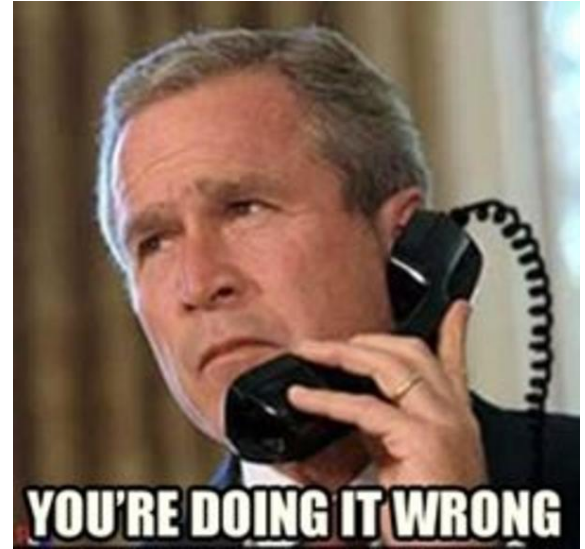


PEOPLE
SKILLS
for Geeks

**Learning
Feedback
Conflict**

Invest in yourself

be strategic about
improving your skills



What is worth learning?

What skill, if significantly improved, would have the biggest positive impact on your career?

1. What are the **situations** where this skill matters?
2. What exactly will you **do differently**?
3. What is your **intended outcome**?

Adult Learning Model

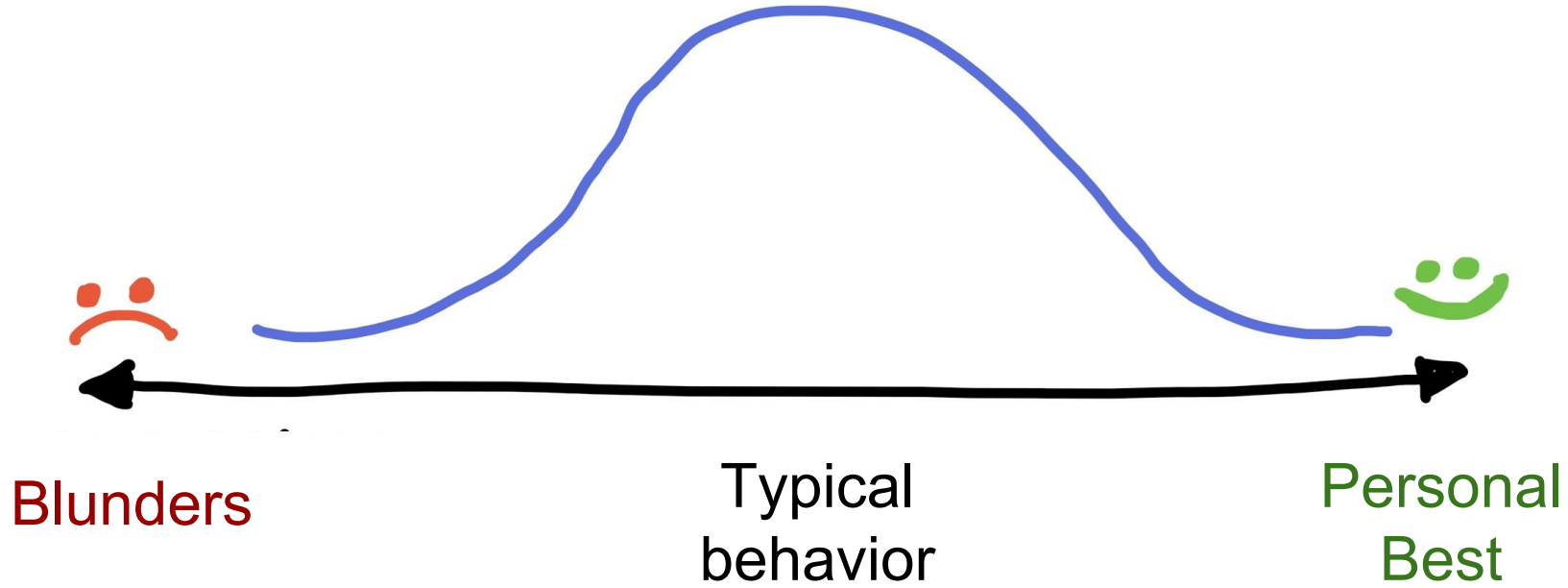
Conscious incompetence	Unconscious Competence
Unconscious Incompetence	Conscious kompetencja

