

Meetup Reference

January 25th, 2018

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Communicating with stakeholders is critical to a project's success. These conversations shouldn't be obstacles. Instead, think of them as opportunities to align your goals with theirs and find goals and processes that work for everyone.

And remember: no matter how well-prepared you are, things still break. Projects, communication, processes. Don't lose heart - seek alignment.

Change the conversation

Instead of stakeholder communication being a single state, it should be a process.

We're not looking for everyone to be 100% on board - we're looking for our direction and goals to be in alignment.

Alignment means that we can have different goals, as long as they're pointing in the same direction.

Goals first, then requirements

Come to stakeholder meetings with at least a sketched out idea of their high-level goals for the project.

They'll see your versatility and be more willing to collaborate.

Communication tips

- Don't defend
- Don't deflect
- Try to understand
- Remember values
- Remember goals
- Remember methods
- Remember facts

Employ empathy

Everyone also has a thousand things trying to get their attention.

Everyone has a thousand things clamoring for their attention. Put yourself in your stakeholders' shoes.

>Deadlines

Upcoming meetings, board requirements

>Reporting structure

Manager type, personality, check-ins

>Personal context

Kids, spouse, master's program, car accident

>Communication style

Dollars, time, company benefit and growth

Three types of emails

Oh shit - this broke

- What broke
- What effect we'll see
- What steps we're taking to make sure it never happens again

FYI

Requires no response from leadership. Just an update on status of a project.

Huzzah!

Look at this cool thing/success/win/achievement! Celebrate with us!

Resources

Management of Differences (<https://hbr.org/1960/11/management-of-differences>)
The Obstacle is the Way (book by Ryan Holiday)

Agenda and Info.

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February meetup

Details pending. Expect to see something in the next week or two.

Write the Docs Portland 2018

When: May 6-8

Tickets available now:

- > Student or Unemployed: \$100
- > Independent: \$250
- > Corporate: \$450

Agenda

Introductions

- > We're in a library...
- > Wrap up by 8:45 because the library closes at 9:00. They need time to lock up.

Write the Docs code of conduct

- > Be friendly
- > Be respectful
- > Be careful about the words you choose

Talking to Stakeholders (presentation by Jess Hutton)

- > Seek alignment in goals.

Q&A

- > Ask Jess or the group pressing questions.

Small group activity

- > Take on various roles to practice what Jess covered.

Closing remarks

Your notes
