

# PEOPLE OVER PROCESS FEELINGS OVER HYPE

IAN WHITNEY, ASR (OUE)

# LET'S TALK ABOUT THERAPY

#### Way therapy is portrayed



I HAVE A  
PROBLEM

PHOTO BY CHARLES DELUVIO ON UNSPLASH

# [WISE INSIGHT]

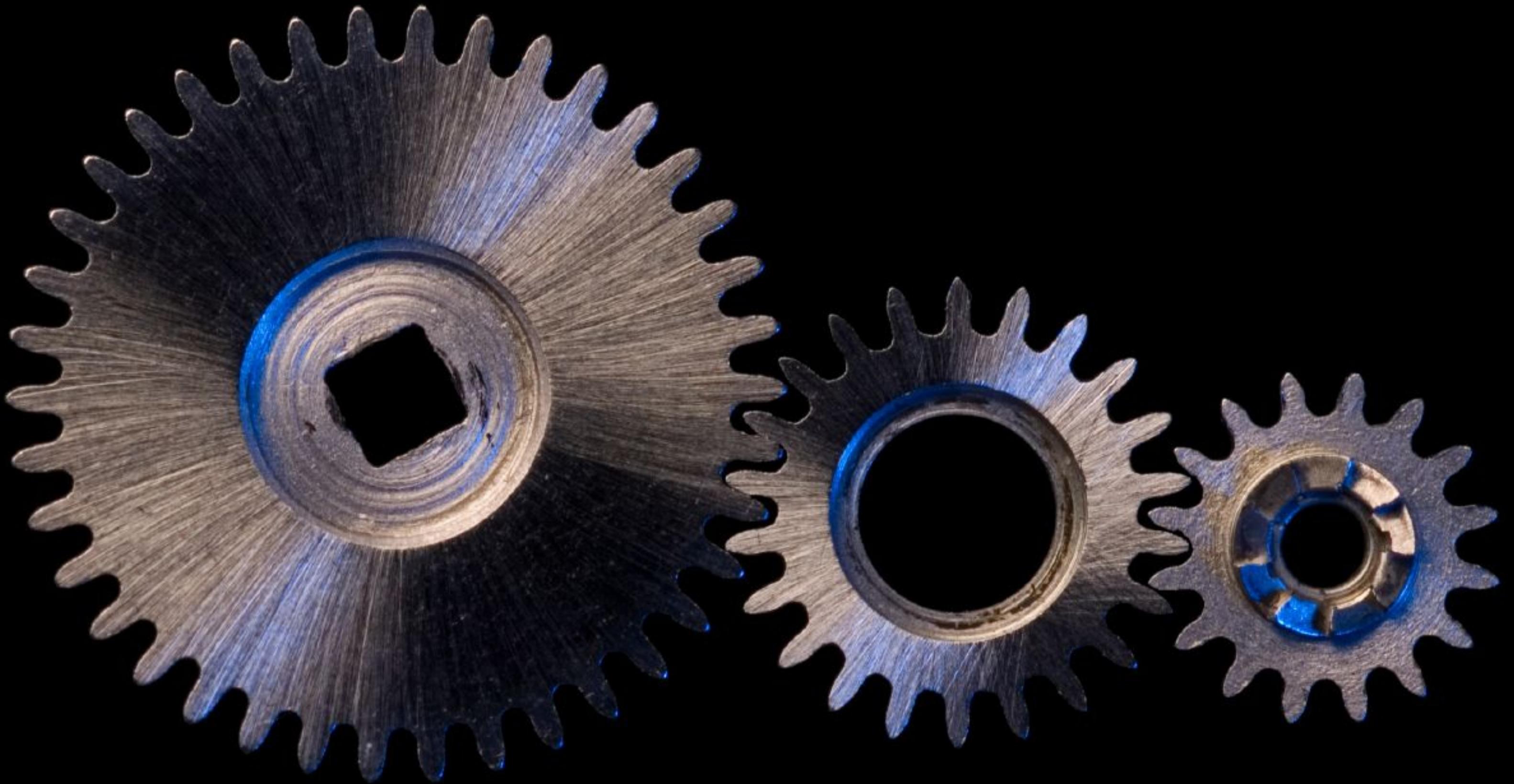
PHOTO BY ALEXANDRU ROTARIU ON UNSPLASH





ALL MY  
PROBLEMS  
ARE SOLVED!

