ASSUME THE BEST: A CHALLENGE

Tina Fletcher

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Opinion:

I believe that many of our problems, both as software organizations and as the human race, originate from incorrectly assuming bad intentions in others.

Proposed Solution:

If you decide instead to always assume others have good intentions, it results in better outcomes for all involved (including yourself).

Custom T-Shirts: Situation

All shirts were the wrong size.

Custom T-Shirts: Default Reaction

Company is disorganized.

Does not pay attention to detail.

Does not deserve our business in future.

Custom T-Shirts: Default Outcomes

Wear ill-fitting shirts to our event

OR

Try to get refund, rush to find new vendor

Custom T-Shirts: Assume-The-Best Reaction

There's a good reason for sizing changes

OR

Honest mistake; company would love a chance to make it right

Custom T-Shirts: Assume-The-Best Outcome

They work hard to get new shirts to us in time

AND

We have a backup set of t-shirts

NO
RE-ENTRY
KWSQA

Software Development: Situation

Find a poorly written piece of code (written by another team).

Software Development: Default Reactions

This person is a bad / lazy developer.

This team doesn't care about doing things properly.

Software Development: Default Outcomes

Negative interaction with person/team.

Form biases that impact future interactions.

Software Development: Default Outcomes

(continued…)

Further validate that “we are the only team who actually does things right around here”.

Software Dev: Slightly Different Situation

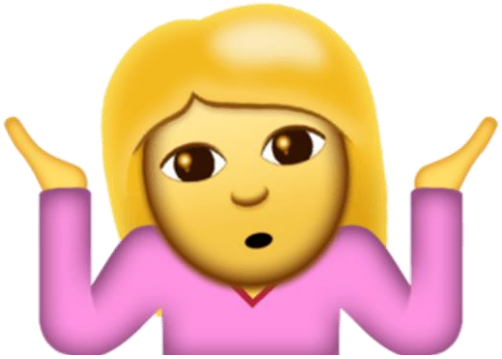
Find a poorly written piece of code (written by yourself on a past project).

Software Dev: Different Default Reaction

Time constraints forced a less ideal approach.

We asked around but couldn't find an SME.

New information has since become available.



Software Dev: Assume-The-Best Reaction

What if you assume everyone else has the same reasons for occasionally writing poor code as you do?

Software Dev: Assume-The-Best Outcome

Opportunity to:

Learn about other constraints/challenges

Help a team (& D2L!) level up

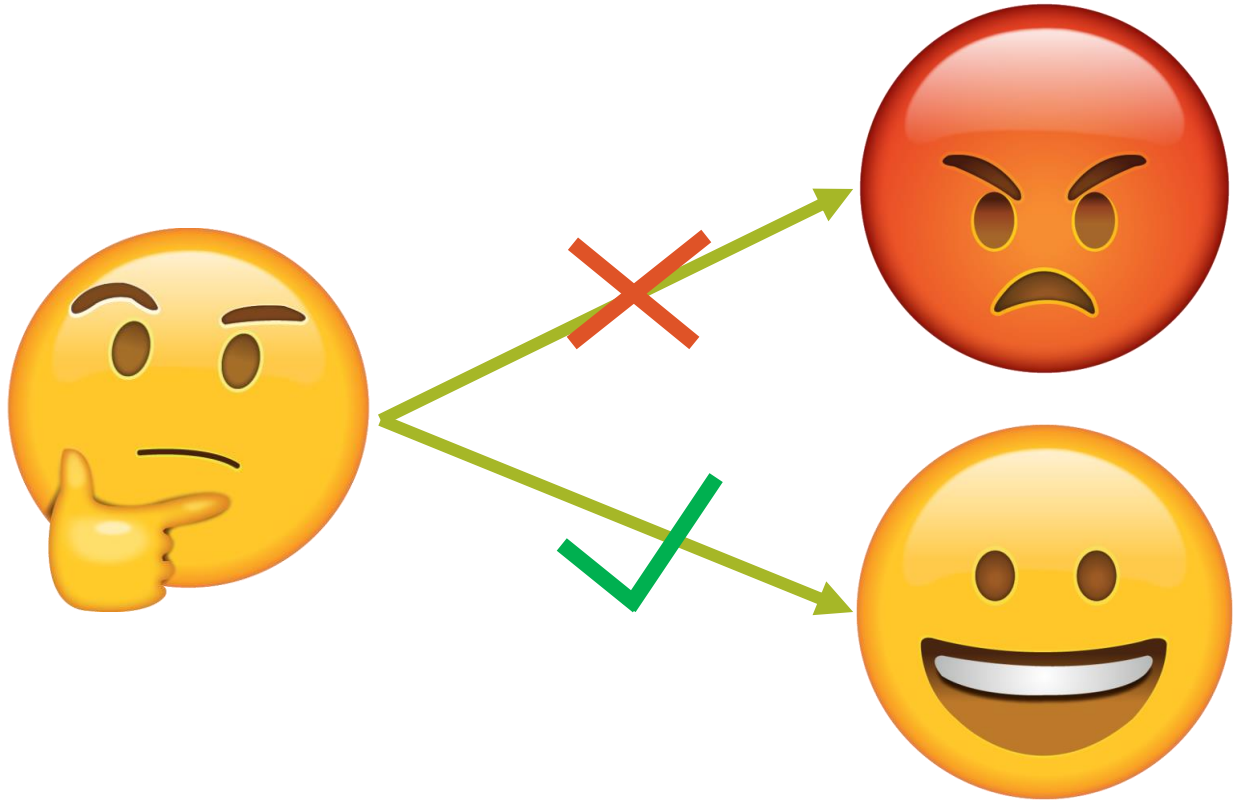
Software Dev: Assume-The-Best Outcome

(continued…)

Opportunity to:

Make it easier to do the right thing next time

Challenge:

Next time you think you are observing poor decision making, laziness, or bad intentions…

…try **assuming the best**, and observe how outcomes change for the better