

4 secrets of effective collaboration



Matt Wynne
JaSST Review '22

Who is Matt?

Born in August 1975, England

That makes me 47 now



BBC Micro, 1985

My first computer

32k RAM

2Mhz CPU

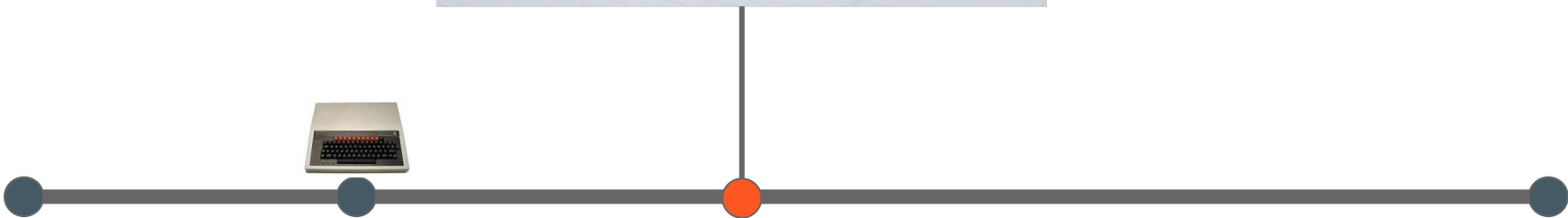
Very hackable!

