

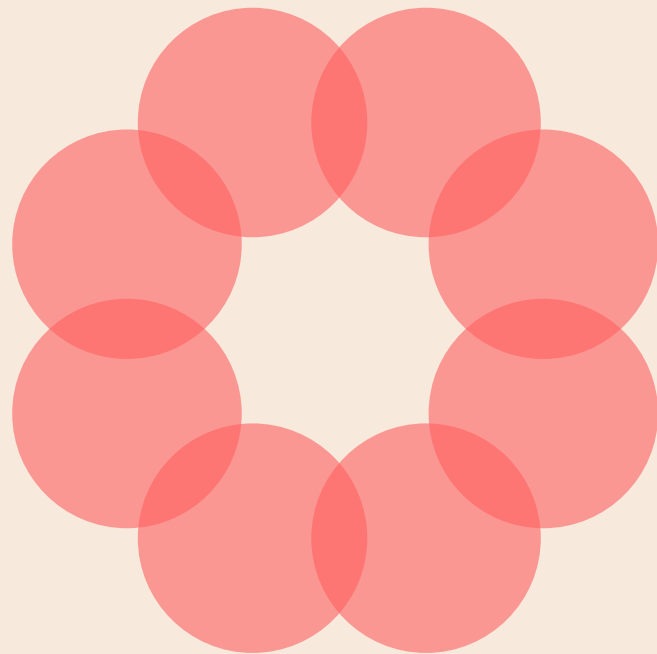
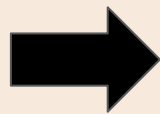
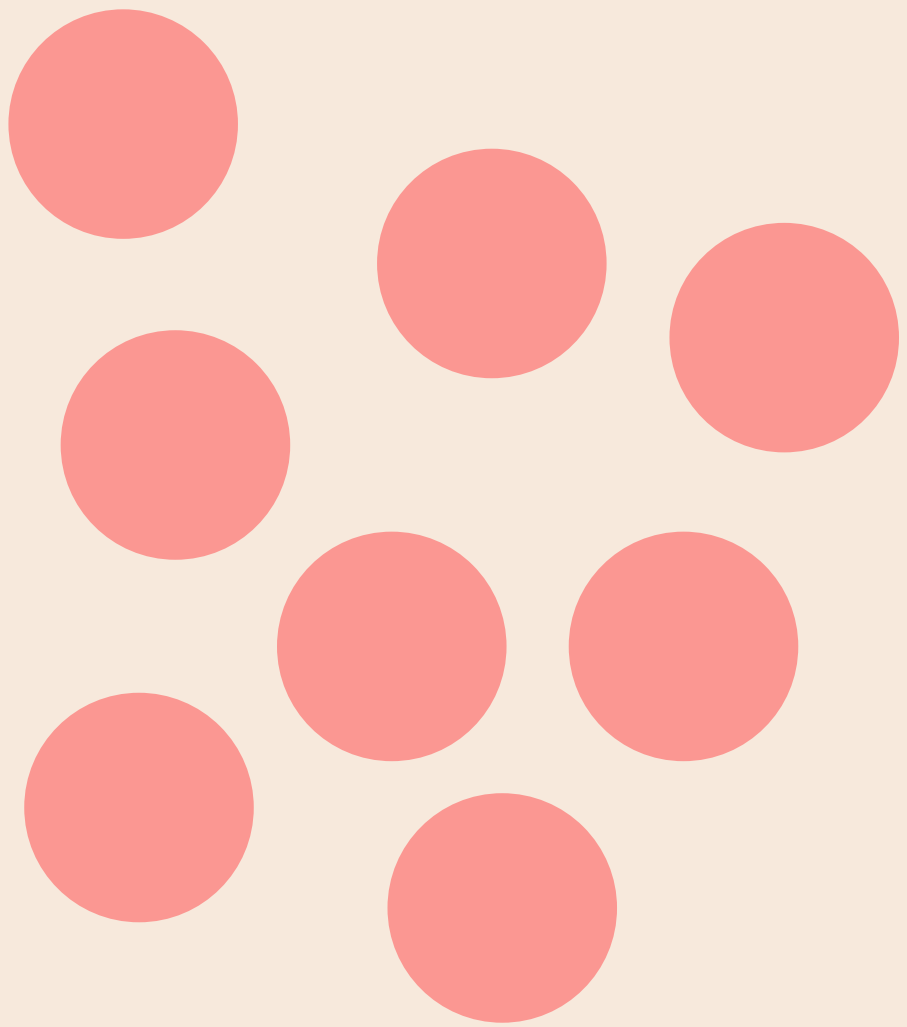
Navigating Team Friction

