

Reduce - Friction

Glossary

Process

way to do things

Ceremony

things done
Ritualistic, involving others

Formality

level of how prescribed/enforced a process is



Process +
Heavy Formality
Perceived not
worth

Exam:

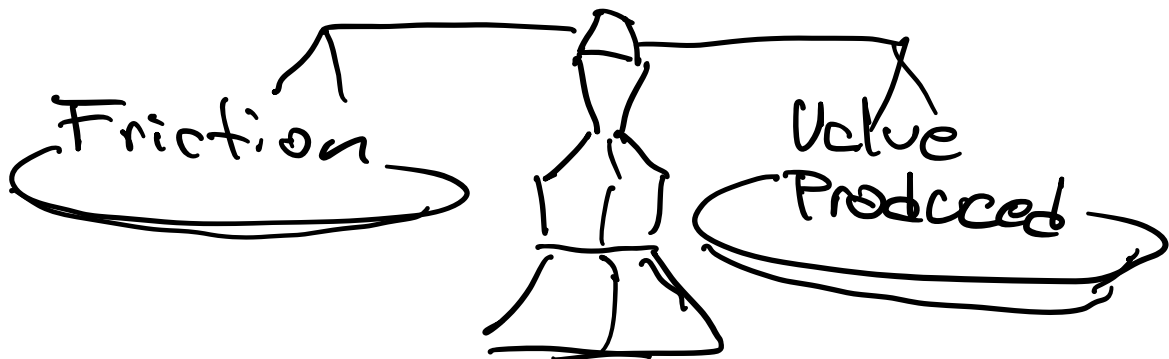
All code must be PR

↳ Reviewers are just
clicking a "Approve"

CI/CD settings
can be modified only
by admins

Friction	Force Resisting motion. i.e: need to deliver fast vs No. of checks to merge a PR
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↳ + Friction is good
when it helps to
produce something
worthwhile



Your
Goal



Id. team's habits and
work environment that
slow them down without
adding enough value

Toil

Labor that tires you off
Tech: time consuming
tasks

Changing Systems is hard
the systems have Reinforcing
loops

↳ Step 1 to change
Systems:

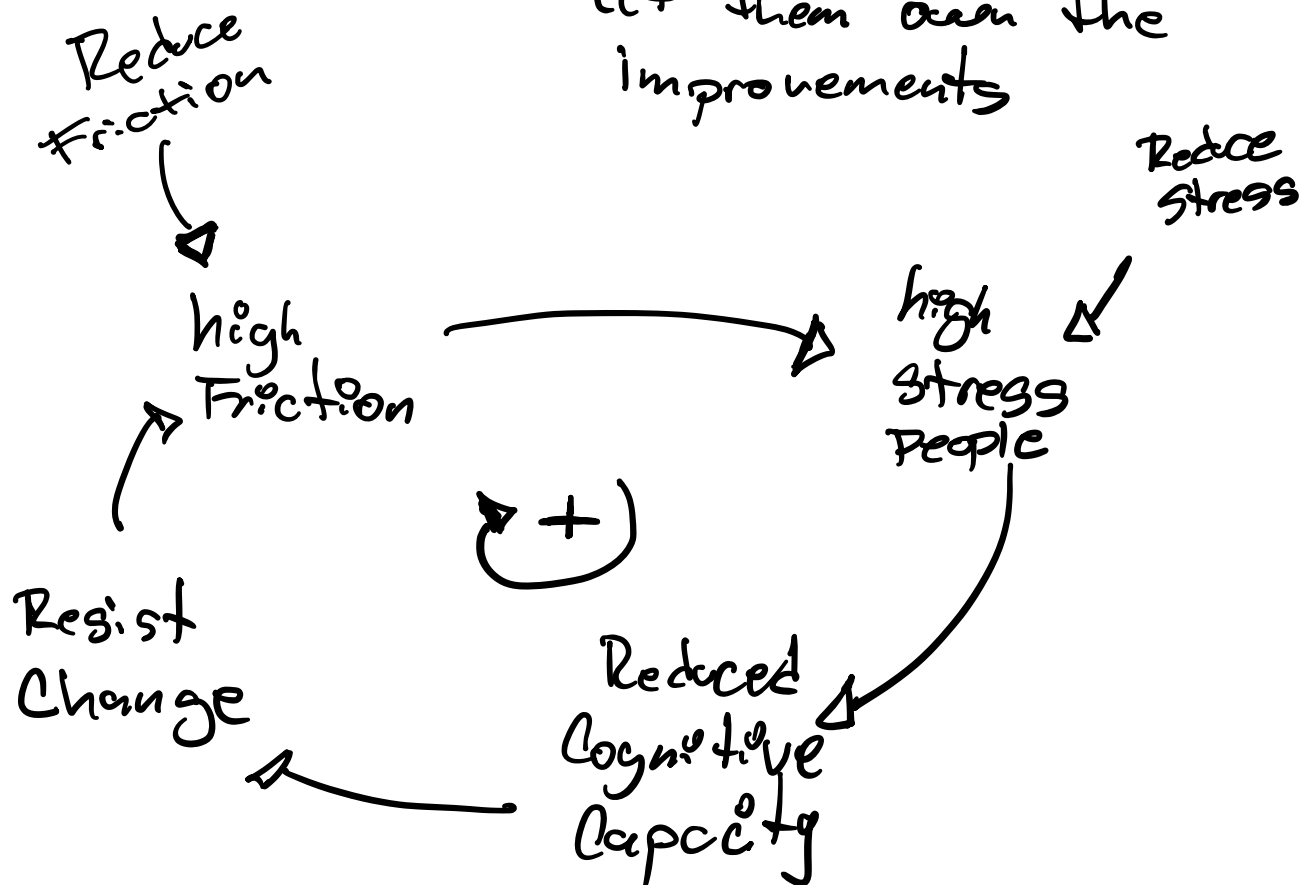
Establish Feedback
loops

Measure the rewards or
changing the system

↳ STEP 2: Id. what reinforces the status quo

↳ STEP 3: Get buy in by gathering data and showing it

↳ Honor the work that led us here
let them own the improvements



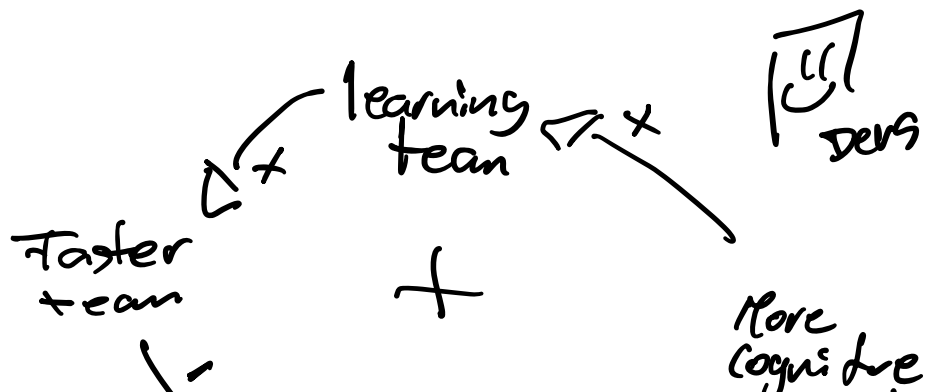
Reduce Stress by

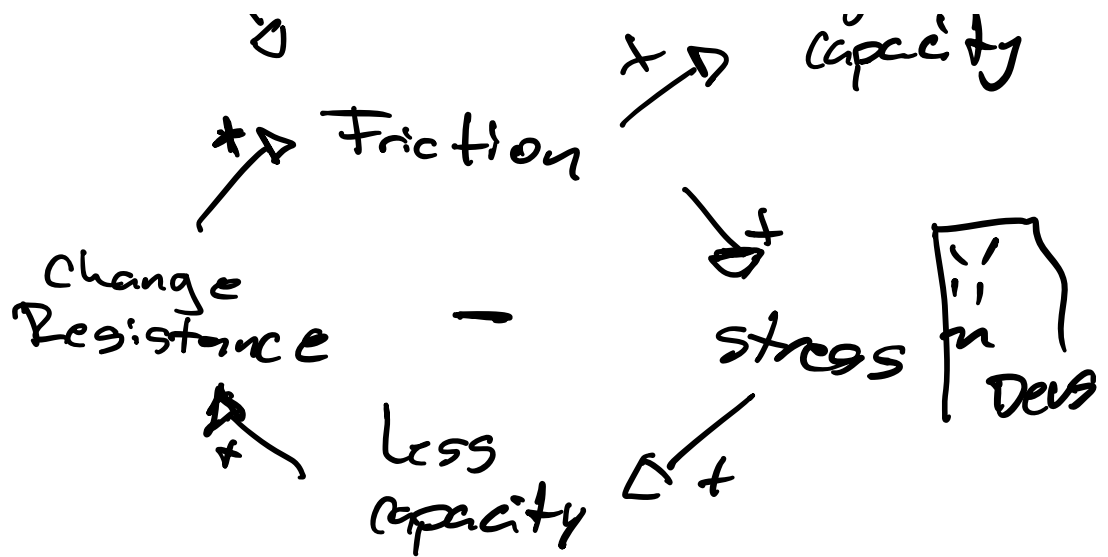
- Monitor and satisfy people's needs
- Shift work away
- Fix the problem for them, they are at the top of their capacity

Goal	↳	K. Learned helplessness and reduce it
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IF you can't.
LEAVE





+ Reduce Friction makes people happier, should be seen ethically good

- Is pragmatic

+ Reduces cost of building software.

