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Leadership

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IT Poetry: Distilled Learning from Our Experiences

Presented by:

Sue Uyetake

SurveyGizmo

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350 Corporate Way, Suite 400, Orange Park, FL 32073
888-268-8770 · 904-278-0524 - info@techwell.com - <http://www.stareast.techwell.com/>

Sue Uyetake

SurveyGizmo

A QA test developer at SurveyGizmo, Sue Uyetake has installed, coded, supported, trained, written about, and tested software her entire career. Her passion is in the communication aspects of quality assurance. Trained in 2009 as an Agile ScrumMaster, Sue has experience that includes everything from a six-person dot-com and a ninety-person startup at XEROX PARC to a worldwide GPS company and Sun Microsystems. Her background in programming allows Sue to provide troubleshooting assistance to address the functional and non-functional issues uncovered during testing.



DISTILLED LEARNING

Turning business experiences inside out for clarity and newfound purpose

Sue Uyetake - Agile Artist,
Computer Engineer, QA, CSM

sue.uyetake@gmail.com

Deep Thinking

- Knowledge Mining
- Leverage the Past
- Recent Failures Do Assist the Process

**Discovered Today
I will find out Tomorrow
What should have Been Completed
Yesterday.**

..for a set of stalled requirements
being decided externally after the
delivery deadline.

Deep Learning

- Hindsight Provides Clarity
- Levity Eases the Conflict
- Ironic Examples are Real

**Here Lies a Bug
unknown, unwanted**

..

**Managers leave a Flower
Traceable to a Report.**

..during a directive to cease all work
on the legacy product in favor of the
new Whiz-Bang which crippled it.

Logic and Feeling

- Tangible Facts, Felt Keenly
- Worded Objectively
- Describes the Situation, not Individuals

..Dedication – about a Layoff

..Chaos Theory – about process fixes

..In Flux – about changes in flame

..Black Hole – learning from a failure

Each of these began as intense feelings about a repeating scenario needing to be changed.

Recipes

- Same ingredients, new amounts, technique
- Add ingredients, substitute within
- Taste along the way, inspect, adapt

Success Recipe..

Confidence Recipe..

Clarity Recipe..

ingredients: Focal Point, Box of Time, Optimism. Blend with Vision, Pour into Repository, Allow to Rise, Punch it Down, Rise again. Bake on High or Low Heat. Done when Firm.

Passionately Seek to add Sugar to your Lemons

- Many negatively charged situations to choose from
- Seek synonyms, metaphors, repeated patterns
- Rephrase the issue pattern as succinctly as possible
- Avoid referencing individuals, just their situation
- Begin with What Is, however negative, to keep it Real
- As you write, plan to have an uplifting ending
- It will reveal itself after the venting and transforming
- No, it doesn't have to rhyme, but spacing the revelations among the lines help them stand out.
- Posting it overtly or covertly will help you focus or chuckle.
- It can be a Retrospective Challenge:
Line up the Stops, match to Continues, add Starts for the orphans.

Retrospective Challenge

- Line up the **Stops**
- Match to **Continues**
- add **Starts** for the orphans.

- List them out first as normal, THEN at the end..

- Collective Learning can begin with the Stop/Waste items
- Vent away with how bad they are
- Introduce the Continue items, some of which are already curing
- Begin concluding with the Start items,
- Agree to add an Attitude Start to give Hope.

Less is More

- Seek simplicity, then expand
- Feelings are important
- Attract your Audience

Web Design..

Infinite Loop..

Agile Crossword Puzzle..

Mix and match right and left brain concepts for tangible models rich in detail and texture to make it memorable.

Never the End..

- Try composing IT Poetry at your next Lean Coffee
- List out the Pain Points in Colorful Metaphors
- When done in private, it's IT Therapy

Sue Uyetake
sue.uyetake@gmail.com

<https://sueuyetake.wordpress.com>
<https://www.linkedin.com/in/sueu4change>
Denver/Boulder, CO

Learn. Technology and People.
Separately. Because one inhibits the other
until both are cooperating.