LARA HOGAN

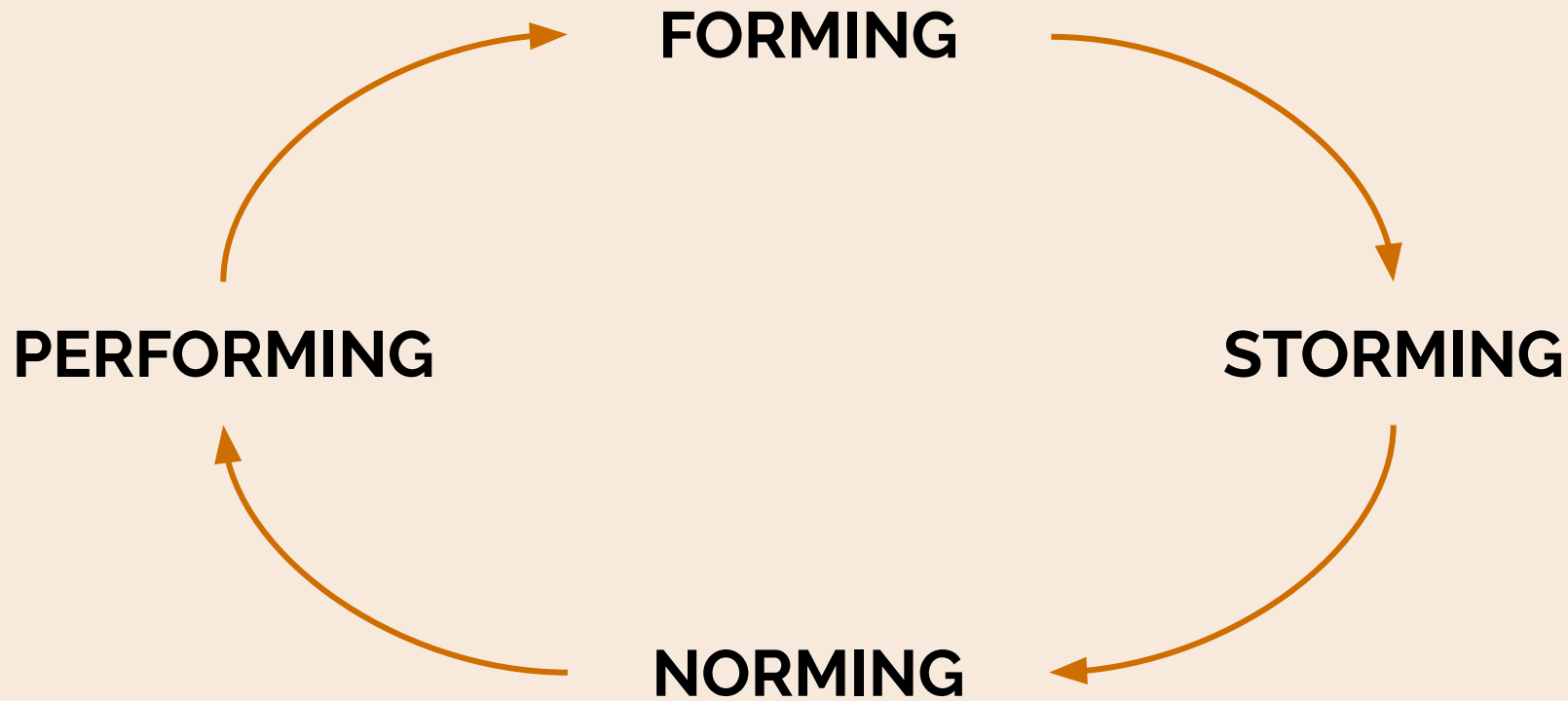
WHEREWITHALL



#WOCinTech Chat



WHEREWITHALL

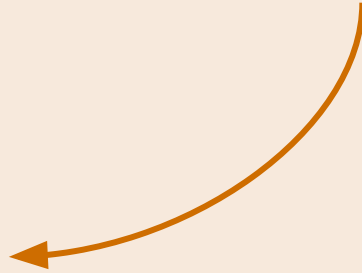


WHEREWITHALL



STORMING

NORMING



WHEREWITHALL

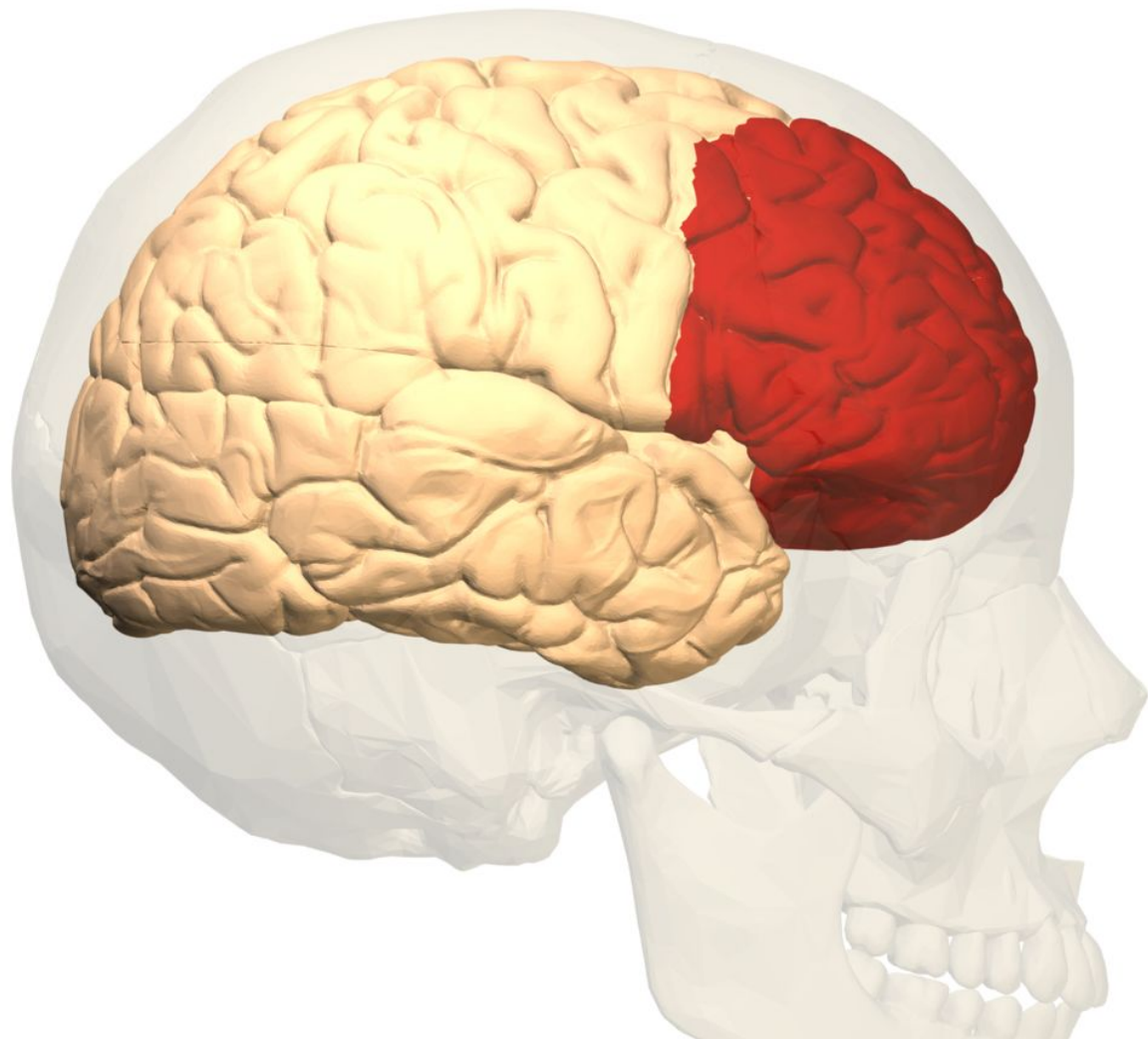
1 Brains

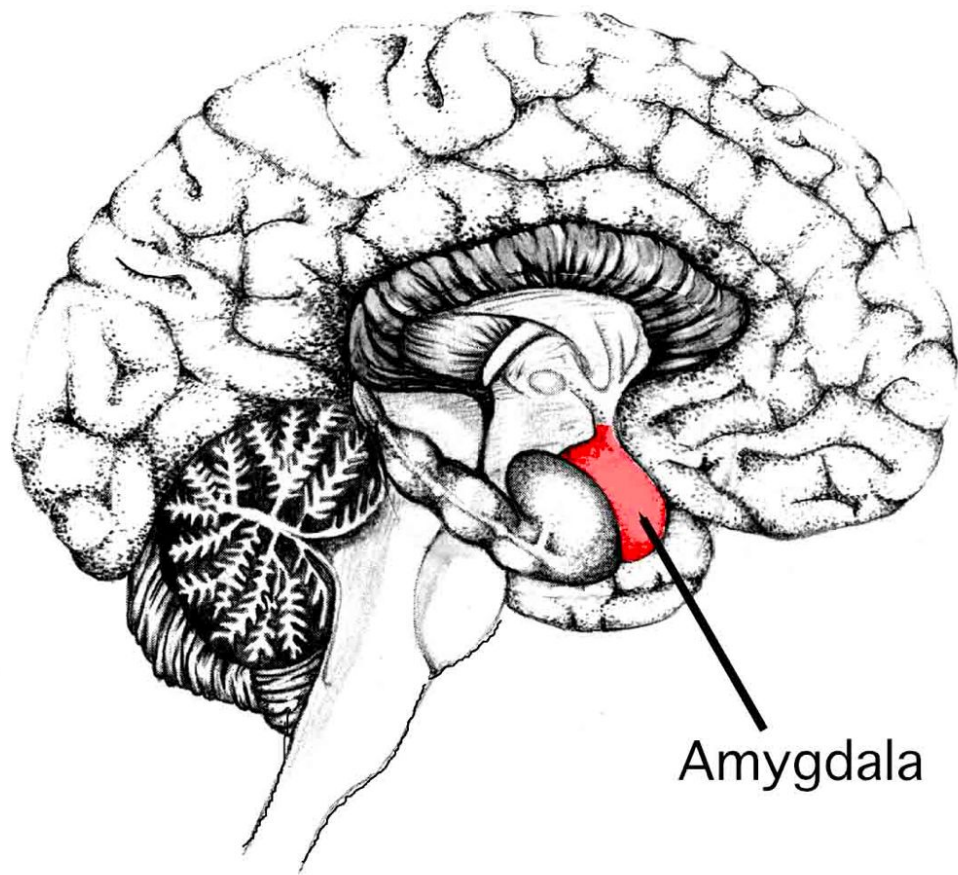