TIPS TO REDUCE FRICTION

- o What is slowing us down?
 - ↳ listen especially to irritated reports

↳ listen to what people are trying to do and what is preventing them from achieving it

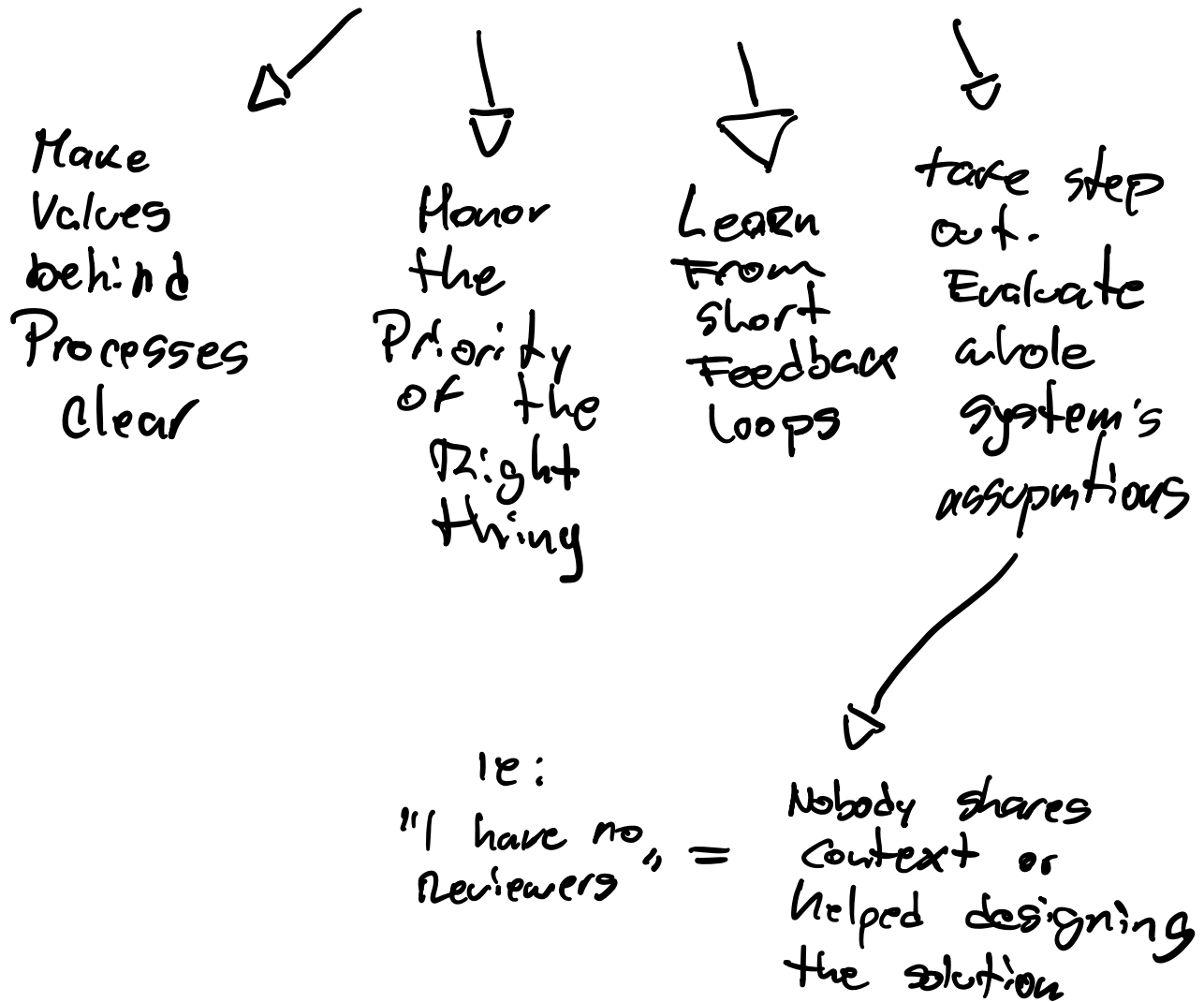
- Question all assumptions
- Id. the ideal solution
- Take a step towards it today
- Retire old / not working software
- Invest on DX

Processes

↳ Design them - Reduce Friction on them



Make the Right thing
easy to be done



| Automate processes so that they
are invisible

| Measure everything → Feedback loop

| Every little thing you fix, gives you

! energy to fix the next

Tufte's Design Principles

- 1) Above all, show the data
- 2) Maximize data-ink ratio
- 3) Erase non data-ink
- 4) Erase redundant data
- 5) Revise and edit