Trust and Teams

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I just don’t trust them.
What makes you trust someone?
Trust matters

• Fundamental to our sense of safety, autonomy, and dignity as a human being

• Part of every relationship

• Allows us to disagree, debate & test each other’s thinking

• Trust on teams is correlated with business profitability

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What is trust?
Trust is choosing to risk making something you value vulnerable to another person’s actions.

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Choosing to risk
Something we value
What do we care about?

- money
- job
- promotion
- goal
- belief you hold
- cherished way of doing things
- your “good name”
- sense of happiness and wellbeing
- work you or team are doing
- deadline you need to meet
- your reputation or status
- your health or happiness
- thoughts
- ideas
- efforts
- hopes
- concerns
By making it Vulnerable to another’s actions
Trust is built in small moments
How do you (re)build trust?
0800  started
stopped  1000
13°C (032) MP - MC
(033) PRO 2
Conv’d 2.130764915
2.130764915
Relays 6-2 in 033 failed special speed test
in Relay.
Relays changed
1100 Started Cosine Tape (Sine Check)
1525 Started Multiplier Adder Test
1545 Started
First actual case of bug being found.  
1630 Antennas started.
1700 Closed down.
Elements of Trust

Rising Strong

Brené Brown

boundaries
reliability
accountability
vault
integrity
non-judgement
generosity

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Boundaries

• Do you respect my boundaries?

• When you’re not clear about what’s ok and not ok, you ask.

• You are willing to say no.
I’m not bossy. I’m the boss.

Beyoncé

Ban Bossy

banbossy.com

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Boundaries aren’t walls
What can you do?

• Clear expectations, including …
  • Success Criteria
  • Timeframe
  • Resources
• Be reasonable and flexible
Reliability

• You do what you say you’ll do

• At work this means staying aware of your competencies and limitations so you don’t over promise and are able to deliver on commitments and balance competing priorities
Cycle of Commitment

- Report
- Request / Offer
- Act
- Commit
- Respond

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What can you do?

• Agile: Stand up, Planning Poker

• Respond positively when someone asks for help

• Clarify requests & offers: who, what, when

• Be committed to what you ask for

• Report on commitments

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Accountability

• You own your mistakes, apologize, and make amends
Your Google Account and all its data have been deleted

If you accidentally deleted your Google Account, you have a short amount of time to try to recover it:

1. Go to Account support
2. Follow the steps to verify that the account is yours
What can you do?

• Take responsibility for your behavior and the impact it had on others

• Apologize

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Vault

• You don’t share information or experiences that aren’t yours to share

• I need to know my confidences are kept and you are not sharing with me information about other people that should be kept confidential
What can you do?

• Ask if subject knows its being shared

• Don’t give or receive gossip

• Difficult circumstances

• Be vague if saying nothing is creating gossip

• Ask a person what you can share

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Integrity

• You choose courage over comfort

• You choose what is right over what is fun, fast, or easy

• You choose to practice your values rather than just professing them
The best tool for the job, isn’t always

Or—why we cruelly force our developers to use Backbone.js

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What can you do?

• Be explicit about the things that matter - Examples of good and bad

• Check yourself when someone does something differently - Is this a thing that matters?

• Create new expectations when things happen - take responsibility for not being explicit

• Be thoughtful and intentional about handling disagreements

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Non-judgement

- I can ask you for what I need and you can ask for what you need
- We can talk about how we feel without judgement
What can you do?

• Ask for help
• Help others when they ask
• Deal with your own shit

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Generosity

• You extend the most generous interpretation possible to intentions, words, and actions of others

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What can you do?

• We are each responsible for our own behavior and the things we can control

• Don’t hold grudges

• Get to personally know people - listen, ask questions
How do you (re)build trust?
Identify the breach.
Model Behavior

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- The Thin Book of Trust by Charles Feltman
- Rising Strong by Brené Brown
- “Anatomy of Trust” by Brené Brown
- Understanding Computers and Cognition by Terry Winograd

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