Growth = a durable change in behavior



... otherwise it's entertainment.

Inchworm: improve your **best** and your **worst**



Start with WHY

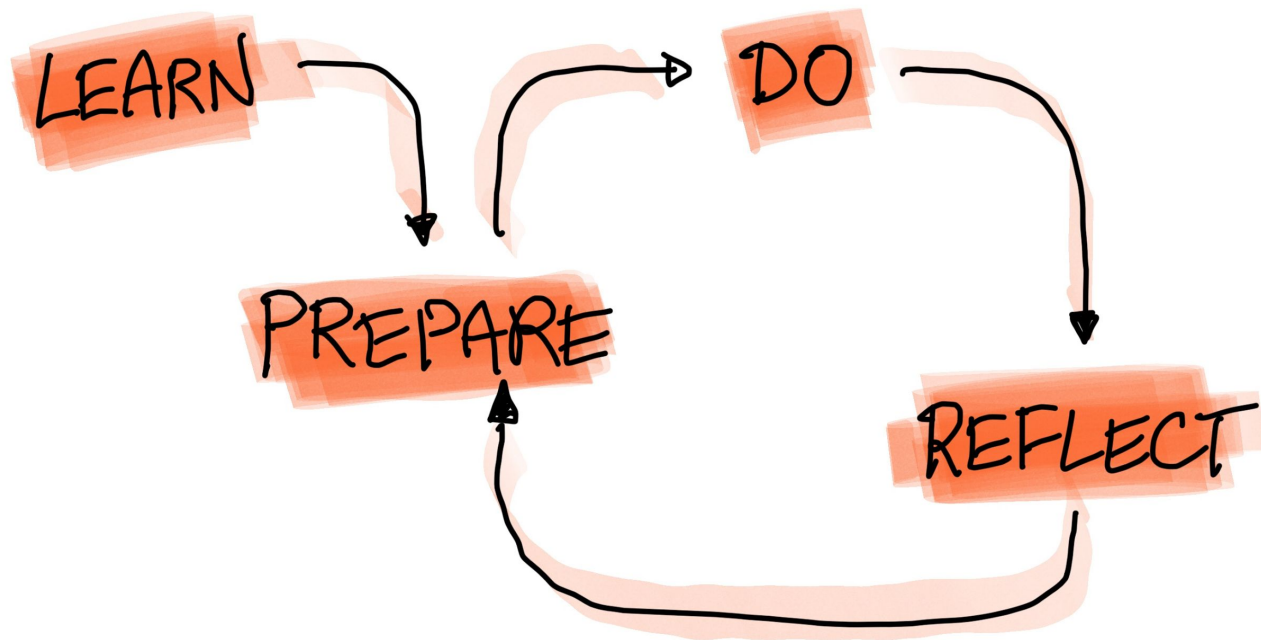


... or else what?

