

# Demystifying Juju (docs) (writing)

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# Plan

Four standards of human communication

How I use them to make sense of Juju (docs) (writing)

How you can do so too

## Montague: Natural language is logical

“I reject the contention that an important theoretical difference exists between formal and natural languages.”

# Montague: Natural language is logical

"I reject the contention that an important theoretical difference exists between formal and natural languages."

$p$	$q$	$p \vee q$
T	F	T
F	T	T
T	T	T
F	F	F

# Montague: Natural language is logical

“I reject the contention that an important theoretical difference exists between formal and natural languages.”

$p$	$q$	$p \vee q$
T	F	T
F	T	T
T	T	T
F	F	F

Jo invited Paul	Jo invited Quincy	Jo invited Paul or Jo invited Quincy
T	F	T
F	T	T
T	T	T
F	F	F

# Anti-Montague: Natural language is *il*logical

“Yeah, but. . .”

# Anti-Montague: Natural language is *il*logical

“Yeah, but. . .”

$p$	$q$	$p \vee q$
T	F	T
F	T	T
T	T	T
F	F	F

Jo invited Paul	Jo invited Quincy	Jo invited Paul or Jo invited Quincy
T	F	T
F	T	T
T	T	T
F	F	F

↪ You aren't sure which one she invited.

↪ You're sure she didn't invite both.

↪ Why are you repeating “Jo invited”?

## Grice: Natural language is *superlogical*

...once we take into account the fact that its primary function is communication



# Grice: Natural language is *superlogical*

...once we take into account the fact that its primary function is communication

$p$	$q$	$p \vee q$
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Jo invited Paul	Jo invited Quincy	Jo invited Paul or Jo invited Quincy
T	F	T
F	T	T
T	T	T
F	F	F

The assertion competes with “Jo invited Paul”, “Jo invited Quincy”.  $\rightsquigarrow$  You aren't sure which one.

The assertion competes with “Jo invited Paul and Quincy”.  $\rightsquigarrow$  You're sure not both.

The assertion competes with “Jo invited Paul or Quincy”.  $\rightsquigarrow$  Why are you repeating “Jo invited”?

## Cooperative principle:

In a typical conversation content is expected to meet four standards:

truth


relevance

optimal informativity

clarity

## These standards are pervasive in linguistic communication

[Interactive on Google Keep. See result below. (The idea was much clearer live.)]

[Grice writing a letter of recommendation for his student, Mr. Smith, applying for a position in philosophy] 

To whom it may concern:

Mr. Smith's command of English is excellent, and his attendance at tutorials has been regular.

Yours etc. etc.

Grice

And they are present in non-linguistic communication also

[Interactive on Google Keep. See result below. (The idea was much clearer live.)]

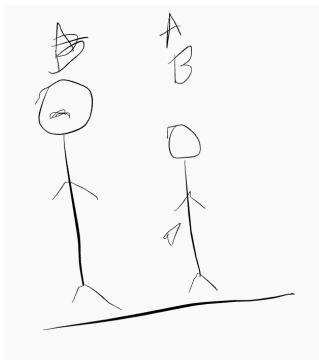


Figure: Alex is 1.5 m tall. Bob is 2 m tall.

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# I trust my instincts

I ask myself:

- ▶ Is this *true*?
- ▶ Is this *relevant*?
- ▶ Does this provide *all* the information needed and *no more*?
- ▶ Is this as clear as can be?

Is it obscure, ambiguous, verbose, disorderly, ...?

## I start planning / making/ suggesting changes

So far this has involved:

- ▶ talking to the other documentation writers (tools and workflow)
- ▶ talking to the UX team and the Marketing team (website design, content beyond the docs)
- ▶ talking to my Juju team (Juju docs, the architecture of the product)
- ▶ talking to other people at Canonical (Juju-related posts or presentations)
- ▶ talking to you!

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# Trust your instincts

Ask yourself:

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- ▶ Is this as clear as can be?

Is it obscure, ambiguous, verbose, disorderly, ...?



# Start making/suggesting changes!

## Make changes on Discourse

- ▶ If you want to make changes to Discourse while using your own editor, try [disccedit](#).

## Suggest changes on Discourse or Mattermost

- ▶ <https://discourse.charmhub.io/>
- ▶ <https://chat.charmhub.io/charmhub/channels/charm-dev> (rel. to SDK docs)
- ▶ <https://chat.charmhub.io/charmhub/channels/juju> (rel. to OLM docs)
- ▶ <https://chat.charmhub.io/charmhub/channels/docs> (rel. to docs)
- ▶ <https://chat.charmhub.io/charmhub/messages/@tmihoc> (me)

[Interactive: Egg hunt party: Let's use these standards to find issues and suggest changes on a specific doc.]