**Gear Up Reflection.**

By Duy Vu

When I decided to pursue an education with Turing, I thought of myself as an open minded person. After reading the articles in the “Gear Up” section of my pre-work, I realized how much more opened minded I could actually be. Reading these articles showed me that even though I understood the definition of empathy, I truly did not practice what that word meant.

In the first article that I read, it focused a lot on empathetic design. I found it interesting how “putting yourself in their shoes” could help advance the future so much. Without even knowing it, I used the practices from empathetic design while at my current job. At my work there are different stations in which certain tasks get completed. Each station works as a whole but contributes a different action to keep things moving along. There was a situation at work where my station was finishing work before the other stations and this was a problem. So I decided to jump into each station to see what was the problem. I found out that, even though I was finishing my portion of the work fast it caused the other stations to get backed up. So all I had to do after that was allocated the products in my station at a reasonable pace to allow the other stations to move along smoothly.

With this in mind, I can see how it would allow me to create better software. If I am creating software it is most likely not for my own personal use only. I would be creating it for someone else to use. If I can see past myself and look for what other people need I can move in the right direction in creating a product that will make the user’s life easier.

In the second article that I read, it mainly talks about listening skills. This is personally very important to me because I have a hard time retaining information being presented to me. It is not that I am ignoring what people are saying, it is more of the fact that new information can become very overwhelming for me. This article helped me connect the dots necessary for me to be an active listener. The section where it talks about how listening can help you connect on an emotional level really stuck out to me. I can understand emotions very well but it is hard for me to think logically all the time. Being able to connect emotion and logic is a very powerful tool that i have at my disposal after reading this article. When I link these two things together I find that it is easier for me to retain the information given to me because I can understand its real meaning.