Don't do it alone



Take your time



DELIBERATE PRACTICE

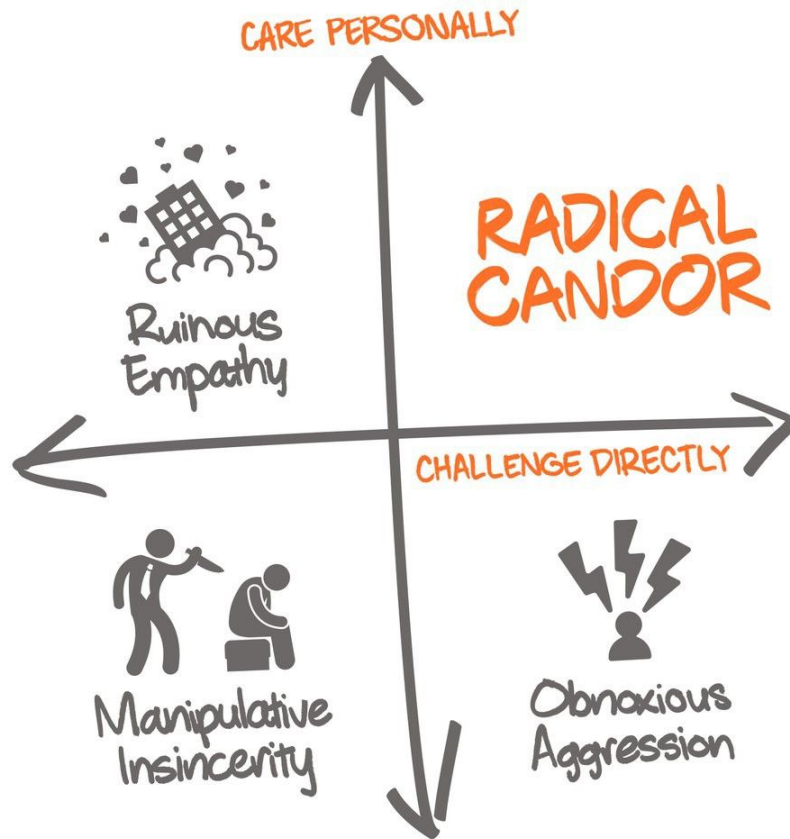
SPACE D REPETITION

Receiving feedback is hard

1. **Ask for feedback** and listen.
2. Take care of your own sense of psychological safety.
3. Take it as a **gift** that it is:
 - a. thank you, that's useful
 - b. thank you, I see it differently



Don't hold back important feedback



1. Start with the **facts** that you agree on
2. Describe the **impact**
3. State your **request** or suggestion

Make feedback a part of the culture

Catch people doing
something **right**.

Make it **safe**:
model it,
support it,
expect it.



