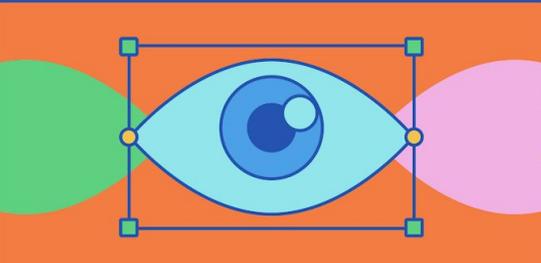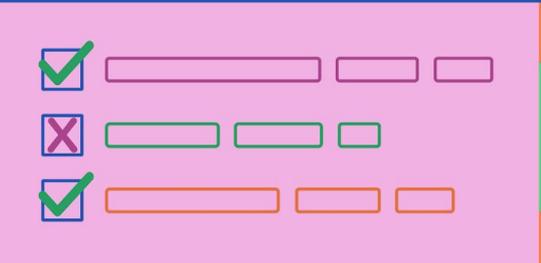# FESTIVAL

treehouse

Ajuna Kyaruzi
Empathy Engineering

About Me

- Currently Technical Evangelist for Datadog
- On the Side: a Program Manager for Africode
- Previously worked at Google as a Software Engineer and Site Reliability Engineer on Google Cloud and Google Maps

@ajunaky

Empathy Engineering

- What is Empathy
- Empathy for Yourself
  - Setting Yourself Up for Success
- Empathy for Your Team
  - Being a Good Teammate Remotely
- Empathy for Your Consumers
  - Building for Everyone
- Questions

What is Empathy?

em·pa·thy

/ˈempəTHē/

noun

noun: **empathy**

the ability to understand and share the feelings of another.

Similar: affinity with   rapport with   sympathy with   understanding of ⌄

GALLUP®

StrengthsFinder®

Strengths Insight and Action-Planning Guide

SURVEY COMPLETION DATE: 01-28-2015

Ajuna Kyaruzi

Your Top 5 Themes

Harmony
Consistency
Connectedness
Relator
Positivity

STRATEGIC THINKING

Analytical >
Context >
Futuristic >
Ideation >
Input >
Intellection >
Learner >
Strategic >

RELATIONSHIP BUILDING

Adaptability >
Connectedness >
Developer >
Empathy >
Harmony >
Includer >
Individualization >
Positivity >
Relator >

INFLUENCING

Activator >
Command >
Communication >
Competition >
Maximizer >
Self-Assurance >
Significance >
Woo >

EXECUTING

Achiever >
Arranger >
Belief >
Consistency >
Deliberative >
Discipline >
Focus >
Responsibility >
Restorative >

treehouse festival
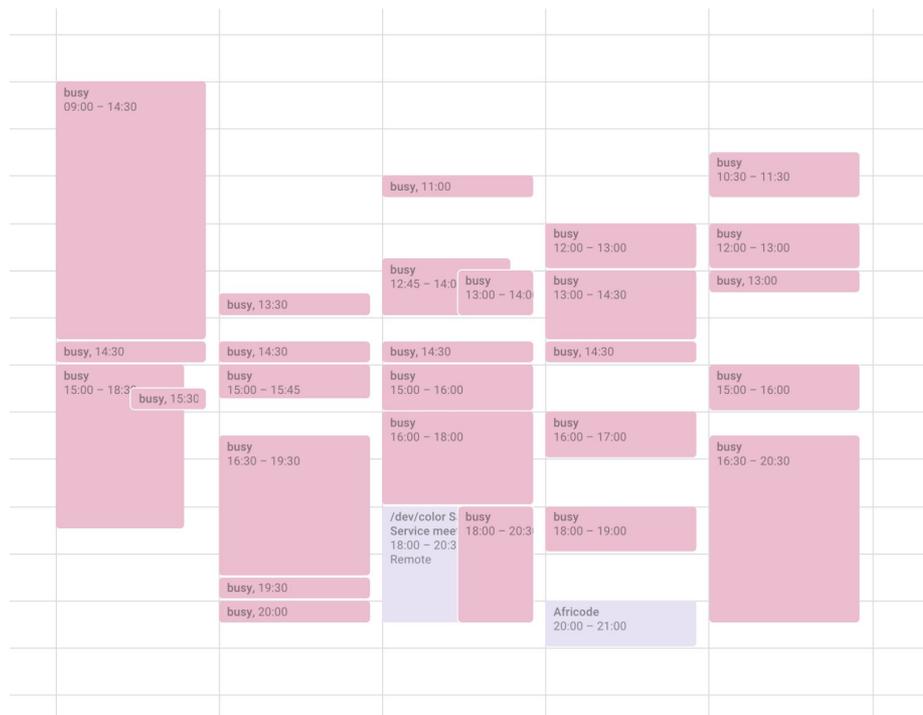
Empathy for Yourself

- Important to figure out what you need and ask of it from others
- Set yourself up for success
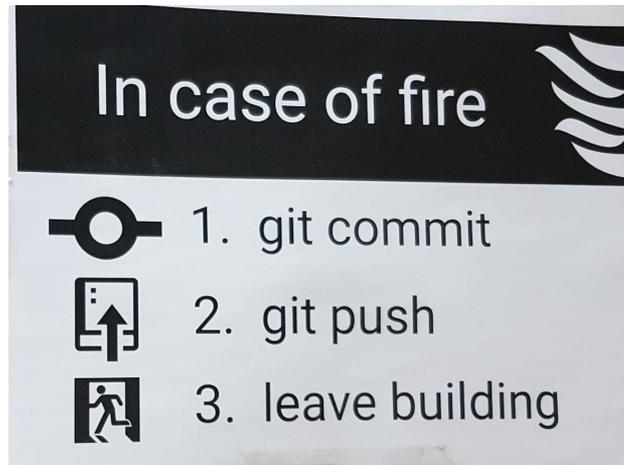- Can't pour from an empty cup

Set Yourself Up For Success

- Ask Questions
- Be Present
- Work on Self Improvement
- Best Working Environment
- Best Working Schedule

Empathy for Your Team

- The past year has proved how life is so intertwined
- Checking in on your team's health is important
- Reaching out during hard times
- Fostering a culture of inquisitiveness and being able to be wrong

Good working processes

- Good code habits
- Language Style Guides
- Repo health
- Commit Messages
- Design Doc Reviews
- Leaving things better than when you found them
- Documentation Reviews
- Code Reviews

In case of fire

1. git commit
2. git push
3. leave building

Good Teammate Remotely

- Knowing each other's schedules
- Solving problems using the best means (Slack, email, Video call)
- Non-working collaboration time

Empathy for Your Customer

- In my opinion creating is intrinsically empathetic
- You find a problem in the world that you have solved for yourself and want to share that solution for others
- Privacy and Security
- Internationalization and Accessibility
- Ethics

Questions?

ajunaky.com

Resources

- https://leaddev.com/culture-engagement-motivation/engineering-empathy
- https://heath.software/articles/empathy-in-engineering
- https://www.researchgate.net/publication/312686534_A_Model_of_Empathy_in_Engineering_as_a_Core_Skill_Practice_Orientation_and_Professional_Way_of_Being_A_Model_of_Empathy_in_Engineering
- https://bravenewgeek.com/engineering-empathy/
- https://review.firstround.com/empathy-driven-development-how-engineers-can-tap-into-this-critical-skill
- https://medium.com/broadlume-product/5-benefits-of-empathetic-engineering-7043d8540572
- https://ajuna.medium.com/welcome-to-empathy-engineering-1-c846655a7e5b
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