2 Feedback

3 Team Processes

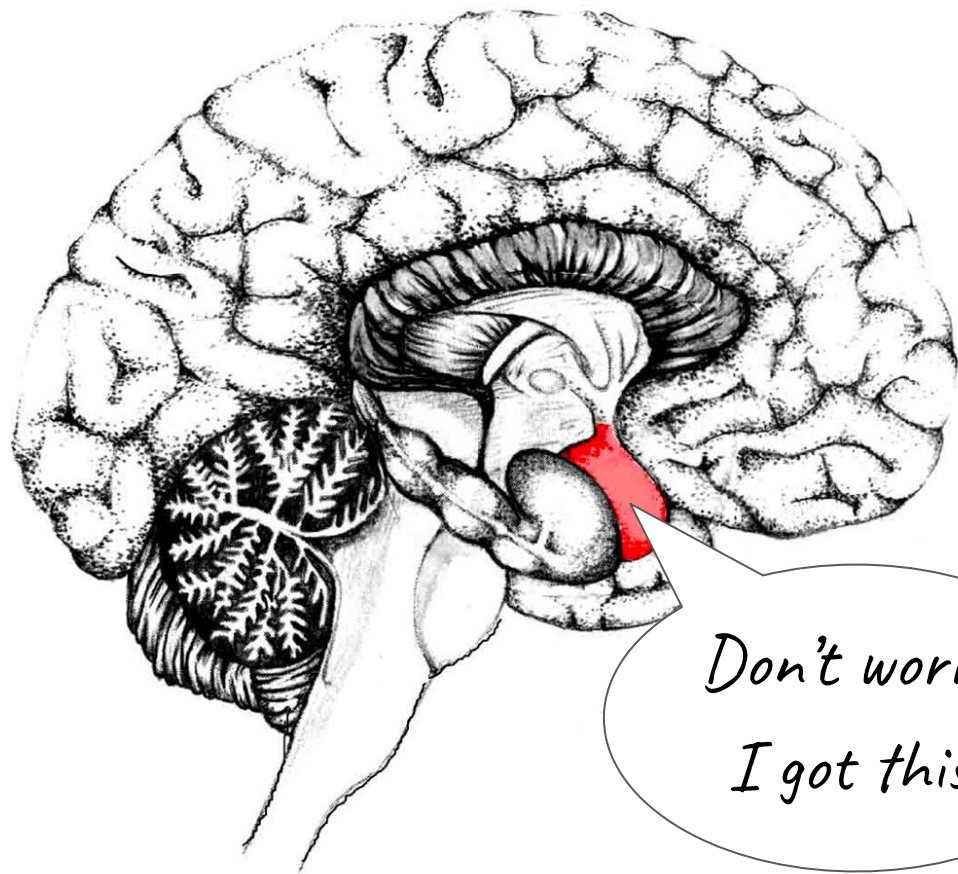
BRAINS

WHEREWITHALL





Amygdala



*Don't worry,
I got this!*

6

Core Needs

bit.ly/biceps-core-needs

1

Belonging

Community, connection

2

Improvement/Progress

Progress towards purpose,
improving the lives of others

3

Choice

Flexibility, autonomy, decision-making

Equality/Fairness

Access to resources & information,
equal reciprocity

Predictability

Resources, time, direction,
future challenges

Significance

Status, visibility, recognition

Belonging

Improvement/Progress

Choice

Equality/Fairness

Predictability

Significance

bit.ly/biceps-core-needs



“What is making
my teammate
react so strongly?”



Desk Moves

#WOCinTech Chat



Knowing and addressing
core needs is a shortcut to
making others feel
understood and **valued**.