BBC Basic; Assembler

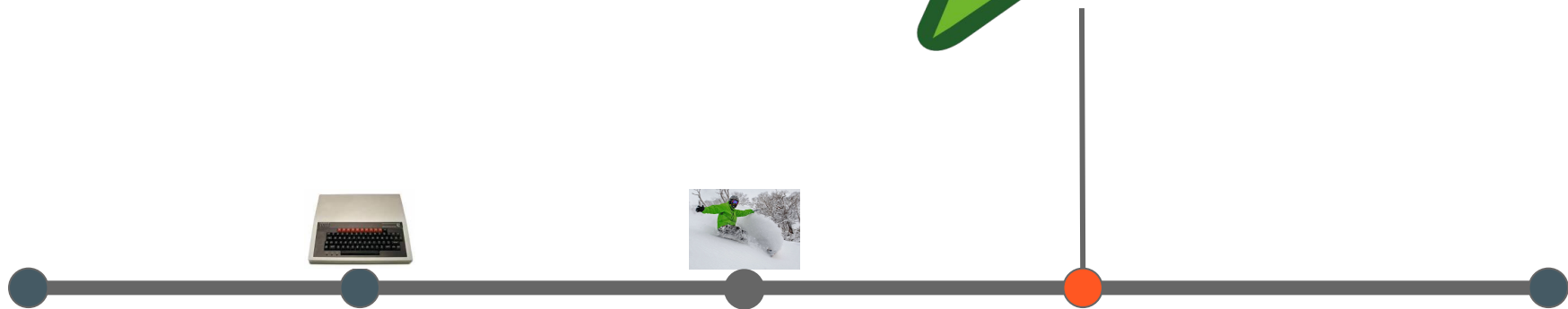
5¼" floppy discs



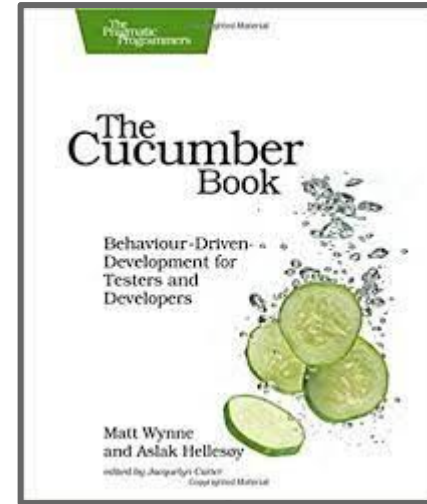
Niseko-Hirafu, 1999



Cucumber, 2007



The Cucumber Book, 2011

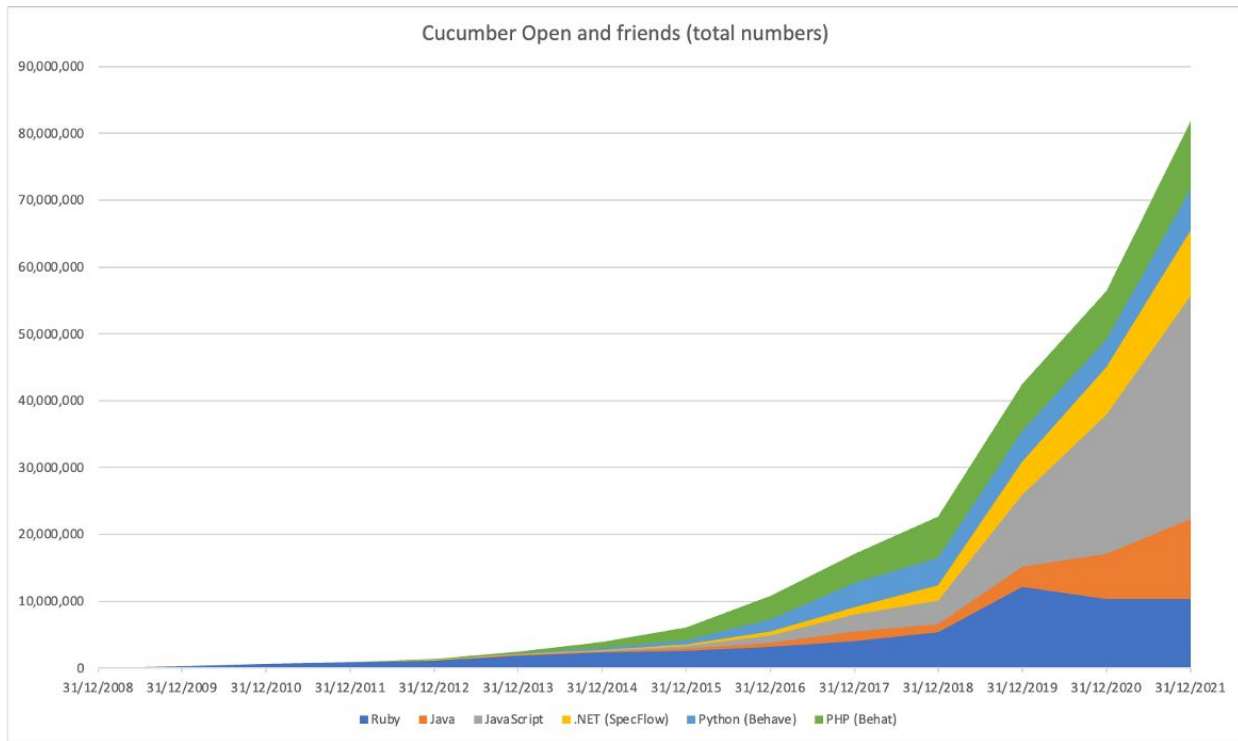


SmartBear acquisition, 2019



Cucumber, 2022







CITCON

October 2008,

Amsterdam



<http://me.andering.com/2008/10/21/as-a-programmer-i-want-to-go-to-a-coders-dojos-so-that-i-can-improve-my-skills/>



