tips to build and repair empathy with other teams

cait macleod / @caitelatte

purplecon 2024

tips
to build and repair
empathy
with other teams

signs
observe
influence

signs

- new to a team
- new team relationship
- feeling stressed or frustrated
- saw a cool talk at purplecon

observe

- team contexts
- common problem points
- misunderstandings

observe
misunderstandings

- "assume positive intentions"
- neurodiverse styles?
- defensiveness

observe

defensiveness

Hello, just chasing up request #2480 from last month :)

your request was bad and i won't action it anyway until you fix these typos three

hmm surely this is deflecting

observe

- team contexts
- common problem points
- misunderstandings
- **self-awareness**

influence

- working relationships with individuals
- challenge or correct behaviours

influence

giving feedback: situation, behaviour, impact

when I called about the project status,
I heard you call our team stupid,
and that made me feel awful

oh, i didn't realise it had that effect.
I'm sorry. won't happen again.

influence

- working relationships with individuals
- challenge or correct behaviours
- restructure interactions

influence

restructure interactions

Please query your systems for this indicator :)

There are three projects I'm working on first, but will get to you as soon as we can!

Could we set up an API and access for us to query this directly?

influence

restructure interactions

(happily querying)

Is that API still covering your needs?

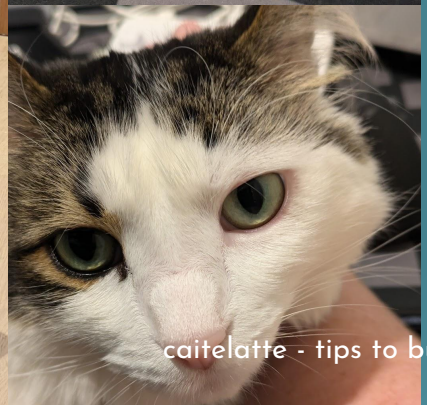
Yes! We're getting results more quickly and have tuned our process so the information is more useful too!

influence

- working relationships with individuals
- challenge or correct behaviours
- restructure interactions

(his name is mickey and i love him very much)

take note



- think purposefully about difficult relationships at work
- consider different perspectives
- if all else fails, change the interactions
- support each other

take care

References and Recommendations

- Mindfulness meditations in general, but especially Smiling Mind, a very good Australian not-for-profit meditation app
- The Phoenix Project - especially John the CISO's user interviews towards the end
- Team Topologies - especially Team Interaction Modelling
- "embracing empathy [keynote]" - shahn harris (purplecon 2019)
- "how to human in groups [keynote]" - sauramaia (purplecon 2019)
- Australian cyber security workers overstressed - by Denham Sadler 2024-10-02