Improving Interactions
Agile 2018

Don Gray

DELIVERING CUSTOMER VALUE
Working with Executives, Managers, and Teams

don@donaldegray.com   336.414.4645

Manifesto for Agile Software Development

We are uncovering better ways of developing
software by doing it and helping others do it.
Through this work we have come to value:

- **Individuals and interactions** over processes and tools
- Working software over comprehensive documentation
- Customer collaboration over contract negotiation
- Responding to change over following a plan

That is, while there is value in the items on
the right, we value the items on the left more.

I know that you believe that you understood what you think I said, but I am not sure you realize that what you heard is not what I meant.

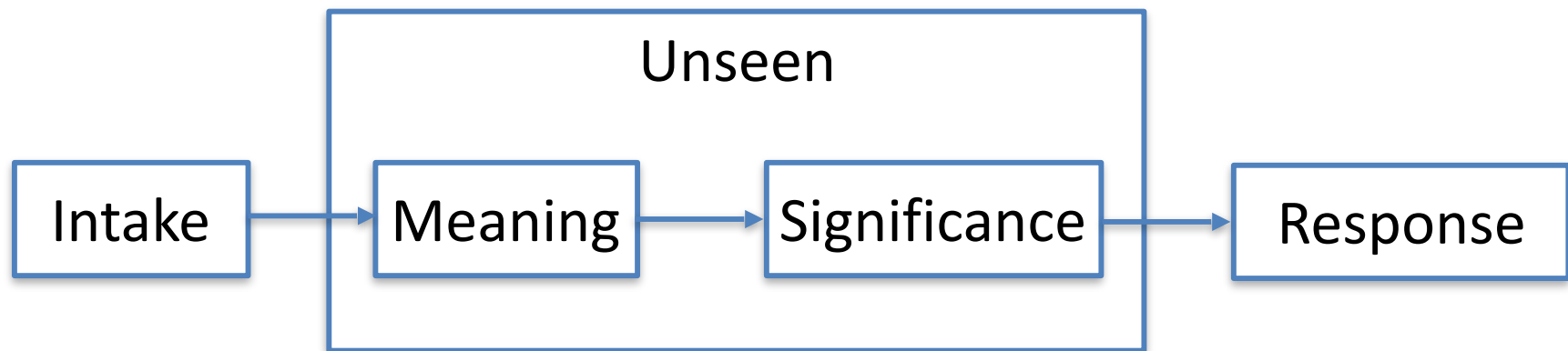Don's Mom

(and Robert J. McCloskey)

Why Bother?

- What benefits do we get from communicating?

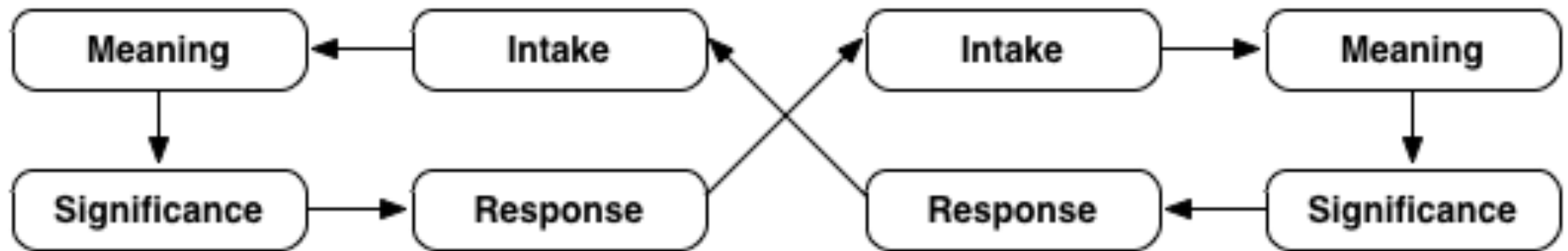- What hazards exist when we communicate?

Our Time Together

Agenda:

- The Satir Interaction Model
- Congruent Communication
- Discussion / Wrap up

The Satir Interaction Model

Unseen

Intake → Meaning → Significance → Response

Communication

Intake / Meaning

- How many is several?

- What is a few?

- How often is frequently?

Intake / Meaning

Word	My Concept	Our Concept	Range
Several			
Few			
Frequently			

In Your Experience

Think of a recent conversation at work that surprised you.

- What did you use for intake?
- What meaning did you make? What other meanings could exist?
- How did this make you feel? What feelings did you have about that?
- How did you respond?

Interaction Tips & Tricks

Aiding Proper Intake

- I'm not really sure I heard to correctly. Would you please repeat what you said?