Talking Point

Activity – 5 minutes

Please share with your
teammate about a
customer experience
interesting
to you.





September 2009, London

<https://lrug.org/meetings/2009/#september-2009-meeting>









Fast feedback

Trunk-based development; TDD

Example Mapping

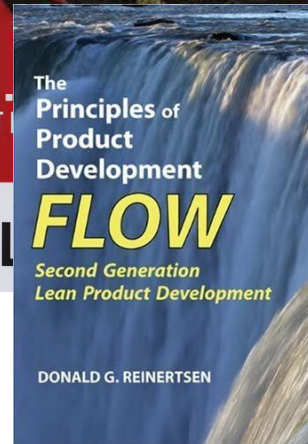
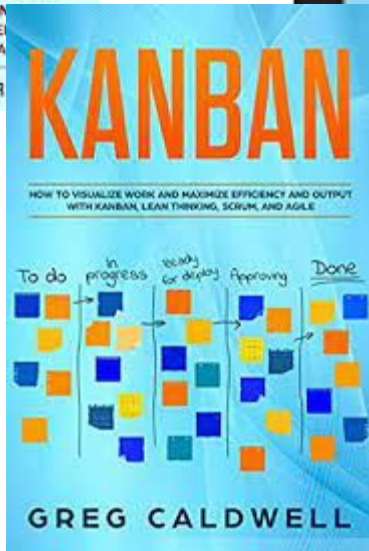
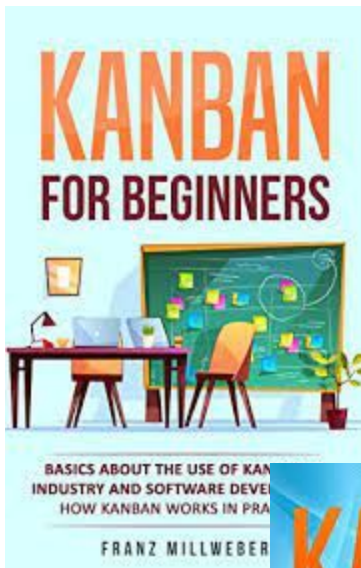
Secret #1/4:

