TRANSFORMING HUMANITY

With Lean, Agile and DevOps Methodologies

DR. GAUTHAM PALLAPA

GLOBAL CTO AND EXECUTIVE ADVISOR

https://www.linkedin.com/in/gpallapa/ @gpallapa

TRANSFORM WITH EMPATHY

2020

A TOUGH YEAR FOR OPTIMISTS

ADVERSITY IN WAVES

OUR JOURNEY FOR TODAY

AGENDA

Impact of a Pandemic

Why there is so much of stress and anxiety

Empathy

Why is it so important in these trying times

Quality of Life

Improving Life – Work Balance of a remote workforce

Stress

Impact on a workforce and enterprises undergoing transformation

Transformation

Using Lean, Agile, and DevOps

PRE-PANDEMIC

PRE-PANDEMIC

Comfort Zone

Not Stressed

INITIAL STAGES OF THE PANDEMIC

Comfort Zone

Not Stressed

Discomfort Zone

Slightly Stressed

IMPACT OF THE GLOBAL PANDEMIC

MASLOW'S HIERARCHY OF NEEDS

SHELTER-IN-PLACE

Comfort Zone
Not Stressed

Panic Zone
Completely Stressed

Discomfort Zone
Slightly Stressed

IMPACT OF THE GLOBAL PANDEMIC

MASLOW'S HIERARCHY OF NEEDS

THE GLOBAL PANDEMIC HAS IMPACTED US ALL

MASLOW'S HIERARCHY OF NEEDS

Stress increases Cortisol
(curbs non-essential functions in Fight-or-flight), elevates blood sugar level.
Natural alarm system

Also increase Adrenaline (increased heart rate, elevated blood pressure)

Paranoia, Fear, Erodes Trust and Empathy
Makes team environments unhappy

D

Dopamine (Incentive for Progress)

Gives us surge of pleasure when achieving goals, desires, needs

O

Oxytocin (Love Chemical)

Creates intimacy, trust, and builds healthy relationships

S

Serotonin (Leadership Chemical)

Feeling of pride and importance

E

Endorphins (Runners High)

Help alleviate stress and anxiety, diminishes perception of pain. Helps us feel good

EXISTENCE FROM HOME

BUSINESS TRANSFORMATION IN A PANDEMIC

VISION OF A BUSINESS TRANSFORMATION

TRANSFORMATION JOURNEY

CONTACTLESS + DIGITAL + REMOTE

THE VISION

THE REALITY

RETHINK / REIMAGINE

HOW DO WE HELP ORGANIZATIONS?

TRANSFORMATION DRIVERS

FOCUS FOR A REMOTE WORKFORCE

DEFINING EMPATHY

Love and understanding for your fellow humans

Reaching out to people and making sure that we are all collectively working together and being happy

In an Enterprise:

- Ability to step into one's role
- Look at things from their PoV
- Understand the reasoning behind why an action occurred or decision was taken

Source: The Importance of Human Skills in Business Transformation - https://bit.ly/2PEnJG6

MY GUIDING PRINCIPLE FOR EMPATHY

When you can look at a human being and put yourself in their shoes, understand the pain and stress they are undergoing,

value their happiness above your own – and do something about their pain

TYPES OF EMPATHY

COGNITIVE EMPATHY

Ability to understand what the other person might be thinking or feeling

No need for emotional engagement
Rational and Intelligent approach

Con: Manipulation, Self-Serving

Ex: Negotiators, Sales Executives

EMOTIONAL EMPATHY

Ability to share feelings and have a deeper understanding

Affects the way one feels
Create a genuine connection

Con: Exhausting and overwhelming

Ex: Team leadership

COMPASSIONATE EMPATHY

Ability to not only be concerned and experience emotional pain, but also take practical actions to reduce pain

Most active form of empathy

Con: YMMV

Ex: Mentoring

BENEFITS OF EMPATHY

Trust and Respect

Team Bonding

Collaboration

Communication

Psychological Safety

Safe Environments

Enablement

Lower Attrition

Innovation

Take Risks

Experimentation

Comfortable with Failure

Positive Culture

Break Silos

Learning Culture

Happy Humans

AREA OF FOCUS

EXECUTION

SIX UNSPOKEN LAWS THAT GOVERN TECHNOLOGY

Murphy's Law
Anything that can go wrong will go wrong

1

Moore's Law
Computing power doubles every 18 – 24 months

2

Conway's Law
Organizations design systems which copy the organization

3

4

Brook's Law
Adding more people to a late project makes it later

5

Goodhart's Law
When a measure becomes a target, it ceases to become a good measure

6

Metcalf's Law
The more devices connected to a network, the more useful it becomes

REMOTE EXECUTION

Flow Modernization

Reduce friction in Path to Production

Value Stream Mapping

Eliminate Waste

Standups and Spindowns

Touchbase at start of day

Update/Review at end of day

DOSE of happy chemicals

Demos and Retros

Demo to customer delight

Emphasize difference made

Electronic retros

EXTEND TO OTHER ASPECTS OF LIFE

LIFE – WORK OBSERVABILITY

LIFE – WORK OBSERVABILITY

AREA OF FOCUS

COLLABORATION

COLLABORATION FOR A REMOTE WORKFORCE

Distributed Teams

Multiple Geos, Multiple Timezones

Tools

Realtime, Persistent,
Good UI/UX
Low barrier to adoption
Integrates well

Distributed Data

Single Source of truth
Consistent observability
Common Measures
Data Analytics

Pairing

Realtime collaboration
Increased discipline
Better quality, morale
Mentoring, Cohesion

AREA OF FOCUS

COMMUNICATION

IMPROVE THE SIGNAL TO NOISE RATIO

VALUABLE MEETINGS

RELEVANCE

VISUAL INDICATORS

POWER START FOR A MEETING

Purpose

The Why

Reason behind the meeting

WiiFM

What's in it for me?

Why should I be motivated to participate?

Role Clarity

Required attendees

Decision makers

Outcomes

Deliverables resulting from the meeting

Engage

With excitement and passion

Your energy influences attendees

Source: Lyssa Adkins and Kat Ferguson – https://tinyurl.com/y94so899

SHOW CONNECTIVITY AND RELEVANCE

VISUAL INDICATORS

Dashboards

Newsletters

AREA OF FOCUS

ENABLEMENT

ORGANIZATIONAL SHIFT THROUGH DIGITAL

Pathological

Power - oriented

SYMPTOMS

- Low Cooperation
- Messengers Shot
- Responsibilities Avoided
- Collaboration Discouraged
- Failure ☞ Scapegoating
- Novelty Crushed

Bureaucratic

Rule - oriented

SYMPTOMS

- Modest Cooperation
- Messengers Neglected
- Opportunistic Responsibilities
- Collaboration Tolerated
- Failure ☞ Justice
- Novelty Caused Problems

Generative

Performance - oriented

SYMPTOMS

- High Cooperation
- Messengers Trained
- Shared Risks
- Collaboration Encouraged
- Failure ☞ Inquiry and Learning
- Novelty Utilized

Source: https://tinyurl.com/westrum-cultures

“Failure of one team is validated learning for the entire organization”

GOAL: DRIVE AGILE VALUES

- COMMITMENT
- COURAGE
- FOCUS
- OPENNESS
- RESPECT

LEAD WITH EMPATHY

THANK YOU

Dr. Gautham Pallapa

gp@etransforms.com

https://www.linkedin.com/in/gpallapa/ @gpallapa

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