# Hong Kong Code Conf

**17:00 - 17:30**

# The Untold Benefits of Ethical Design

Holger Bartel

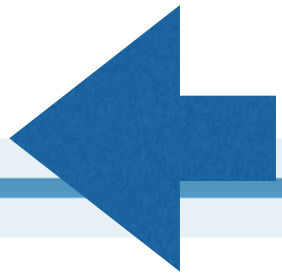**18:00 - 18:10**

# Closing

**17:00 - 17:30**

# The Untold Benefits of Ethical Design

Holger Bartel

## Why the gap?

**18:00 - 18:10**

# Closing

# #1 rule of running a conference

# Don't give a talk!!!

**Matthew Rudy Jacobs**
@matthewrudy

So it's 4am, I have to get up at 7am.

I've written the first 7 minutes of a talk titled "Humans are Hard".

But its time to admit defeat.

"Never try to give a talk at your own conference" I always say.

3:59 AM - 24 Nov 2018

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But I did it anyway

# Humans are Hard

**Alpha**

Humans
are
Hard

**Matthew Rudy Jacobs**

I work for the British Government

**Co-Organised this since 2014**

I'm a Developer

# I'm a "Technical Architect"

# I'm a Developer
who mostly talks to people, draws pictures, and writes stuff

I'm good at code

# I'm not good at people

# Or I wasn't

# As a Junior Developer everything was easy

I'd get a story

I'd code it

# Done!!!

It was awesome

# As I grew things got harder

# I worked on bigger teams

I led bigger teams

I had to review other people's code

# Other people had to review my code

I had to reject
other people's code

# I got more involved in Product

# But

# Things moved much slower

# Meetings got in the way

# Politics got in the way

# Humans got in the way

I used to be a 10x engineer

# In the past 6 months I've not written any code

# In the past 6 months
# no-one has written any code

# Why was it so easy before?

# Because I didn't have to deal with people

# I didn't have to speak to our Users

I didn't have to explain my code to colleagues

I didn't worry about other people maintaining my code

# The Humans were "abstracted"

# Software
# is
# Simple

# Most of us aren't making Facebook

# Most of us aren't making Google

# Most of us aren't flying to the moon

# Big systems are broken down into simple pieces

# Software can be solved

# But Humans?

# Humans are Hard

# Like, really hard!

# There is no formula to solve people

# We Are Humans

# We Build Software for Humans

# We Build Software with Humans

# We need to do better

# How I learned to be better at Humans

# Technique 1: Take the time to understand

# I didn't understand them

They didn't understand me

We all have different backgrounds and perspectives

# We are all trying to do a good job

# Assume the best

# Put yourself in their shoes

# Time spent understanding others
# Saves us time elsewhere

# Technique 2:
# Don't apologise for being shy

I am shy

# I am awkward with people

# Or at least I thought I was

"I don't know how to talk to people"

"I don't understand people"

My colleague:

"who said that?"

I stopped assuming
I was awkward

# It turns out I'm not that awkward

or rather:

**We're all awkward**

# Technique 3:

# Practice

# Talk to people

# Find out what makes them tick

People can be fun

Time to Practice!!!

# Thanks