Small pieces (小分け)

A close-up photograph of two slices of toast on a white plate with a light blue rim. The toast is heavily burnt, with large areas of black char on the top surfaces. The background is a grey, textured surface.

**“Let’s make toast:
you burn it, I’ll scrape it”**

– W. Edwards Deming



**Limiting work in
progress (WIP)**



**Simplicity is the
art of
maximizing the
amount of work
not done.**

EXAMPLE
MAPPING
→



25 minutes, max
3 amigos (minimum)

STORY

RULE

EXAMPLE

RULE

EXAMPLE

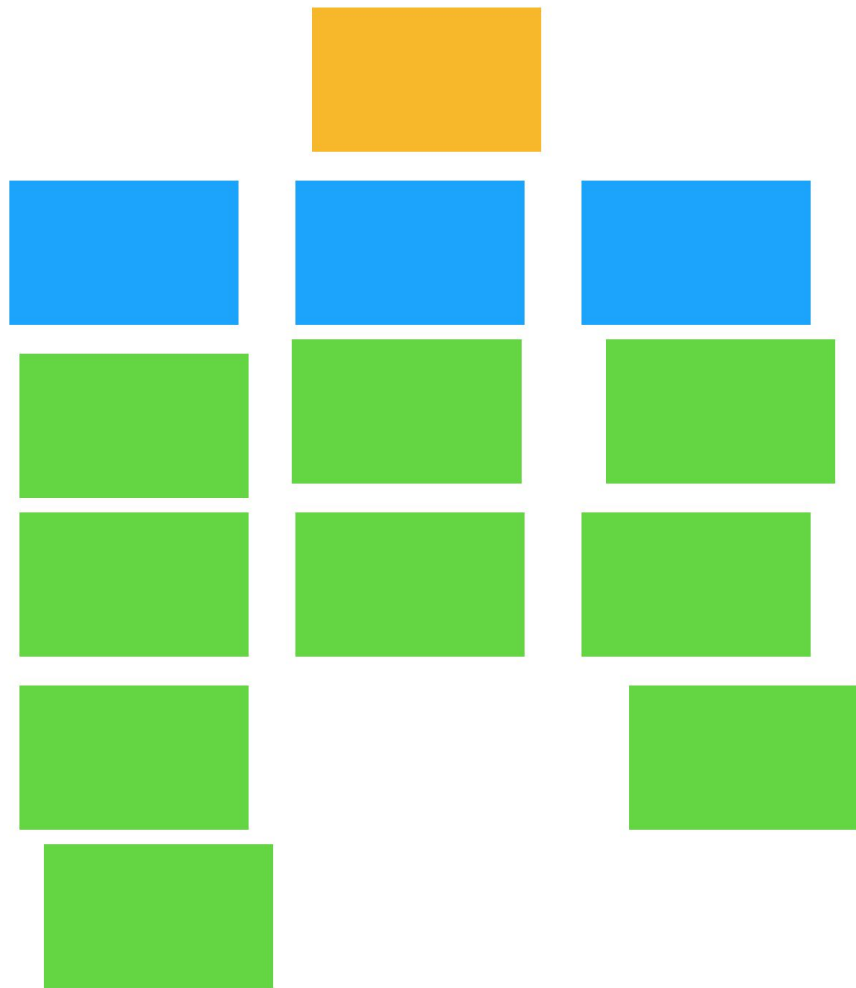
EXAMPLE

QUESTION















**Small pieces flow
through your team.**

Feedback



Look after yourself

Be respectful of others

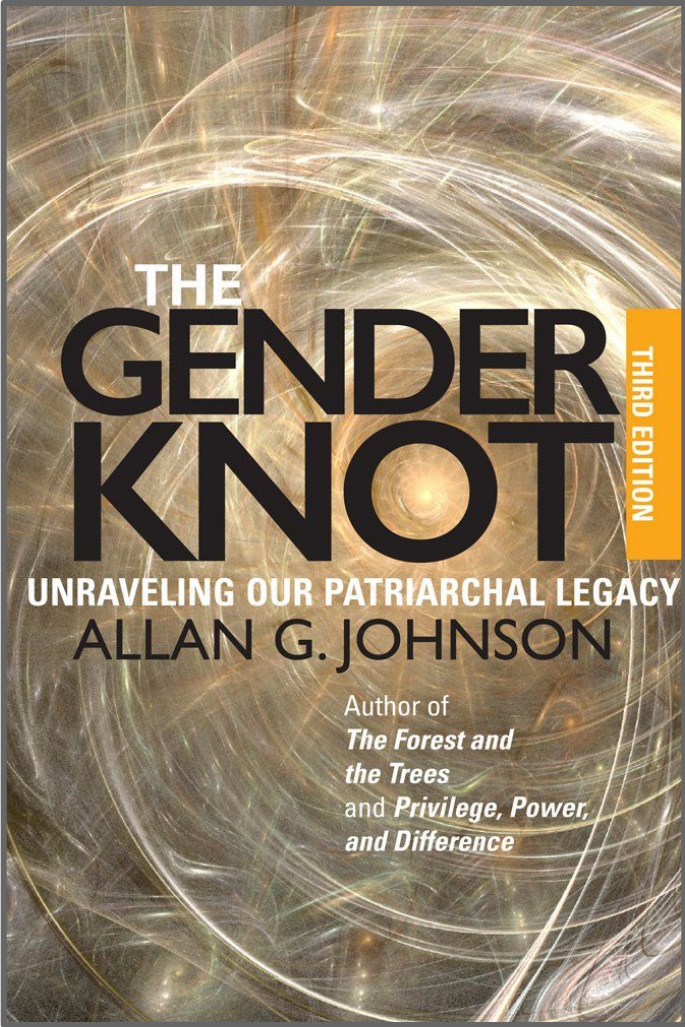
Let all voices be heard

Interdependency over ego

Secret #2/4:

Be kind (誠実)





THE GENDER KNOT

THIRD EDITION

UNRAVELING OUR PATRIARCHAL LEGACY
ALLAN G. JOHNSON

Author of
*The Forest and
the Trees*
and *Privilege, Power,
and Difference*

Patriarchy:

**A culture of control
and domination**



**Collaboration
happens when
everyone is heard.**

**Use your social
power to help
others less
powerful.**



THE SUNDAY TIMES NO. 1 BESTSELLER

The Book You Wish Your Parents Had Read

(and Your Children
Will be Glad That
You Did)

