REVERSE ENGINEERING

PEOPLE

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Actually, this talk is titled...

A primer on how I taught myself to be more empathetic.
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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<th>Analytical Thinking</th>
<th>Compassion</th>
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DEFINE: EMPATHY
The ability to understand and share the feelings of another.
DEFINITION: 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.
COLLECT STORIES.

Learn about people by asking them questions.
CARING JUST ENOUGH

STFU AND LISTEN.

Listen until there is no more story. Respond.
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
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.
CREATIVE THINKING

- challenge
- envision
- brainstorm
- 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 ...
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.
Your 18 Success Strategies and 3 Success Factors

- Creative Thinking
- Creative Intuition
- Analytical Thinking
- Compassion
- Critical Thinking
- Beliefs
- Gut
- Personal Spirit

Bar chart showing the preference levels for each strategy and factor.
LEVEL 3.
IMAGINATION
Difficulty – Advanced
Truly creative problem solving.

Overwhelming for (highly) sensitive people.

Cause doubt for self-worth.
IMAGINATION

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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emma @ gitforteams.com

feedback via the session node
https://events.drupal.org/barcelona2015

http://gitforteams.com/resources/cultivating-empathy.html
Sprint: Friday

Sprint with the Community on Friday.

We have tasks for every skillset.

Mentors are available for new contributors.

An optional Friday morning workshop for first-time sprinters will help you get set up.

Follow @drupalmentoring.

https://www.flickr.com/photos/amazeelabs/9965814443/in/faves-38914559@N03/