The Five Love Languages of DevOps

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Speaker Bio

what is this devops thing anyway?

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#DevOpsIsNot copy-pasting answers from #stackoverflow

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#devopsisnot a fullstack 10x rockstar engineer.

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#DevOpsIsNot just developers being on call

Rainbow DashOps
@mattstratton

#DevOpsIsNot just reading The Phoenix Project

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#DevOpsIsNot about avoiding discipline and structure, or just about t-shirts & stickers

James Hebden
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#DevOpsIsNot your █████ khakis.
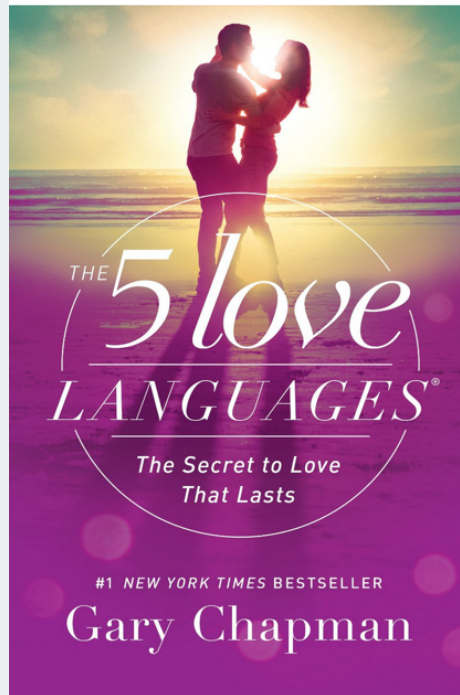
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"A CULTURAL AND PROFESSIONAL MOVEMENT, FOCUSED ON HOW WE BUILD AND OPERATE HIGH VELOCITY ORGANIZATIONS, BORN FROM THE EXPERIENCES OF ITS PRACTITIONERS."

–Chef Style DevOps

https://youtu.be/_DEToXsgrPc

The Five Love Languages

THE **5** *love* LANGUAGES®

The Secret to Love That Lasts

#1 *NEW YORK TIMES* BESTSELLER

Gary Chapman

What does this have to do with shipping software?

CALMS

culture

"YOU CAN'T DIRECTLY CHANGE CULTURE. BUT YOU CAN CHANGE BEHAVIOR, AND BEHAVIOR BECOMES CULTURE"

–Lloyd Taylor VP Infrastructure, Ngmoco

automation

"ASKING EXPERTS TO DO BORING AND REPETITIVE, AND YET TECHNICALLY DEMANDING TASKS IS THE MOST CERTAIN WAY OF ENSURING HUMAN ERROR, SHORT OF SLEEP DEPRIVATION, OR INEBRIATION."

- *Continuous Delivery*, Jez Humble and David Farley

lean thinking

measurement

sharing

wut?

each of these is a "devops love language"

"IF YOU FIND YOURSELF THINKING 'THIS IS CRYSTAL CLEAR TO ME, WHY AREN'T THEY SEEING IT?', THAT'S MORE ABOUT *YOU* THAN IT IS ABOUT *THEM*."

–Bill Joy, *Arrested DevOps* Episode 33

it's not enough to get someone to do it, they need to see the value in their own language

DiSC

- Dominant/Direct

- Influencing

- Steadiness

- Conscientious

Dominant
-Want to be #1
-Logical Thinking
-Wants to be in charge

Influencing
-Optimistic
-Emotional Thinking
-Crave approval

Steadiness
-Logical Thinking
-Want documents and facts
-Dislike conflict

Conscientious
-Dislike aggression
-Asks questions
-Uses caution; needs time to think

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direct

lean/measurement

influencing

culture/sharing

steadiness

automation/measurement

conscientious

sharing/measurement

assess the drivers

be a salesperson

talk their language

compliance vs. commitment

the best change influencers are those who don't see people as something they 'have to deal with'.

bring people along for the ride

questions?

more stuff

- http://arresteddevops.com/devops-culture-change/

- https://github.com/chef/devops-kungfu

- @mattstratton on the twitters

- https://github.com/mattstratton on the githubs