PHOTO BY BRUCE GALPIN ON UNSPLASH



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### ### Therapy is portrayed as a process

- ^ Defined inputs, defined outputs
- ^ Turn the cogs and out pops the result
- ^ You're not doing work, it just happens

# WAY THERAPY WORKS (FOR ME)



I HAVE A  
PROBLEM

PHOTO BY CHARLES DELUVIO ON UNSPLASH

HMM. LET'S  
TALK ABOUT  
THAT

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[months of hard work pass]



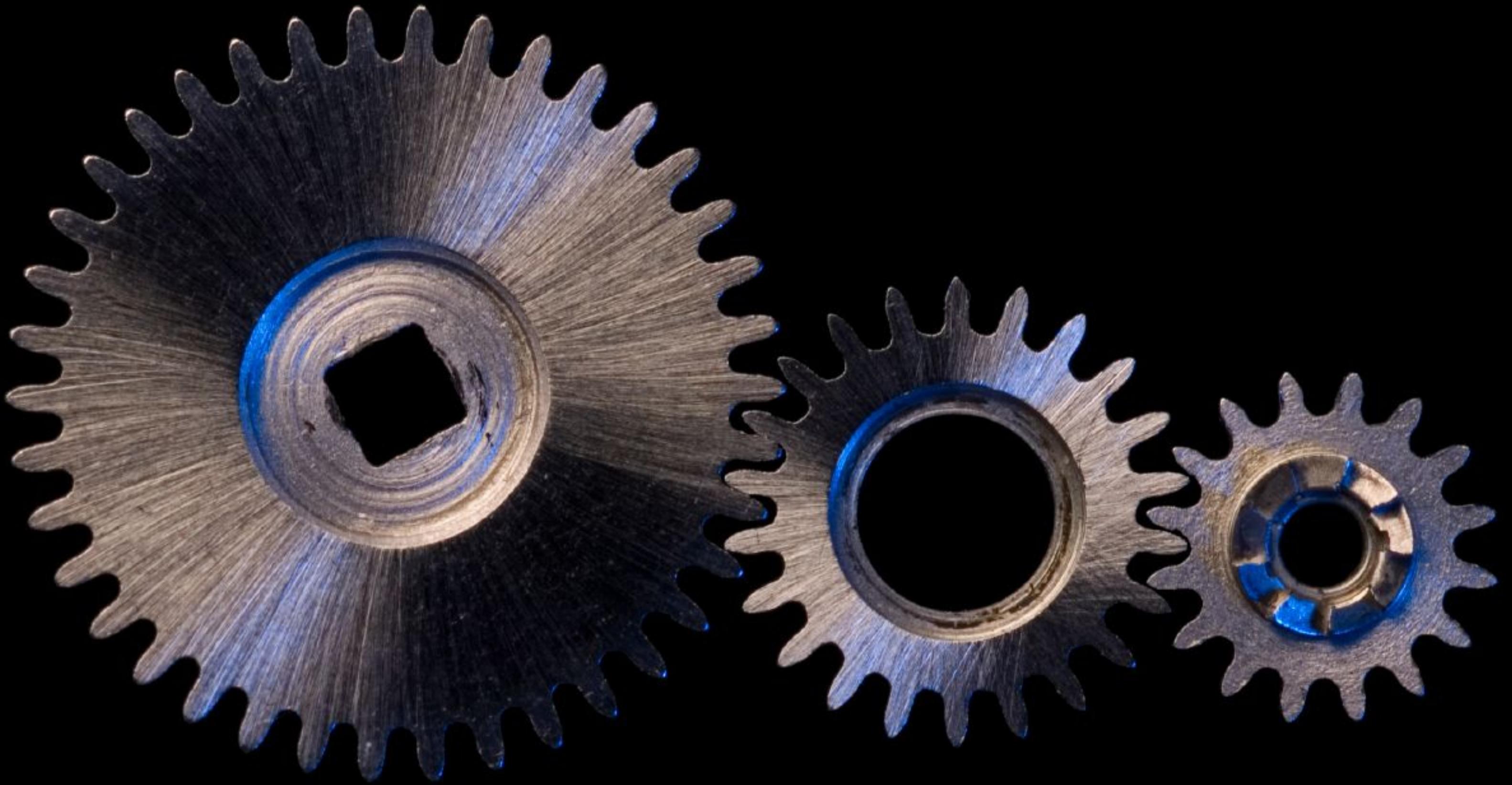
I FEEL  
SLIGHTLY  
BETTER.  
AND I'M EXHAUSTED.  
AND NOW I HAVE NEW  
PROBLEMS.