FORMING

Core Needs

STORMING

Feedback

NORMING

WHEREWITHALL

FEEDBACK

WHEREWITHALL

Feedback **equation**

bit.ly/FeedbackEquation

observation
of a
behavior

observation
of a
behavior

+

impact of
behavior

observation
of a
behavior

+

impact of
behavior

+

question
or
request

observation
of a
behavior

+

impact of
behavior

+

question

or

~~request~~

observation
of a behavior

+

impact of
behavior

+

open
question

Ask about their preferred
feedback **medium**

FORMING

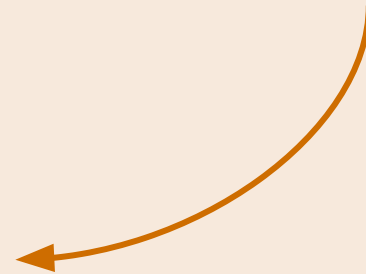
PERFORMING

STORMING

Team Processes

NORMING

WHEREWITHALL



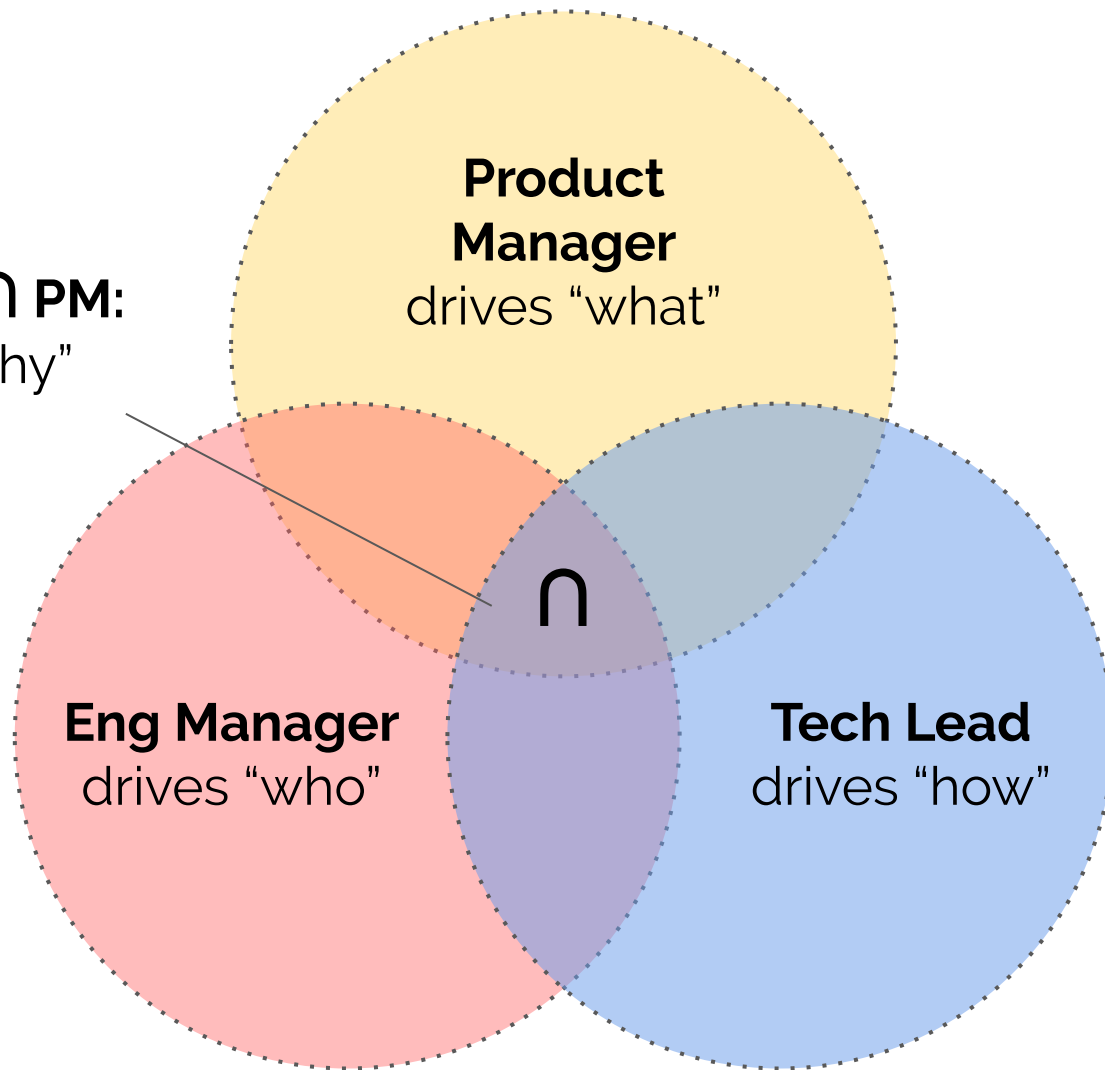
TEAM PROCESSES

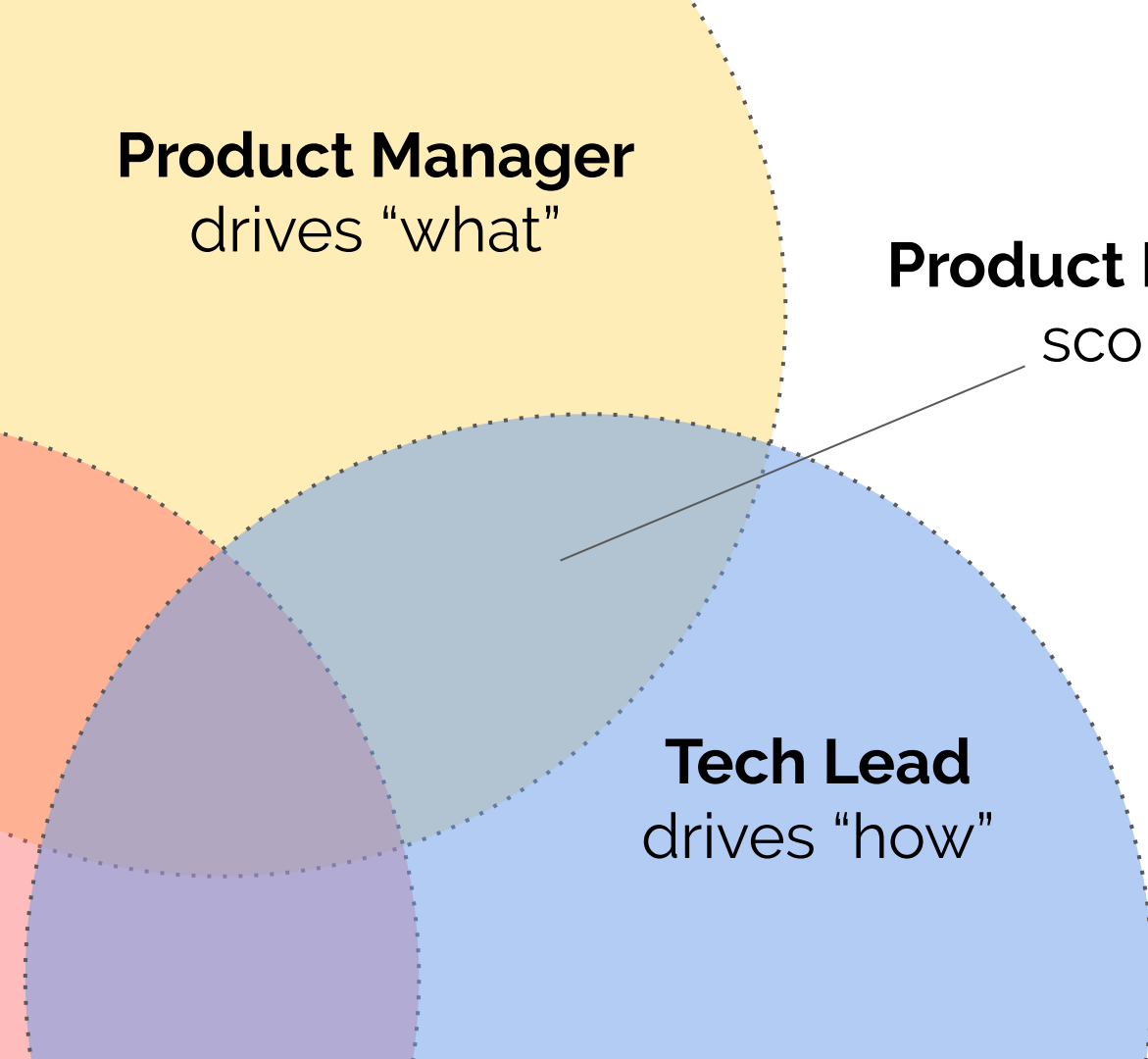
WHEREWITHALL

Retrospectives

Team **charters** and **docs**

EM $\cap$ EL $\cap$ PM:
drive "why"





Product Manager
drives “what”

The diagram consists of three overlapping circles. The top circle is yellow and labeled 'Product Manager drives "what"'. The bottom-right circle is blue and labeled 'Tech Lead drives "how"'. The bottom-left circle is purple. The intersection of the yellow and blue circles is shaded light blue and labeled 'Product Manager + Tech Lead scope and estimate project work'. The intersection of the yellow and purple circles is shaded light orange. The intersection of the blue and purple circles is shaded light purple. The intersection of all three circles is shaded a darker purple.