'Hugely warm, wise,
hopeful and encouraging'
Alain de Botton

Philippa Perry

**Emotional
triggers are
“hereditary”**

**Be kind to yourself
so that you can be
kind to others.**

Copyrighted Material

THANKS ^{MUCH LARGER} FOR THE FEEDBACK

THE SCIENCE AND ART OF
RECEIVING FEEDBACK WELL

EVEN WHEN IT IS
OFF-BASE, UNFAIR,
POORLY DELIVERED,
AND FRANKLY, YOU'RE
NOT IN THE MOOD

SWITCH?
DS Says so

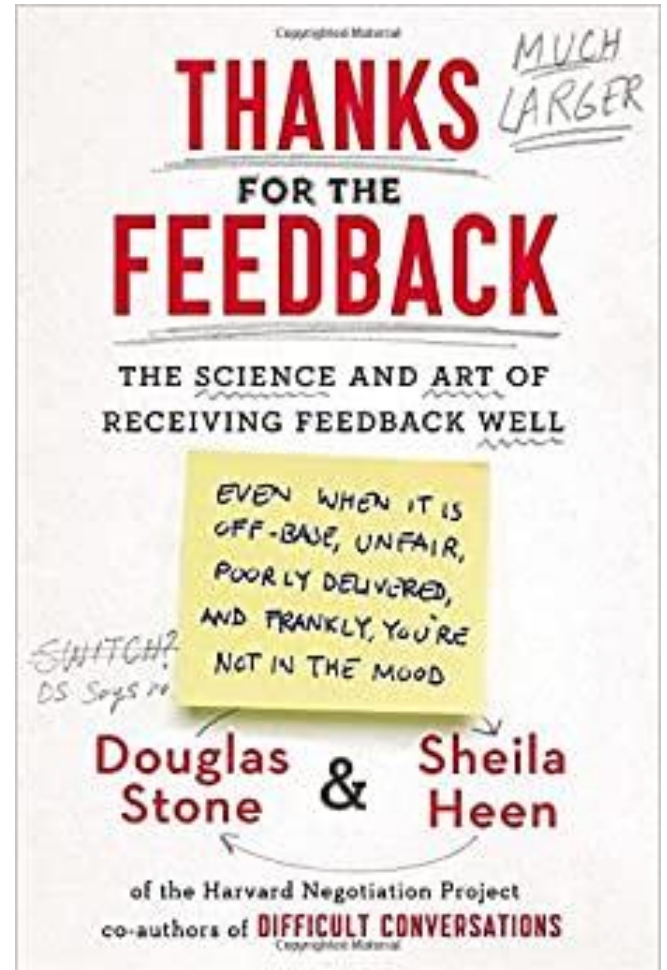
Douglas Stone & Sheila Heen

of the Harvard Negotiation Project
co-authors of **DIFFICULT CONVERSATIONS**

Copyrighted Material

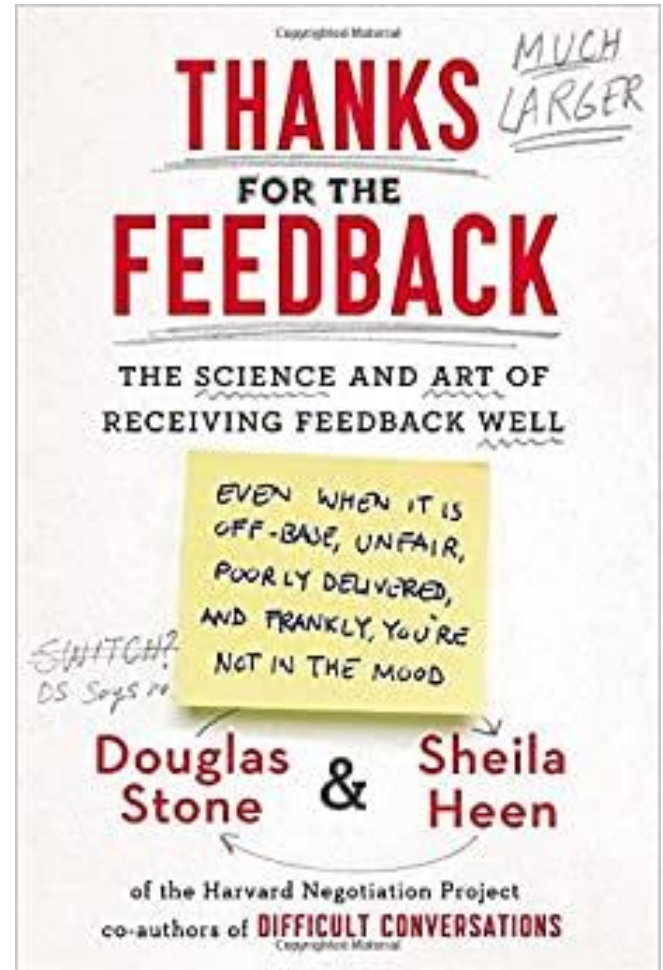
Three types of feedback:

