving Feedback

#16

Use emoji to clarify tone.
This looks good now.

VS

👍 This looks good now. ⚡️✨
Tips on Giving Feedback

#18

Practice giving yourself feedback!

No really.
@keavy 💙💙💙💙 for the visual summary. Super helpful.
Tips on responding to feedback

#19

Lead with an expression of appreciation.
Tips on responding to feedback

#20

Ask for clarification, if you don’t understand.
Step away from the written word, if there’s growing confusion or debate.
Keep goals of product/project in mind. This isn’t about you, it’s about the work.
Checklist for better feedback

Am I setting myself and my work up, ready to receive the best feedback?
Checklist for better feedback

Have I paused to empathize with the person asking for, or giving feedback?
Checklist for better feedback

What do I want them to do, after this?
How do I want them to feel?
Checklist for better feedback

Am I offering critique, not criticism?
Checklist for better feedback

Am I stepping back from my own work, to really hear the feedback I’m given?
Checklist for better feedback

Am I letting my peers know that I value their feedback?
Thank you!

@keavy