OUR BLESSED HOMELAND

THEIR BARBAROUS WASTES

OUR GLORIOUS
LEADER

OUR GREAT
RELIGION

OUR NOBLE
POPULACE

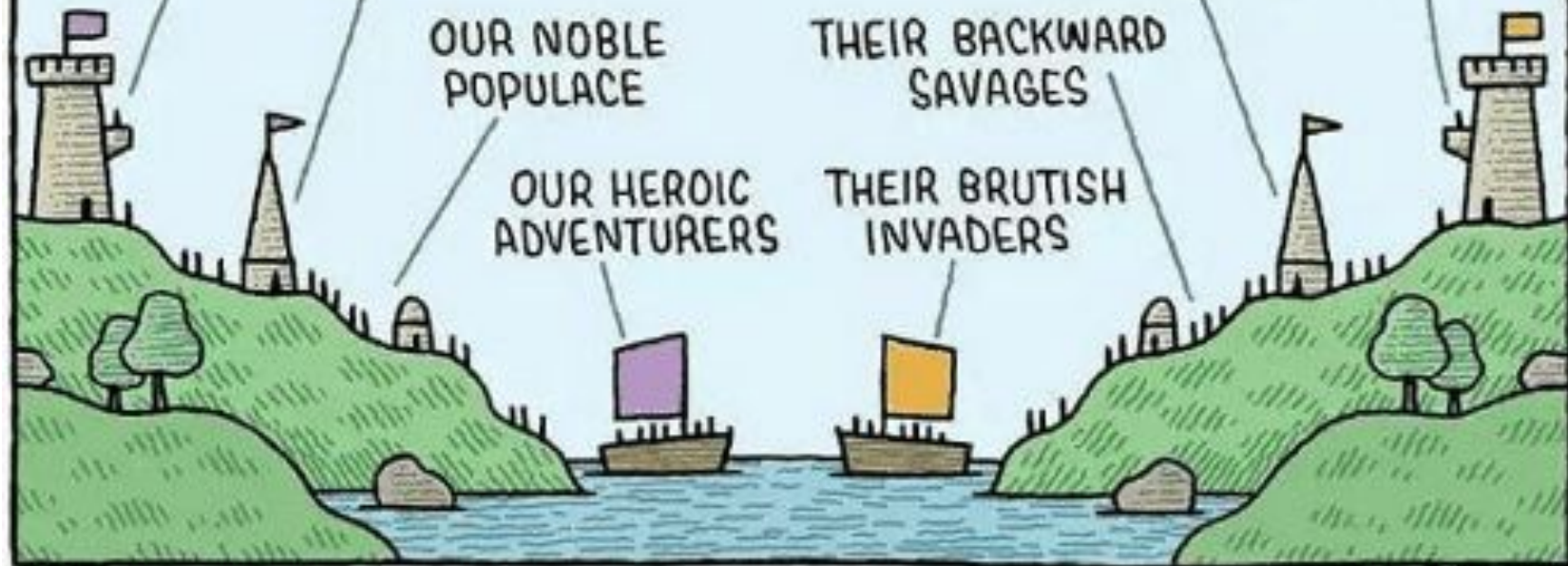
OUR HEROIC
ADVENTURERS

THEIR WICKED
DESPOT

THEIR PRIMITIVE
SUPERSTITION

THEIR BACKWARD
SAVAGES

THEIR BRUTISH
INVADERS



5 Levels of Conflict



Problem to solve

share information and collaborate

Disagreement

protect yourself

Contest

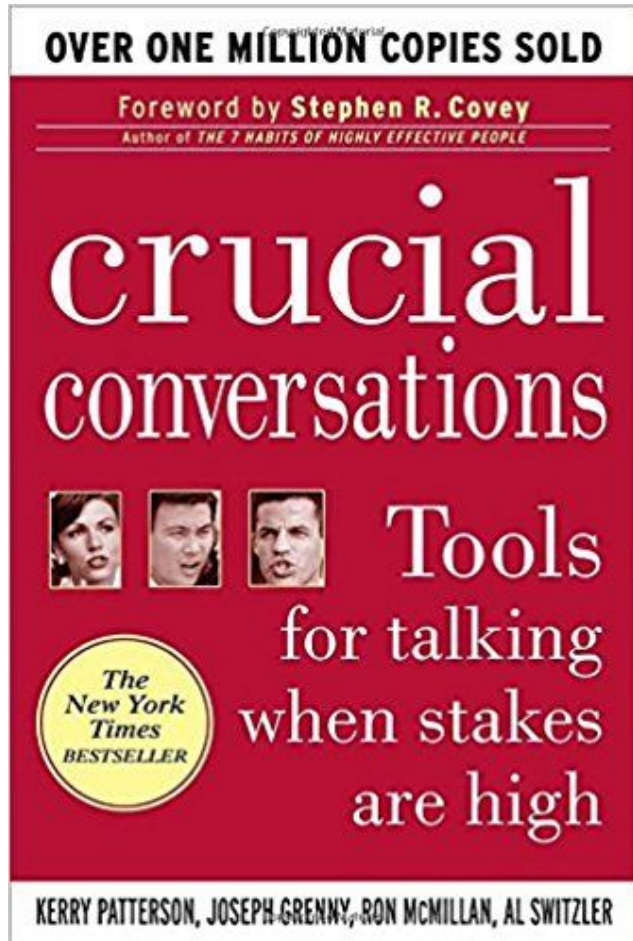
who will win

Crusade

protect our group against enemies

Total War

destroy the other



When?

Difference of Opinion, High Stakes, Strong Emotions

Blow up or clam up

What?

Make it safe

Master your story

What do you (both) want?

Distance breeds conflict



Create opportunities to interact