Appreciation Evaluation Coaching



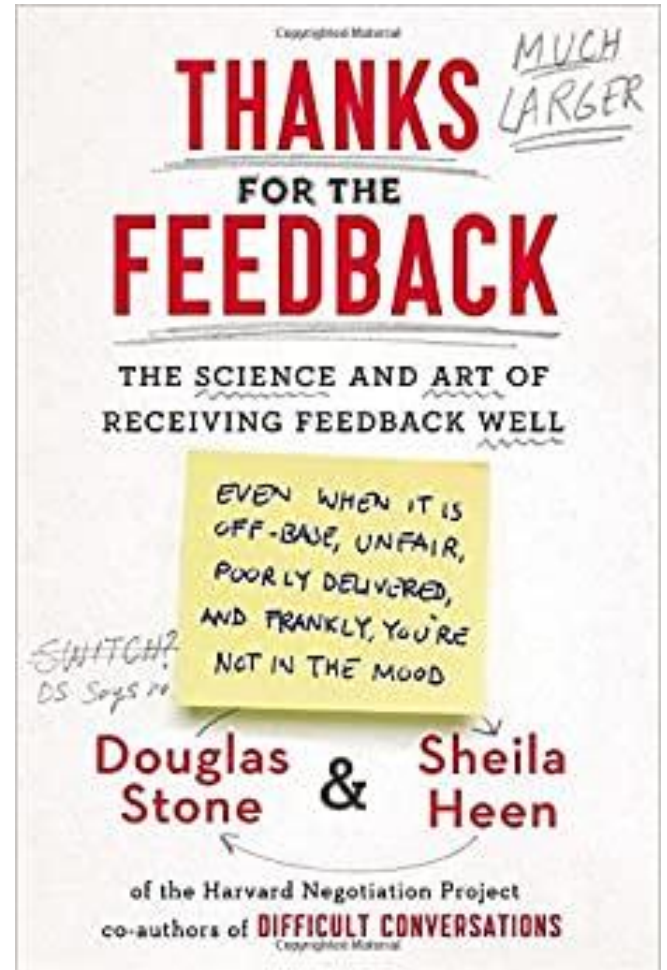
Appreciation

- I see how hard you're working
- I think you're doing a great job
- Thanks for helping me prepare for the meeting
- ...



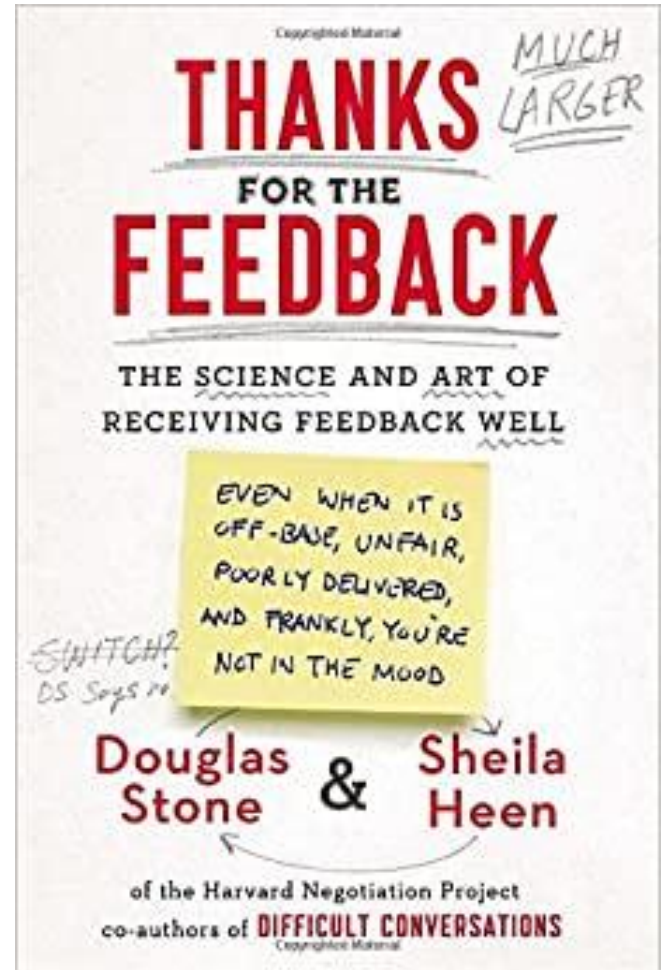
Evaluation

- You're hired
- You're fired
- You've passed your driving test
- ...



Coaching

- I noticed you didn't speak much in the meeting today
- Your presentation might be improved if you made it shorter
- ...



**Be explicit about the type
of feedback you want to
exchange:**

Appreciation, Evaluation or Coaching.

