CompSci 408 Delivering Software: From Concept to Client

Teamwork
September 14, 2016
• Golden Rule
• Interpersonal & Team Skills
• Tune to Channel 4: Full Duplex
• Remote / International Clients
• Disagreeing?
• 3F? Feel-Felt-Found
Golden Rule

• One should *(not) treat others as one would *(not)* like others to treat oneself
  • Basis for most teamwork
  • Part of most cultural and spiritual traditions

• Some practical applications
  • Pause your work to help others to
    • Reduces downtime
  • Make *quality commitments* and meet them
Interpersonal & Team Skills

• **Know ourselves**
  • Strengths? **Weaknesses**?

• **Moderating responses**
  • Talking effectively

• **Empathize accurately**

• **Building relationships** of trust, respect, and productive interactions
  • Receive brutally honest feedback
  • Give brutally honest feedback (after developing the relationship)

No point trying to hide your zits!
### Tune to Channel 4: Full Duplex

<table>
<thead>
<tr>
<th>Channel 2</th>
<th>Channel 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most (ineffective) Executives</td>
<td>Most Achievers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Channel 3</th>
<th>Channel 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most Techies</td>
<td>Most Failures</td>
</tr>
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- Transmit
- Don’t Receive
- Receive
- Don’t Transmit

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h/t my former executive coach, Jeanie Kahwajy
Constructive Environment

• No blame game
  • Focus on behavior (roles/actions) not people

• Create better communication
  • inquiry over advocacy
  • dialog over debate
  • empathy over sympathy

• Achieve better understanding
  • decisions are best made when not in crisis
Remote / International Clients

• Time zones
  • Specify EDT/EST, PDT/PST, UTC, UTC +-  
  • Express time in the others’ time zone

• Communication Styles
  • Active/Passive voice
  • Polite/Direct

• Work Cultures

• Bottom-line:
  • Tune to your clients’ & team’s channel
Disagreeing?

• Is it acceptable to have a disagreement?

• You’re Wrong!

• I have a different opinion!

• Guidelines
  • Listen
  • Don’t make it personal
  • Use I statements
  • Stay Calm
3F: Feel-Felt-Found?

• **Empathize – Normalize - Clarify**
  • I understand you *feel* about that.
  • Many others have *felt* the same way.
  • And what they have *found* is that....

• **3F = ?**

• **Examples**
  • I know how you *feel* that this looks bad
  • Others would have *felt* the same at when they saw this
  • **However,** when they tried it on they *found* that it was so comfortable.

Which is the most powerful word here?
Core Values

• What are our core values?
Recap

• **Golden Rule**
• **Interpersonal & Team Skills**
• Tune to **Channel 4**: Full Duplex
• **Remote / International Clients**
• **Disagreeing?**
• **3F? Feel-Felt-Found**