Working with people as a Data Scientist

Working with people

- Cross-departamental work
- Come to me with a Business Problem
- Setting expectations and pre-project communication
- Go and sit with them
- The art of saying "No"
- Sometimes you have to go to the top
- Building a data culture

Cross-departmental work

- Many divisions at once
- Many hierarchical levels at once
- Customer experience and insights
  - Marketing and IT department
  - Bringing the departments together
  - Be a people person

Come to me with a Business Problem

- "Hey, I have this data, can you give me some insights into it?"
- Ask them to come with a Business Problem instead
  - "Hey, I have this bottleneck, we're not able to servisse our customers on time"
  - You'll also find insights along the journey, which may be potentially more valuable

Setting expectations and pre-project communication

- Discuss the checkpoints and deadlines
- Data Science takes time
  - Interview with people
  - Data gathering
  - Data preparation
  - Derive insights
- "Under promise and over deliver"
- Scope creep
  - Adittional time

Go and sit with them

- Somethings can't be derived from data

- Project on how eficient a call center is working

- Project on how customers respond to a request to consolidate their funds
  - Different pension accounts in different funds
  - 3 accounts each page
  - 13 accounts

The art of saying "No"

- Too many requests
- How do you choose your project
  - How much value will this project deliver
    - Dollar
    - Efficiency
    - Customer experience
- How do you say no
  - Never say yes right away
  - Explain why not
- Position yourself as an advisor
  - Help them

Sometimes you have to go to the top

- You'll find people putting roadblocks in your way
- Don't hesitate to go to the persons' manager's manager…
- Enemies along the way
- Get the job done

Building a data culture

- Data is all over the world
- Many processes will be driven by data
- Data literacy
- Convert people to the side of data, you may be helped afterwards
- Show how much value data has for the business
- Reduced wait time from 40 days to 3 days
- Present them the findings