The golden ratio:

5 : 1

The golden ratio:

5 (positive) : 1 (negative)

**Build a working
agreement**

How to build a working agreement

1. Get the team together
2. Each make a list of concerns or worries you have about working together
3. Prioritise your list
4. Share one concern and work as a group to propose a rule or guideline that would mitigate that concern
5. Work refine the rule until you have a proposal that the whole team agrees
6. Go to the next person's concern
7. Repeat until you're all satisfied

Uncertainty is what we do

Difference is where we learn the most

Conflict can be respectful

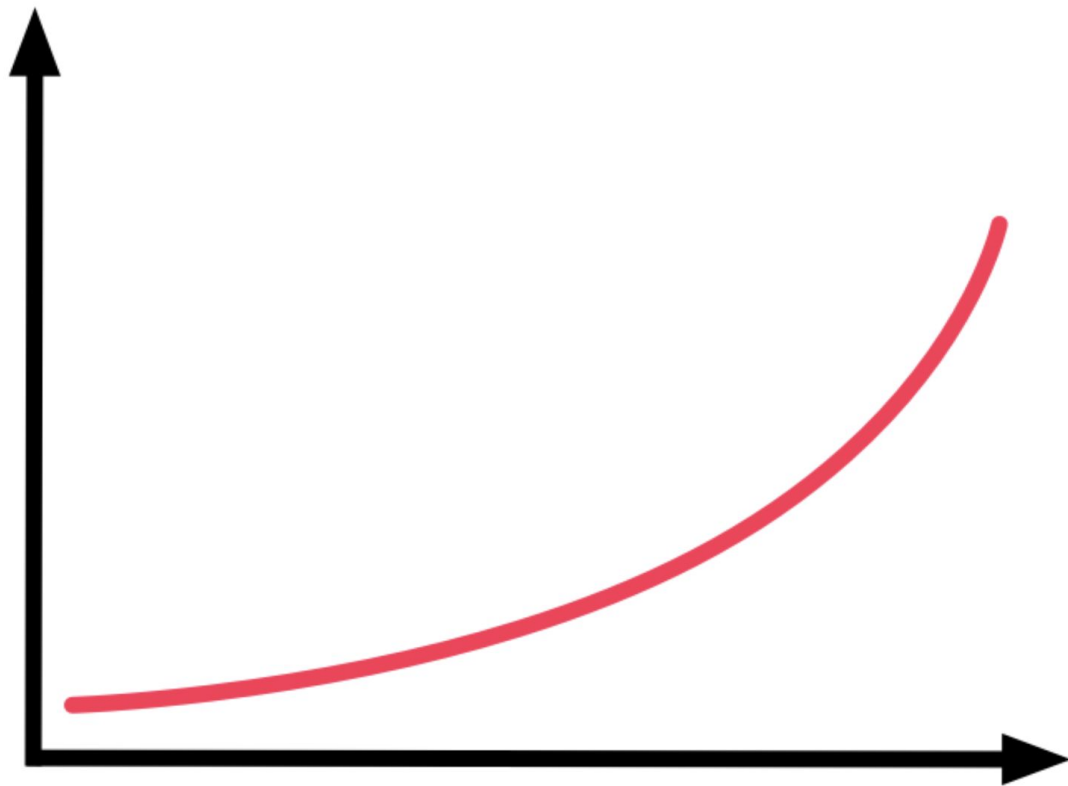
Conflict can be creative

Secret #3/4:

Embrace discomfort (苦難)









**Learning can be
uncomfortable.**

And interesting.

