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Welcome to Write/Speak/Code!



WRITE / SPEAK / CODE



@writespeakcode Can't make it to the conference?
We will be streaming it on our Instagram Story!



New Snapchat filter! Take a picture on Snapchat
with the filter and tweet it to us on Twitter



@writespeakcode Follow along with #wsc2017conf

<https://2017.writespeakcode.com>

Thank you to our 2017 organizers! ❤️

2017 Organizers

- Debbie-Jean Lemonte
- Emily Heist Moss
- Jessica Simon
- Jessica Armstrong
- Jessie Wu
- Jillian Campbell
- Kristin Marsicano
- Marie Casabonne
- Nicola Beuscher
- Courteney Ervin
- Kara Carrell



Board Members

- Lateesha Thomas
- Dalal Al Reyes
- Neha Batra
- Rebecca Miller-Webster
- Lisa van Gelder
- Jessica Armstrong
- Rachel Ober
- Celia La

Welcome to Write/Speak/Code!



WRITE/ SPEAK / CODE

About the 2017 Conference

What to expect

- Intense
- Supportive
- Individual, pair, & small group exercises
- Very Interactive
- Move around (if possible)
- Feedback from peers & mentors
- Stick to your track - content builds on itself



First Year Track

Write Day

- Craft your bio: exercises, writing, feedback
- Write a blog post: outlining, writing, feedback

Speak Day

- Talk proposals: learning, exercises, writing, feedback
- Give a talk: creating slides, giving a talk, feedback

Code Day

- Contribute or create an open source project



Alumna Track

Leadership Day

- Leadership & professional development talks
- Sketchnoting, Creating workshops, & UX Workshops

Visibility Day

- Talks on failure, branding, and data science
- Workshops on zine making and creating email courses

Code Day

- Work on project
- Lightning talk/demo of work





The power of
visibility can
never be
underestimated.

- Margaret Cho

Open Source

is like being an adult ...

It's magical until you realize
no one knows what the hell they are
doing.

- Zach Holman

Inclusion

- **Childcare room:** supervised play area for children
- **Mother's room:** private room equipped for pumping & nursing
- **Quiet room:** room for those needing quiet time or space to process

Code of Conduct

Code of Conduct Overview

- Harassment-free environment
- Online & offline
- All affiliated events, outings
- Pronouns on buttons
- Buttons indicate when to ask/not take photos
- Ask before posting on social media or publicly
- Report to organizers: mint sashes (trained in CoC) or navy sashes

We prioritize marginalized people's safety over privileged people's comfort

<http://www.writespeakcode.com/about/code-of-conduct/>



Harassment includes ...

- **Offensive** comments related to **gender, gender identity and expression, sexual orientation, disability, mental illness, neuro(a)typicality, physical appearance, body size, age, race, or religion.**
- **Unwelcome** comments regarding a person's **lifestyle choices and practices,** including those related to **food, health, parenting, drugs, and employment.**
- Deliberate **misgendering** or use of 'dead' or rejected names.
- Gratuitous or off-topic sexual images or behavior in spaces where they're not appropriate.

Harassment includes ...

- **Harassing photography or recording**, including logging online activity for harassment purposes.
- **Sustained disruption of discussion.**
- Unwelcome sexual attention.
- Pattern of inappropriate social contact, such as requesting/assuming inappropriate levels of intimacy with others
- Continued one-on-one communication after requests to cease.

Impact before intention

Calling out & responding

“That makes me uncomfortable. Please stop.”

“Thank you for letting me know. Can I follow up with you to better understand what I did wrong?”

Intersectionality

Terminology

- **Oppression**: Unequal distribution of resources enforced by cultural, political, economic institutions
- **Power**: Access to resources - influence, money, education
- **Privilege**: Unearned access to resources
- **Intersectionality**: intersecting aspects of social identity related to oppression

**for the purposes of this talk*

Intersectionality at Write/Speak/Code

Everyone is a women or gender non-conforming

Baseline shared experience: being ignored, ideas taken credit for

BUT

- Different types of oppression can be both the same AND different
- Experiencing multiple types of oppression at once is complicated
- Don't dictate what someone "should" experience, feel, want
- Most of us have some sort of privilege *sometimes*



An intersection

"Consider an analogy to traffic in an intersection, coming and going in all four directions.

Discrimination, like traffic through an intersection, may flow in one direction, and it may flow in another. If an accident happens in an

intersection, it can be caused by cars traveling from any number of directions and, sometimes, from all of them. Similarly, if a Black woman is harmed because she is in an intersection, her injury could result from sex discrimination or race discrimination. . . . But it is not always easy to reconstruct an accident:

Sometimes the skid marks and the injuries simply indicate that they occurred simultaneously, frustrating efforts to determine which driver caused the harm."

- Kimberle Crenshaw

Holding Space

Current events are current

- Charlottesville
- The Google Memo
- Uber

"When we speak we are afraid our words will not be heard or welcomed. But when we are silent, we are still afraid. So it is better to speak."

- Audre Lorde





"CARING FOR MYSELF IS
NOT SELF-INDULGENCE, IT
IS SELF-PRESERVATION,
AND THAT IS AN ACT OF
POLITICAL WARFARE."

