

My Tiny Phoenix Project

@KAREN_MEPP

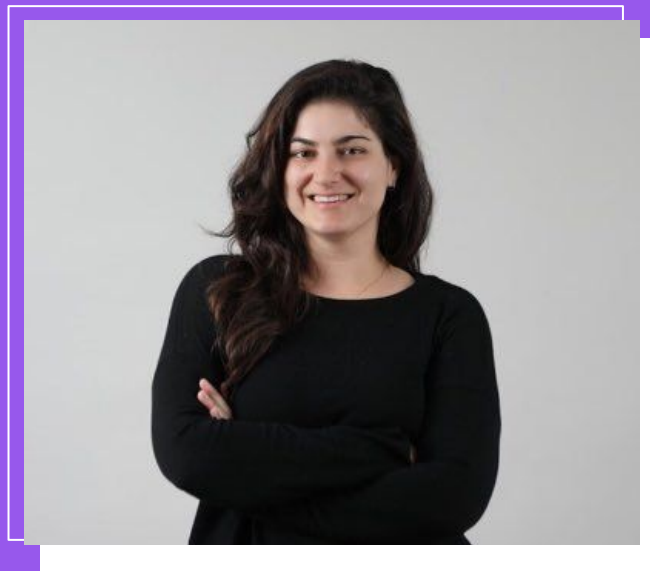


Hi

I'm Karen Cohen.

**I help people &
systems work better
together.**

@Karen_Meep



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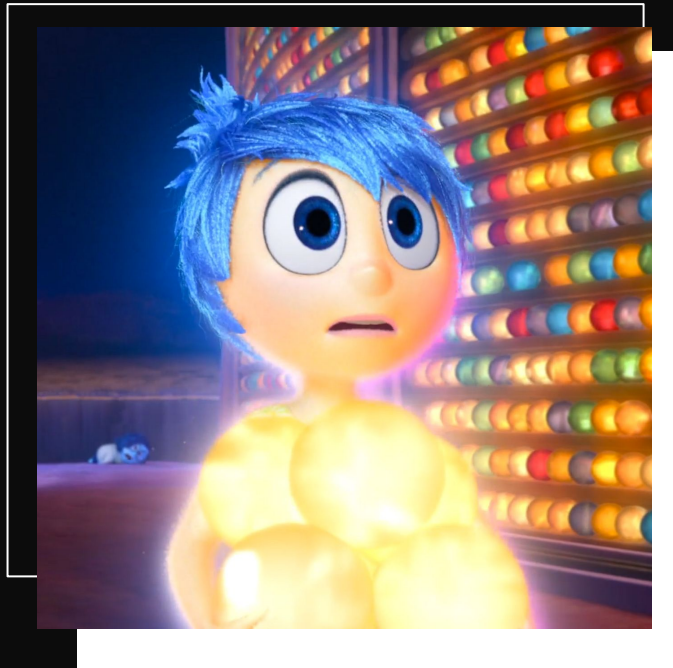
DMITRY IS WONDERFUL!

- A He KNOWS EVERYTHING
- B Fixes problems FAST
- C Is ALWAYS AVAILABLE
- D Sets coding standards



THINGS ONLY DMITRY DOES

- A Knows ALL THE THINGS
- B Reviews ALL COMMITS
- C Understands and modifies the hard parts of our code
- D Design and architecture



THE TEAM IS WAITING

- A code review (6 weeks)
- B question in slack (2 days)
- C f2f question (4 hours)