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# REPEAT FOREVER

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This is not what therapy is for  
me  
^ it's not a process



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it's people

^ it's a wall of Japanese gachapon

machines

^ Random inputs, unexpected

outputs

^ You never get the same toy twice



# WE ARE LAZY

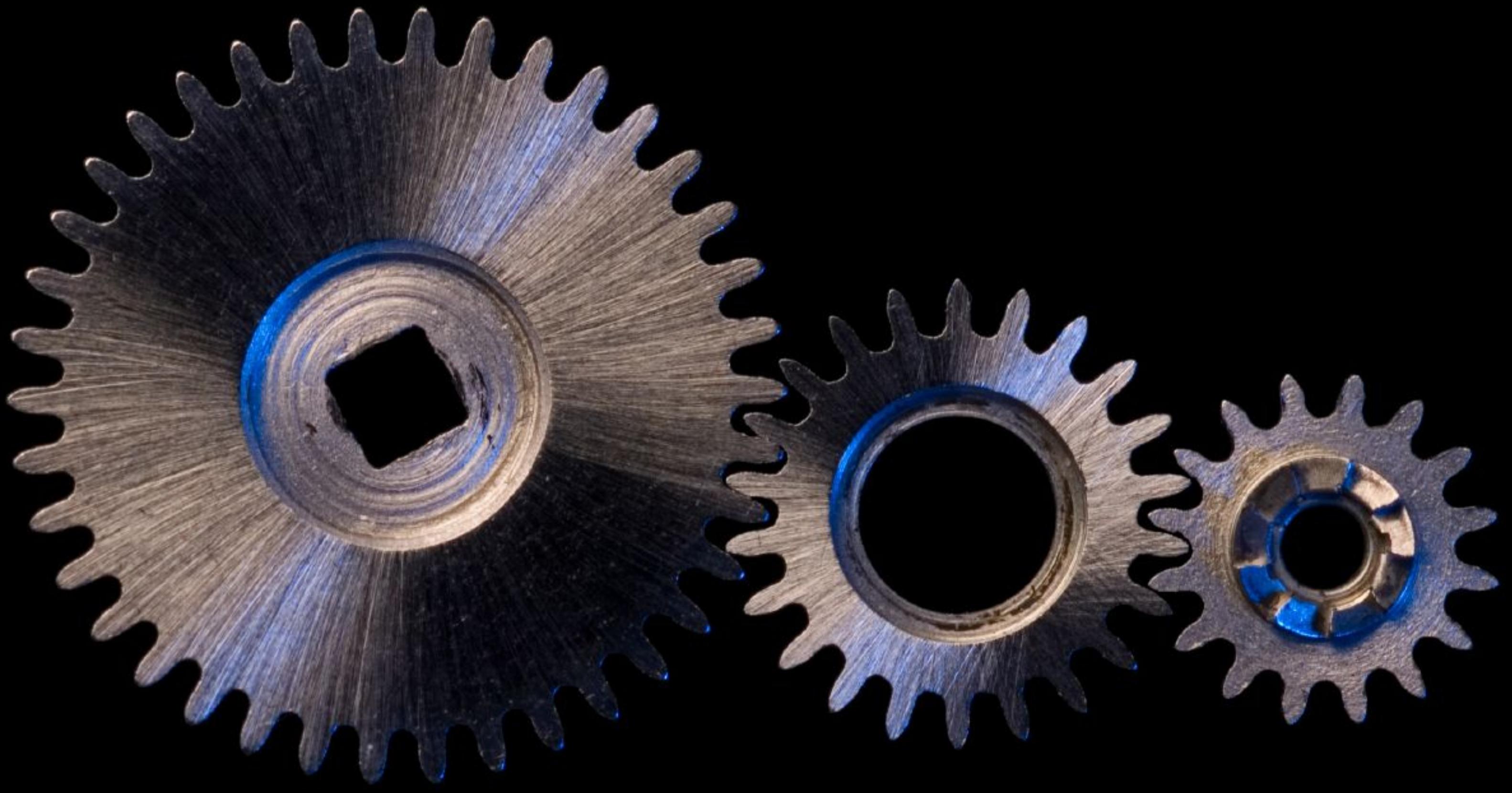
- › PROCESS IS EASY
- › PEOPLE ARE HARD

PHOTO BY FLOUFFY ON UNSPLASH

# INDIVIDUALS AND INTERACTIONS OVER PROCESSES AND TOOLS

2001

- ^ 17 developers, all dudes
- ^ This was their top declaration
- ^ Emphasis theirs



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# This is Process and tools



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# This is Individuals and Interactions

# PROGRAMMING IS PEOPLE



# WE ARE LAZY

- › PROCESS IS EASY
- › PEOPLE ARE HARD

PHOTO BY FLOUFFY ON UNSPLASH

A large flock of white sheep is shown in a close-up, filling the frame. They are all looking directly at the camera with neutral expressions. The sheep's wool is thick and light-colored.

HEY. LET'S DO WHAT THOSE 12 WHITE  
GUYS WHO WERE HUNKERED DOWN AT  
AN EXPENSIVE SKI LODGE WERE DOING!

