REVERSE ENGINEERING PEOPLE

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Actually, this talk is titled...

A primer on how I taught myself to be more empathetic.
In other words ...

THIS IS A TOUCHY FEELY WOO WOO TALK.

Sorry. Not Sorry.
Normal people have an incredible lack of empathy.

Temple Grandin
6 Understanding Strategies

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DEFINE: EMPATHY

The ability to understand and share the feelings of another.
DEFINE: SYMPATHY

The feelings of pity and sorrow for someone else's misfortune.
PRACTICING EMPATHY

Level 1: Care just enough to learn more about a person’s life.

Level 2: Use thinking strategies to structure interactions.

Level 3: Engage with the world from another’s perspective.
LEVEL 1. CARING JUST ENOUGH

Difficulty – Beginner
Compartmentalisation is way overrated.

Molly Ringwald
Caring Just Enough

Rewards & Risks

- Improves team cohesion.
- Requires a time investment.
CARING JUST ENOUGH

COLLECT STORIES.

Learn about people by asking them questions.
CARING JUST ENOUGH

STFU AND LISTEN.

Listen until there is no more story. Respond.
CARING JUST ENOUGH

REFER BACK.

Follow-up on a previous story.
LEVEL 2.
THINKING STRATEGIES
Difficulty - Intermediate
The biggest mistake is believing there is only one way to have a connection.

Deborah Tannen
THINKING STRATEGIES

REWARDS & RISKS

- Able to engineer successful outcomes.
- Improves capacity for diverse thinking.
- Perceived as manipulative.
THINKING STRATEGIES
UNCOVER MOTIVATORS.
Unpack why a person behaves the way they do.
WWXD?
THINKING STRATEGIES

Creativity
challenge envision brainstorm reframe flash of insight flow

Understanding
scan structure clarify tune-in empathise express

Decision-Making
crux validate experience conclude trust your heart values-driven
The 4 Dimensions of Total Intelligence: A Portfolio of Essential Skills

3 Dimensions
- Creativity
  - Creative Thinking
  - Creative Intuition
- Understanding
  - Analytical Thinking
  - Compassion
- Decision-Making
  - Critical Thinking
  - Beliefs Based
  - Gut Intuition

7 Mindsets
- Creative Thinking
- Creative Intuition
- Analytical Thinking
- Compassion
- Critical Thinking
- Beliefs Based
- Gut Intuition

18 Success Strategies
1. Brainstorm Ideas
2. Challenge Ideas
3. Reframe Problems
4. Envision Possibilities
1. Get Into The Flow
2. Flash of Insight
1. Scan The Situation
2. Structure Information
3. Clarify Understanding
1. Tune-in To Feelings
2. Empathize With Others
3. Express Feelings
1. Get to the Crux
2. Conclude
3. Validate the Conclusion
4. Rely on Experience
1. Values Driven Decision-Making
1. Trust Your Heart Decision-Making
CREATIVE THINKING

- brainstorm
- envision
- challenge
- reframe
- flash of insight
- flow
RECOGNISE CREATIVE LANGUAGE

Can we try ... 
I know we’re done, but what about ... 
OMG! I just had this great idea ... 
Why do you think ... 
Is this the best we can do ...
UNDERSTANDING THINKING

- scan
- structure
- empathise
- express
- clarify
- tune-in
So what you’re saying is ... 

Just to clarify ... 

I think this is related to ... 

So I made this spreadsheet ... 

That must feel horrible!
DECISION THINKING

- crux
- validate
- experience
- conclude
- gut instinct
- values-driven
I’m ready to move on to ...

I don’t know *why* I think this, but ...

Last time we tried this ...

The real problem is ...

My gut tells me ...
THINKING STRATEGIES

CREATE OUTCOME-BASED INTERACTIONS.

Help you help me.
THINKING STRATEGIES

CREATE OUTCOME-BASED INTERACTIONS.

Help me help you.
LEVEL 3.
IMAGINATION

Difficulty — Advanced
IMAGINATION

REWARDS & RISKS

- Truly creative problem solving.
- Overwhelming for some people.
- Cause doubt for own value / self-worth.
SEEK TO UNDERSTAND.

Complain about yourself from the other's perspective.
SEEK TO EXPERIENCE.

Live your day through the other's constraints.
The thinking process should be no more left to chance than the deliberate practice of a skill.

Bob Wiele
LEVEL UP.

Level 1: Care just enough to learn more about a person’s life.

Level 2: Use thinking strategies to structure interactions.

Level 3: Engage with the world from another’s perspective.
AIM FOR EMPATHY

Sympathy: Care just enough to learn more about a person's life.

Understanding: Use thinking strategies to structure interactions.

Empathy: Engage with the world from another's perspective.
I think we all have empathy. We may not have enough courage to display it.

Maya Angelou
PRACTICE EMPATHY

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