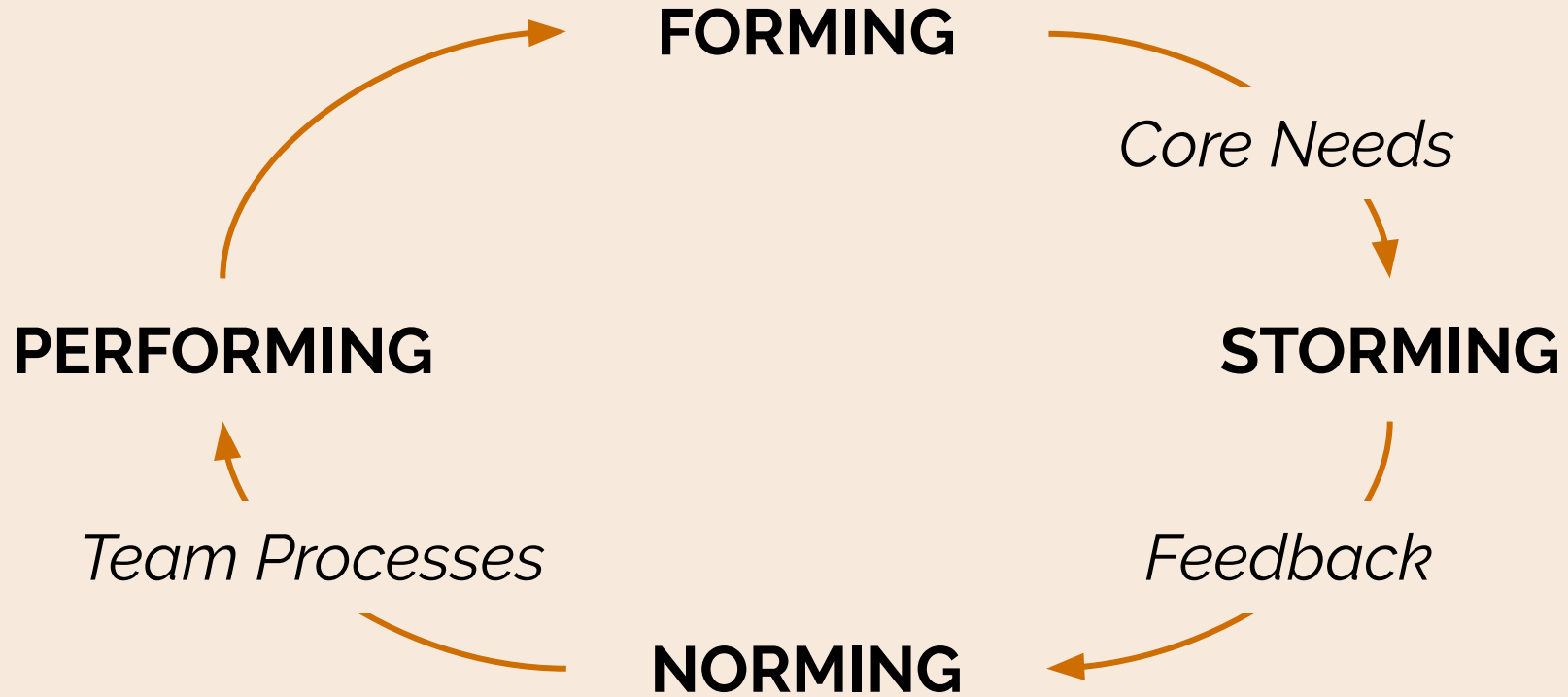
Product Manager + Tech Lead
scope and estimate
project work

Tech Lead
drives “how”



Take care of yourself

#WOCinTech Chat



 A BOOK APART

NO
30

Lara Hogan

RESILIENT MANAGEMENT

FOREWORD BY Camille Fournier