Thinking Socially in a Technical World



Legible Work

People should be aware our work is happening and be able to understand what our work is and why we’re doing it

Large Refactors

- have messed this up myself with my work on const generics
- involve people who might care and make the work visible
- doesn’t really matter whether people *needed* to be involved or not
- better to proactively involve people than for them to incidentally stumble onto it

Controversial Changes

- rust RFC process is *good* for this
- problem statement
- understand and acknowledge all the different options
- explain why option picked

Legibility Concludes

- feature design
- pull requests
- policy decisions

People are Complex

People are rational and have complicated inner workers and we should always assume there are nuances that we aren’t aware of

“Wrong” decisions

- I got this a lot with looking at opsem decisions
- Easy to look at a decision and miss all of the complexity
- People tend to be complex and rational, they probably thought about this
- Understand why this is the right choice, not assume the wrong one was made

Confusing Feedback

- common when talking to people less technically involved
- dig into peoples feedback regardless of whether it makes sense to you
- there is value in understanding other people’s misunderstandings and confusions

Complexity Concludes

- feature requests
- bug reports

Phrasing Matters

The way we say things often has just as much if not more impact than what we’re actually saying. You should be intentional in the way things are phrased and be aware of what you might or might not be implying.

Code Review Collaboratively

- often the case for me to need to review complicated changes
- collaboration between you and the author
- trying to support the author as best you can in them accomplishing their goal
- try to phrase things in ways which are as if you’re helping the author succeed

Blameless Bug Retro

- ive landed unsoundnesses and large perf regressions before, whoopsies :3
- focus on how can we fix this
- this can happen to anyone, it doesn’t mean anything about how good/bad you are
- collaborating on how to accomplish something without the regressions

Phrasing Concludes

- not just a wording hack

Last Summary

- Legible Work
- People Complexity
- Phrasing Matters

It’s so joever

thanks for listening