Learn early

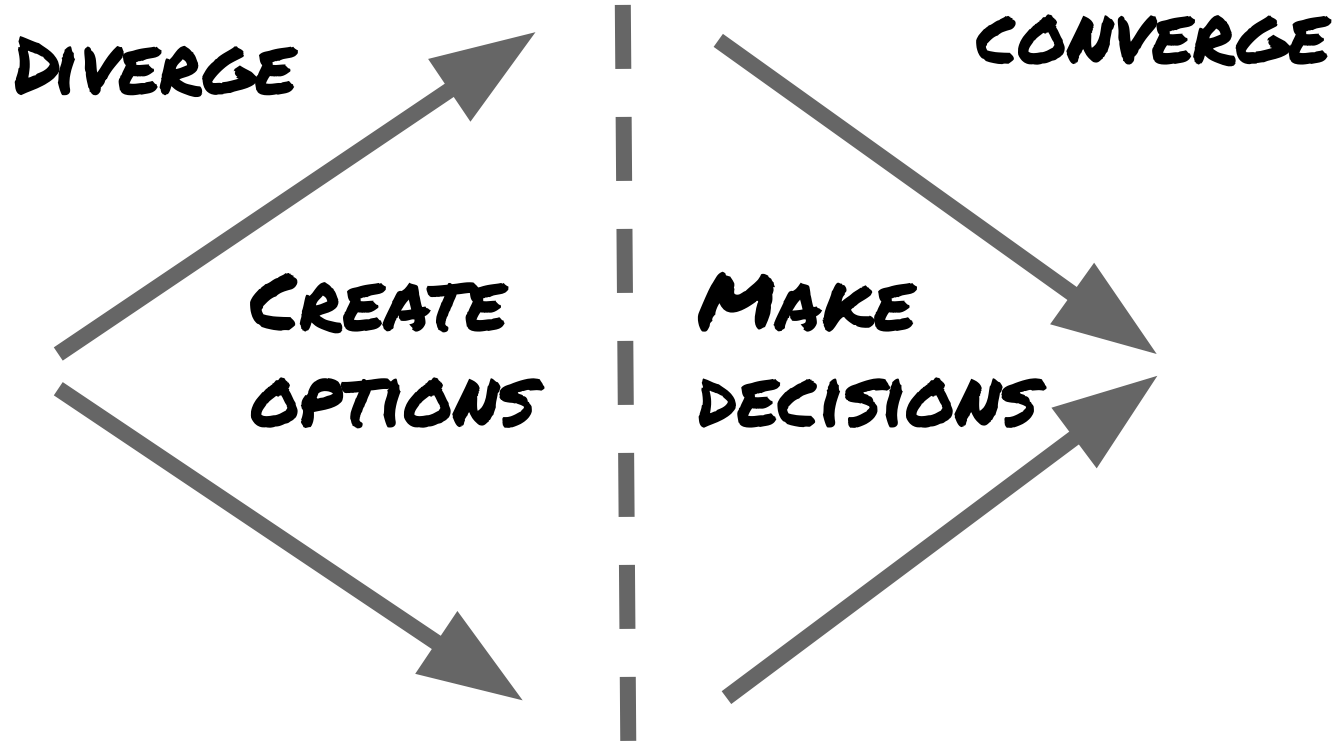
Even if it hurts



**Where there is
conflict, there
different
perspectives**

**Where there are
different
perspectives, there's
an opportunity for
learning**

Stay curious!





QUESTION



Be curious

Boredom is a red flag

Secret #4/4:

Seek joy (喜び)

**I could say that a joyful
employee is a productive
employee, and that lack of joy on
a project is like a canary keeling
over in a coal mine: a sign that
something big is wrong and you
better pay attention. Maybe
that's true. I'd certainly like to
believe it.**

**But,
fundamentally, I
don't care.
I think joy is its
own excuse."**



– Brian Marrick



A color photograph of a man and a young boy riding a motorcycle. The man is in the driver's seat, wearing a tan long-sleeved shirt and dark pants, looking towards the boy. The boy is sitting behind him, wearing a dark turtleneck, a brown leather jacket, and jeans, smiling at the camera. A large, dark green gear bag is strapped to the back of the motorcycle. The motorcycle is black with chrome accents and a white saddlebag. They are on a paved road with grassy areas on either side.

**What is
quality?**



Woody Zuill

@WoodyZuill



The object isn't to make great software, it's to be in that wonderful state which makes great software inevitable bit.ly/AgileMaxims

9:58 AM · Apr 24, 2013 · Twitter for iPhone

2 Retweets **1** Quote Tweet **4** Likes



Gumption (機智)

“If you haven't got it there's no way the motorcycle can possibly be fixed.

But if you have got it and know how to keep it there's absolutely no way in this whole world that motorcycle can keep from getting fixed.

It's bound to happen.”

熱意

Enthusiasm

Enthousiasmos

Filled with *theos* (god)

**Quality is created
when people are
enjoying their
work.**

**If you're not
enjoying it, maybe
something is
wrong.**

The secrets of effective collaboration

1. Find small pieces 
2. Be kind 
3. Embrace discomfort 
4. Seek joy 

Thankyou!

<https://tinyurl.com/mwjasst22> (slides)

<https://twitter.com/mattwynne>

matt@cucumber.io



SMARTBEAR™



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