-AUDRE LORDE

There's no good card for this

Empathy roadblocks are usually fear of doing the wrong thing, saying the wrong thing, or not having the time or bandwidth

Grief looks like ... loss of identity, community, confidence, and economic security

Grief feels ... hopeless, scared, vulnerable, and ashamed.

Grief often says ...

"I don't even know WTF I need"

"I'm overwhelmed."

<https://smile.amazon.com/There-No-Good-Card-This-ebook/dp/B019MMUAHE/>



You can show up and hold space

Compassion is to notice, feel, and respond

Empathy is compassion + imagination

The Three Touchstones for Showing Up

- Your kindness is your credential
- Listening speaks volumes
- Small gestures make a big difference

<https://smile.amazon.com/There-No-Good-Card-This-ebook/dp/B019MMUAHE/>



Do ...

- **Listen. A lot.**
- **Show up** - sit with them, get food, help with transportation or life logistics
- Say ... I'm sorry you're going through this*. I don't know what to say. I want to support you. Can I get you some water? Do you want me to stay? This shit is hard for any of us. * Only say you're sorry if you know for a fact they are upset. Otherwise try "How are you doing with that?"
- **Check in** - How are you doing today? What is that like for you? How are you doing...X now?
- Let them know you're here - I'm thinking of you. Hope today is going Ok.
- Notice when you are trying to make yourself feel better. (e.g. touching them, talking, etc)

Don't ...

Try to fix it or make it better.

Foist - push advice or unappreciated overtures

Fret - anxiously reacting with neediness.

Say: There's a reason for everything. Things will work out. At least it's not you/cancer/whatever!

Create a race to the bottom. Pain is pain. We don't need to compete about who has it worse.

Force a conversation

A Safe Space

Working Agreement

- Speak from your experience
- Two people speak once before you speak twice
- Allow a person to finish speaking
- Prefer shared experience over advice (“should”)
- Silence is OK



Productive Conversation

- **Listen** with full attention.
- **Silence is OK.** Let silence be longer than you are comfortable with. People need time to process.
- When you don't know how to respond, **ask questions**. You won't always agree with what is said and that's Ok.
- **Summarize and repeat** what people are saying. No one listens well.
- "No" shuts down the conversation. Try: "**Yes, and ...**" or "I can see how ..."
- Pay attention to **nonverbal cues**, especially if person seems to be getting triggered, flooded, or overwhelmed.
- **Self-manage** your non-verbal cues.

Framework for receiving feedback

1. **Mirror**: Summarize and repeat what was said. Make sure you understood.
2. **Empathy**: Show you understand their reasoning and emotions.
3. **Validation**: Ask questions that show you understand.

Feedback

Types of feedback

- Regulatory **instructions**: “follow this code style guide”
- Advisory **comments**: “you could rename this variable for clarity”
- Descriptive **observation**: “you used this same conditional twice”
- Rhetorical **questions**: “how does this relate to the classes purpose?”
- Direct **criticism**: “you needed to use the strategy pattern here”
- **Praise**: “this refactoring makes the code much easier to read!”
- **Correctness**: “this line of code will never execute”

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Productive Feedback

- Actionable
- Specific
- Kind
- Contextual
- Encouraging - to individual and the group
- Within the recipients scope of skills
- Speak from your own experience

Framework for giving feedback

1. **Situation**: set the situation or context
2. **Behavior**: describe the person's behavior
3. **Impact**: state the impact on you of behavior
4. **Recommendation**: suggest an alternative behavior

"When you said the word 'expert', you immediately looked down. It made me feel like you didn't believe you were an expert. But you are! Try to focus on keeping eye contact with the group or the wall when saying that even if it makes you uncomfortable. Fake it 'til you become it!"

Don't forget positive feedback

3 pieces of positive feedback
=
1 piece of negative feedback
(up to 10:1)

Feedback Sandwich:

1. Praise: Identify strengths
2. Issue: Identify what needs to be improved or developed
3. Opportunities: Where and how to grow and improve



Pairing

- Be a **rubber ducky** first: ask to describe what they are trying to do, why, and how they have approached it
- **Prefer watching or navigating** (speaking instructions or ideas) over typing or driving
- **Ask before taking the keyboard**
- **Think out loud**
- **Explain** what you are doing or did or why something worked
- Be conscious of emotional state: frustrated, tired
- Be conscious of work style: experimental, deliberate, verbal, visual



Rise Up

Points of Power

- ~~Coercive Power - fear & intimidation~~
- Reward Power - ability to distribute rewards
- Legitimate power - socially sanctioned
- **Expert power - influence due to skill or knowledge**
- Referent power - charisma
- Informational power: providing information that creates change
- Institutional power: power of privilege

Expert Power

- Influence & visibility
- Skills and knowledge you possess
- Get shit done / action

THE VERY LAST PERSON

**WHO SHOULD BE
PRESIDENT**





What will **you** do with ...

... **Power, Leadership & Expertise?**

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Write/Speak/Code Day 1: Write/Leadership!