OUR CLIENTS

- A Give up
- B Bypass our systems
- C Complain to management



DMITRY IS SAD

- A Repeating questions
- B No breaks
- C No growth





The Phoenix Project

A Novel About IT, DevOps,
and Helping Your Business Win

Gene Kim, Kevin Behr, and George Spafford

REVISED
WITH NEW
RESOURCE
GUIDE

CHANGE



@KAREN_MEEP

INTERVENTION



Guideline #1

**Never come
empty handed**



Guideline #2

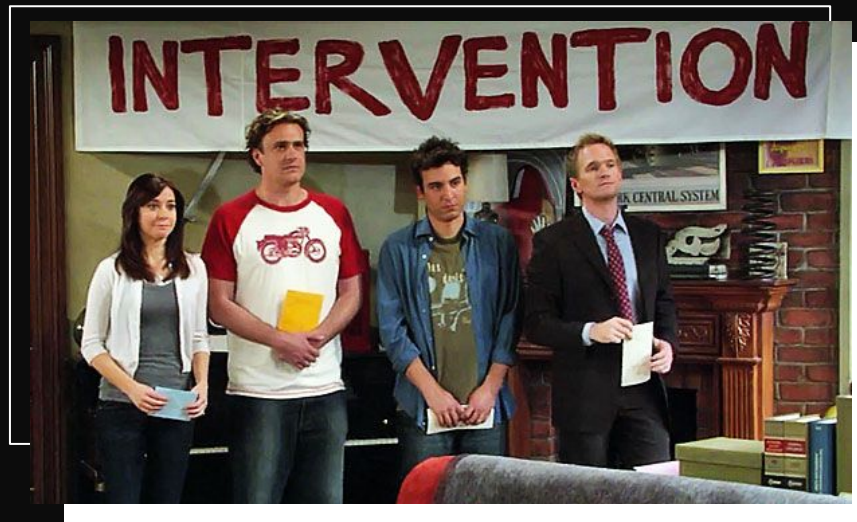
Escalate gradually



Culture change

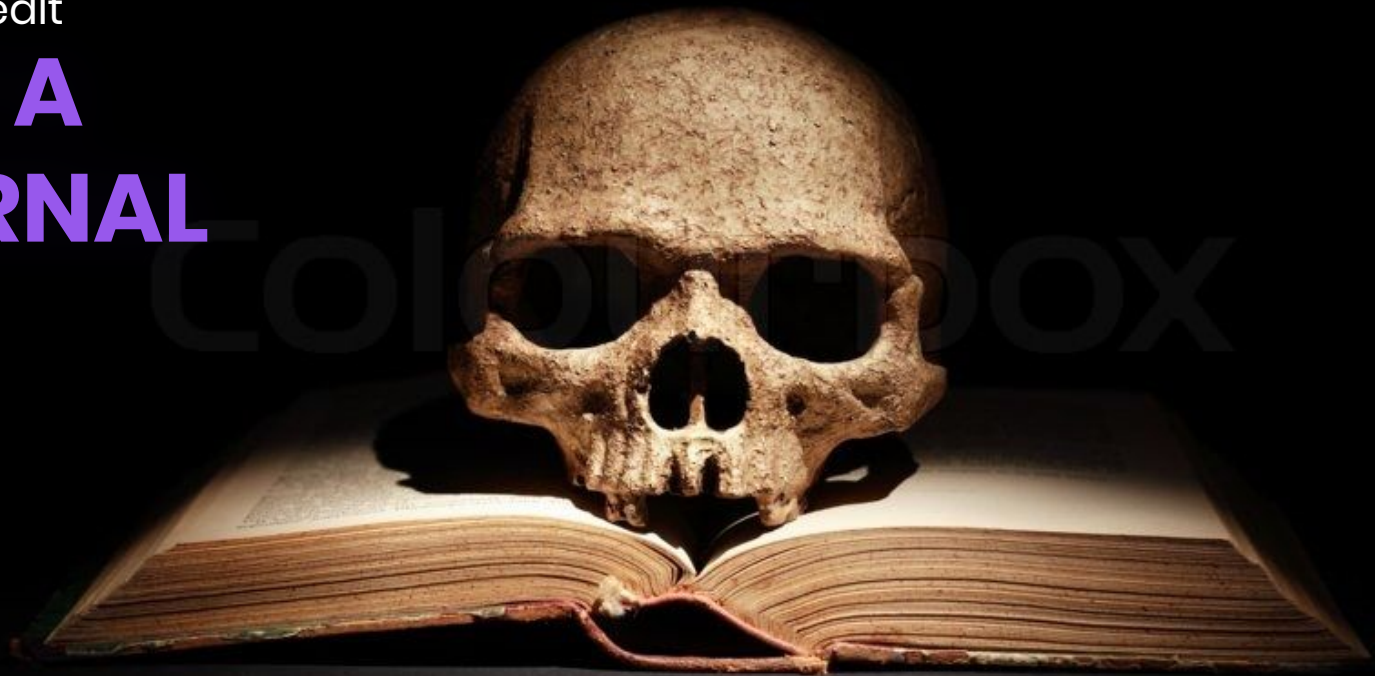
LEADING PRINCIPLES

- A Make room for mistakes
- B Make time for learning
- C Be patient (with me, yourself, the team, the process)



#ThereIFixedIt

KEEP A JOURNAL



“I feel more involved with design work”

“I feel confident when I speak with Dmitry”

“I got to know more parts of our code base”

Dmitry: “No significant change”



1 MONTH

Guideline #3

**Everyone does
Code Reviews, and learns
how to do them better.**

Dmitry smiles more, has better attitude

All team members do code reviews, gain confidence

Dmitry still in the loop for harder problems



3 MONTHS

Team members correct Dmitry! Rejoice!!

Team members lead projects, answer questions

Inspiring other teams by our team work

Dmitry takes on challenging side project



A horizontal timeline is shown with three points. The first two points are solid white circles, and the third point is an open white circle. The timeline is positioned above a solid purple bar that spans the width of the slide.

6 MONTHS

#ThereIFixedIt

WE'RE NOT DONE YET

- A Onboarding
- B Informal code reviews
- C Regression



THANK YOU!

@Karen_Meep