- I'm not sure I heard everything you said. Would you please repeat?

Ways to Check Meaning

- If I heard you correctly, the meaning I make is _____. Is that the meaning you intended?

- Do you mean _____?

The biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw
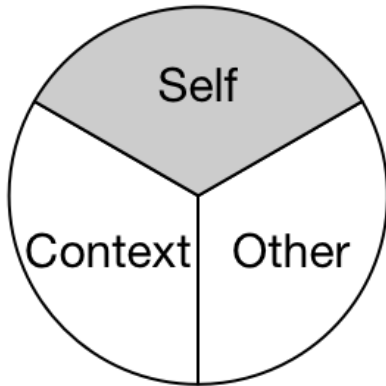
Our Time Together

Agenda:

- The Satir Interaction Model

- **Congruent Communication**
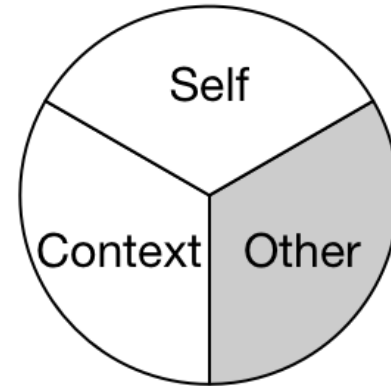
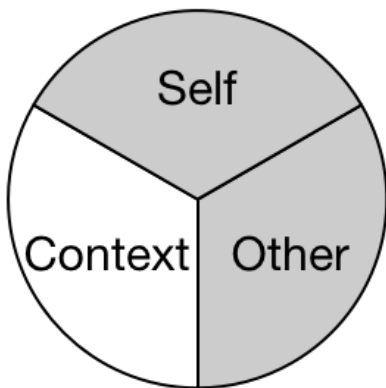- Discussion / Wrap up
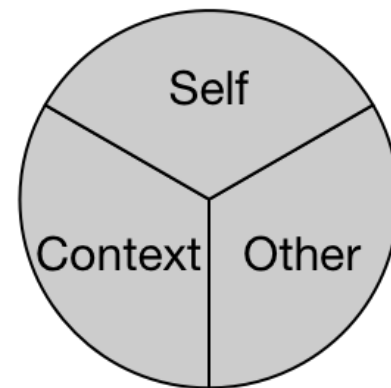
Always Balancing

Wobble Stances

Placating
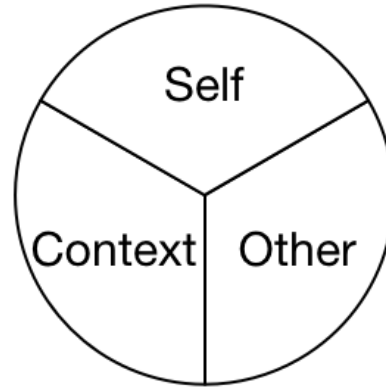
Self

Context | Other

Blaming

Self

Context | Other

Super-Reasonable

Self

Context | Other

Irrelevant

Self

Context | Other

Congruent Action

To respond congruently is a choice. It is not another rule or a way to control the situation. Choice at a conscious level is based on awareness, acknowledgement, and acceptance of self, other and context. - Satir Model pg. 73

Congruent action is acting appropriately to difficult interpersonal situations, even though you maybe confused, or angry, or so afraid you want to run away and hide. - Jerry Weinberg

It's Congruence Talking

- He is difficult to manage.

- She is always late.

- She doesn't get it.

- It must be done by Monday.

In Your Experience

Using the conversation from the Interaction activity …

- Which (if any) of the Wobble Stances appeared?
- Did the conversation include self/other/context?
- If not, how could you have included the missing component?

Congruence Tips & Tricks

- Look for what's missing in the conversation
  - Self
  - Context
  - Other

- Us/Here/Now not Them/There/Then

Our Time Together

Agenda:

- The Satir Interaction Model
- Congruent Communication
- Discussion / Wrap up

Discussion & Wrap Up

- What were the key ideas in the workshop?

- Where were you surprised?

- What does this bring up for you?

- What will you do differently when you get back to your office?

Resources

Workshops (with Esther Derby)

• [Coaching Beyond the Team](#)

• [Problem Solving Leadership](#)

Articles (by me)

• [Why Not Ask Why?](#)

• [Communication Disconnects](#)

Books (by Jerry Weinberg)

• [How To Observe Software Systems](#)

• [Responding to Significant Software Events](#)

• [Managing Yourself & Others](#)