

PROtocol: DTR & Accountability

How to set and uphold expectations in team projects

Objectives of today's session:

- Understand what DTR is and how to hold a DTR conversation
- Define your own expectations in a working relationship
- Apply strategies to hold your partners accountable
- Demonstrate how to address broken expectations
- Describe how to give each other feedback

DTR = Define the Relationship

DTR is a conversation in which you set expectations with others who you are working with

What does this conversation look like?

Check out the Professional Skills page on GitHub:

- [DTR Questions & Template](#)

Or Important Links page:

- [Mentor DTR](#)

Define YOUR Expectations

What do your expectations look like?

Consider:

- Define your strengths
- Describe how you want to work with someone else
- How do you appreciate communication?
- Git Workflow
- Imagine that you might be working with someone with a very different personality than yours
- Decide on additional questions



Learning to Compromise

How can you compromise with differing expectations?

Biggest Mod. 1 Fallacy: My partner is better than I am OR my partner is holding me back.

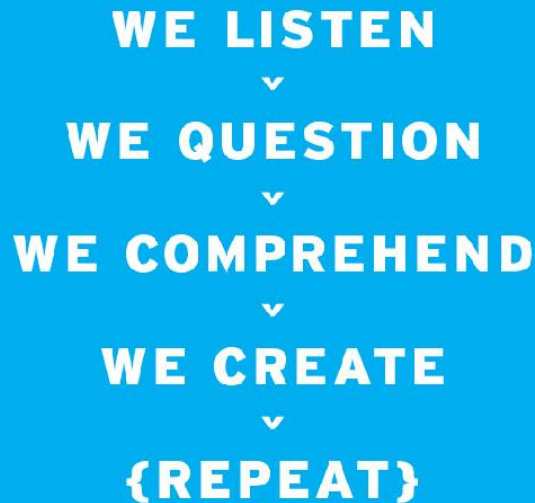


Holding Each Other Accountable

Keep everyone on the same page by:

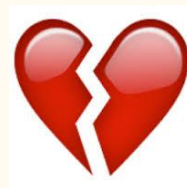
- Creating a memo of your DTR
- Holding regular retros
- Re-DTRing during longer projects

You can never have too much communication!



WE LISTEN
▼
WE QUESTION
▼
WE COMPREHEND
▼
WE CREATE
▼
{REPEAT}

When Expectations Are Broken



Where to start?

Work on Me First

- Silence
- Violence
- Making Assumptions
 - Be aware of the **Fundamental Attribution Error**

“Speak when you are angry, and you
will make the best speech you’ll ever
regret.”
-- Ambrose Bierce

How to Fix Your Reactions

Humanize the situation: why would this person have broken these expectations?

Consider 6 Sources of Influence:

- Personal Motivation (Enjoyment)
- Personal Ability (Inability to complete a task)
- Social Motivation (Peer Pressure)
- Social Ability (Enabling or Not)
- Structural Motivation (Deadlines, Grades)
- Structural Ability (Need better systems?)

	Motivation	Ability
Personal	1 Do I enjoy it?	2 Am I personally Able?
Social	3 Do others motivate?	4 Do others enable?
Structural	5 Do "things" motivate?	6 Do "things" enable?

Ready for the Conversation

1. Establish Safety:
 - a. Mutual Respect
 - b. Mutual Purpose
 - c. Use Contrasting with a Don't/Do statement: "I don't want you to think I'm unhappy with how we work together. Overall, it's been going well. I do want to talk about how we make decisions together."
2. Ask for permission
3. Speak in Private
4. Describe what's happened:
 - a. Start with **Facts**: "We agreed that we would make big decisions together, but during the check-in, you told our instructor that you had already decided to implement that new feature before you discussed it with me."
 - b. Describe how the incident made you **feel**: "When you said that, it made me feel like you didn't value my input and that you weren't taking our expectations seriously."
 - c. **Ask** for the other person's side: "What is your take on this?"

Follow Up

What's next?

- Listen to the other person's side & go back to the 6 sources of influence:
 - Is the problem due to **motivation** or **ability**?
- Discuss consequences related to your **mutual purpose**:
 - "If we don't make decisions together, our project will suffer."
- Discuss finding resources if the issue is ability:
 - "You made the decision because you couldn't reach me. Let's find 3 mutual times we can check in throughout the day."
- Create action steps:
 - Re-DTR: who is doing what and when?

	Motivation	Ability
Personal	1 Do I enjoy it?	2 Am I personally Able?
Social	3 Do others motivate?	4 Do others enable?
Structural	5 Do "things" motivate?	6 Do "things" enable?

Time to Practice

Use the following scenario in your practice:

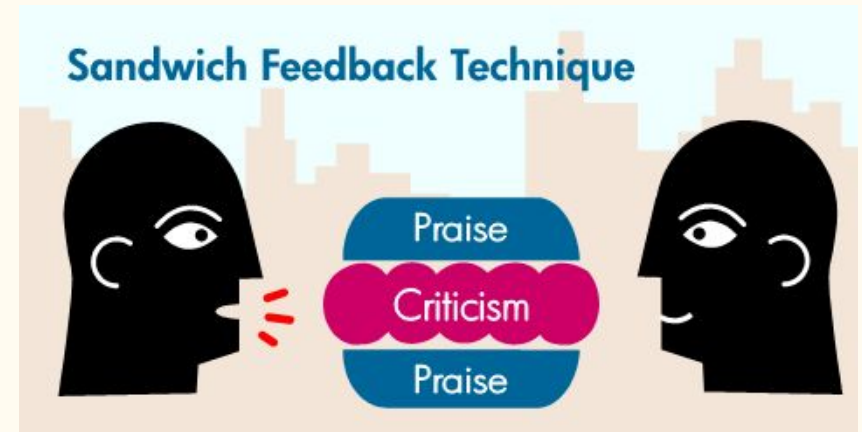
During DTR, Partner A and Partner B decided that you would have an end of day retro to debrief how the work time went. But at the end of the first day, Partner A left abruptly right after Wrap Up and didn't meet with Partner B to retro on the tasks. Then in day two, Partner A doesn't have a task finished that was promised to be done. Partner B is worried about time and how to proceed when Partner A seems unreliable.

- Decide who Partner A is and who Partner B is and use the ideas we've discussed to have a conversation to address the issue and reset expectations
 - What assumptions need to be addressed?
 - How will you conduct the conversation?
- Practice having the conversation!

Creating a Feedback Loop

Feedback is guided by 3 principles:

- Specific
- Actionable
- Kind



Template to follow: “You did a good job with _____ because _____, but you could _____ in order to _____. Again, I enjoyed working with you because _____.”

Receiving Feedback

The ability to take constructive feedback is another important skill.

Check yourself for:

- Silence
- Violence

Next Steps:

- Slow down
- Reflect on your own behavior
- Check your emotions
- Separate facts from stories