PHOTO BY CHRISTOPHER BURNS ON UNSPLASH



I HAVE A  
PROBLEM

PHOTO BY CHARLES DELUVIO ON UNSPLASH

# EXTREME PROGRAMMING

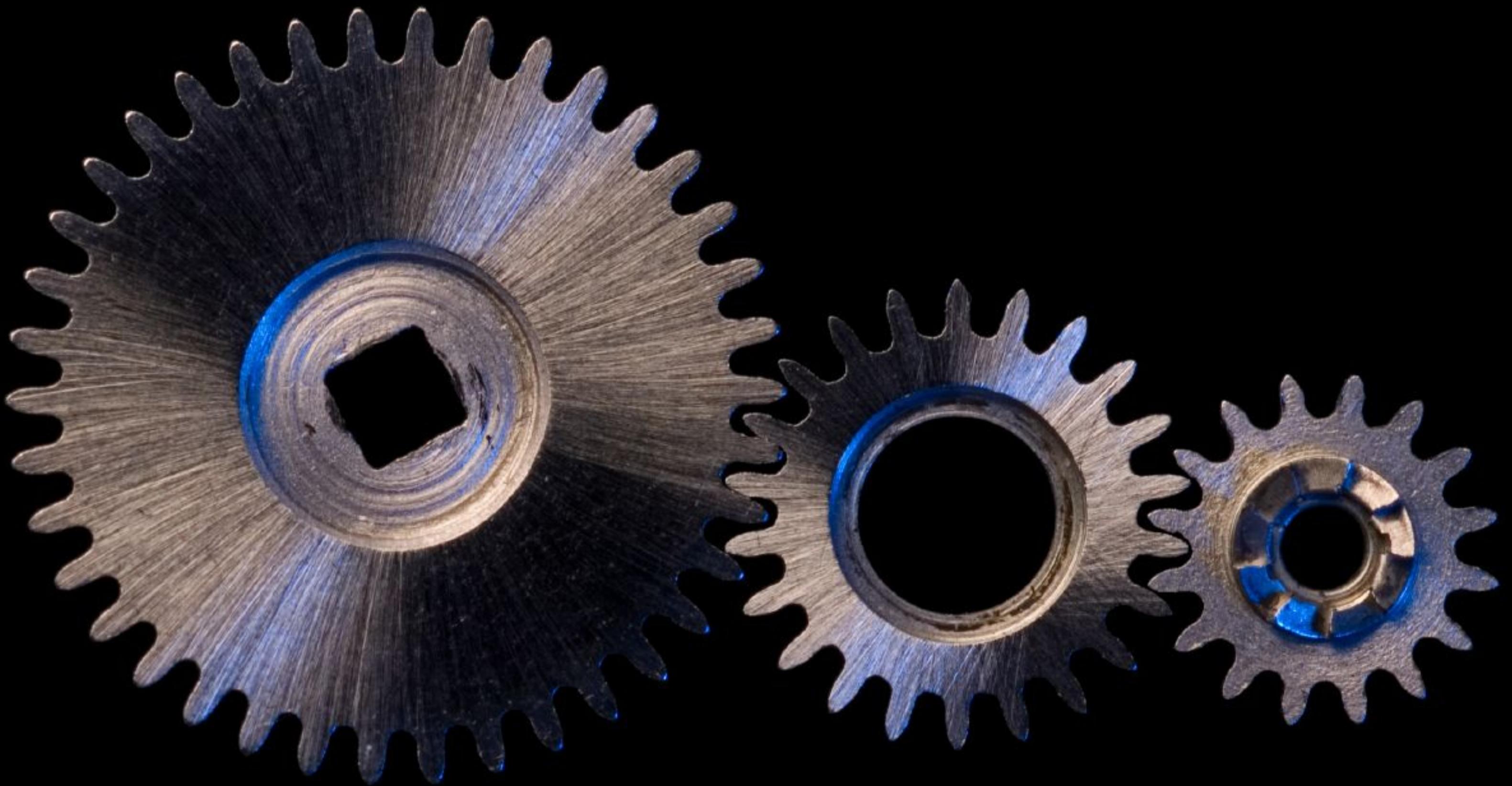
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Which, we know how that  
^ The practices that worked for  
one set of people at Chrysler  
will never work for your set of  
people at your company

SURELY WE'VE LEARNED THIS LESSON BY NOW



# WE ARE LAZY

- › PROCESS IS EASY
- › PEOPLE ARE HARD

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I HAVE A  
PROBLEM

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# KUBERNETES

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# SCRUM

PHOTO BY ALEXANDRU ROTARIU ON UNSPLASH



# CHAOS ENGINEERING

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# OBSERVABILITY

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ALL MY  
PROBLEMS  
ARE SOLVED!

PHOTO BY BRUCE GALPIN ON UNSPLASH

# FEELINGS OVER HYPE

My addendum to the Agile  
manifesto

THESE ARE ALL GOOD TOOLS



**BUT ARE THEY GOOD FOR YOU?**

Because we're all random  
inputs and unexpected  
outputs

^ What worked for [insert  
company here] may not work  
for you

**YOUR PROBLEMS ARE DIFFERENT**  
**YOUR TEAM IS DIFFERENT**  
**YOUR SOLUTIONS WILL BE DIFFERENT**

**WHAT PAIN DOES  
THIS TOOL SOLVE?**

**DO I FEEL THAT PAIN?**

# WHAT RESOURCES DOES THIS TOOL REQUIRE?

# DO I HAVE THOSE RESOURCES?

ADOPT  
ITERATE  
**ABANDON**  
REPEAT



**Z.UMN.EDU/FEELINGS**  
**ian\_whitney ON SLACK**  
**whit0694 ON EMAIL**