

Please evaluate  
my talk via the  
mobile app!





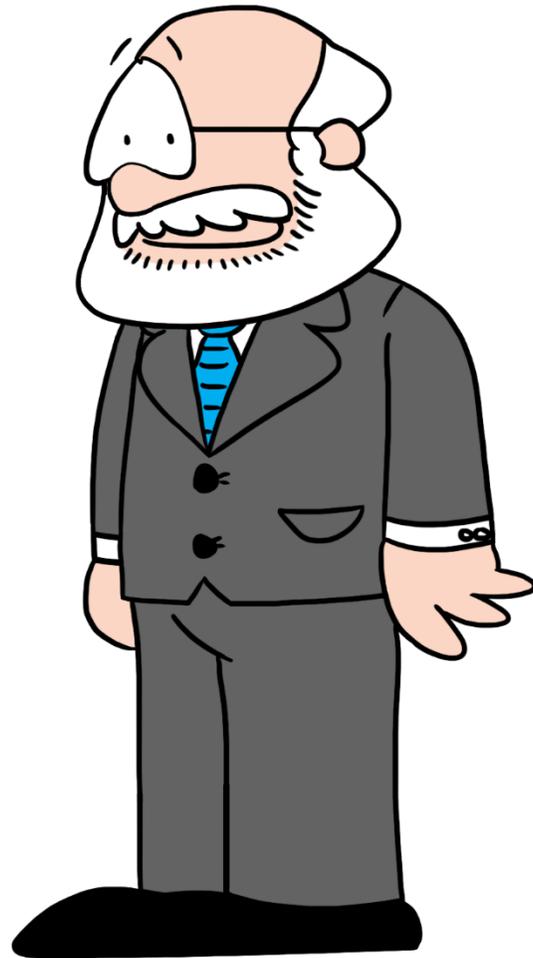
# Interpreting the Unwritten Rules or are they Guidelines?

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# Hi - I'm Shane



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International Institute of  
Business Analysis



**CBAP**™



# Which is right?

- 
- I'm still hungry
  - Finish what's on your plate

- 
- What a waste of food
  - Your generosity is appreciated

## How do you feel when:

- Someone new joins the team
- There's an all-hands meeting in the canteen
- We're heading out to do a team-building activity

# Why?

# The story of this track

## An innocent email

“Hi both

I know your track is full, but what do you think of this? He is a great speaker and he is local :-)

Cheers, ”

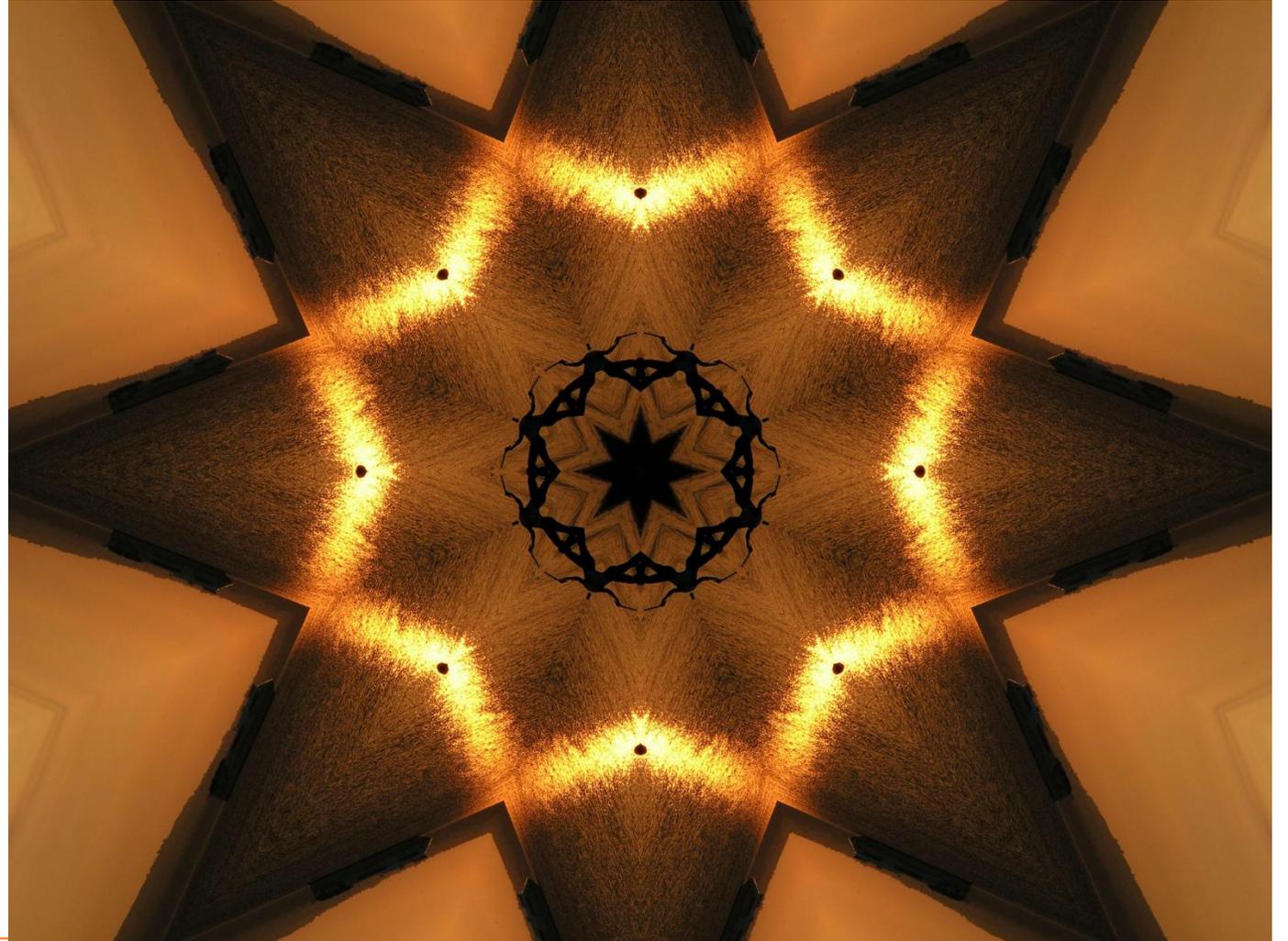
## Resulted in sheer panic!

- Redesign track?
- Drop a confirmed speaker?
- Drop the open space?
- What should we do?

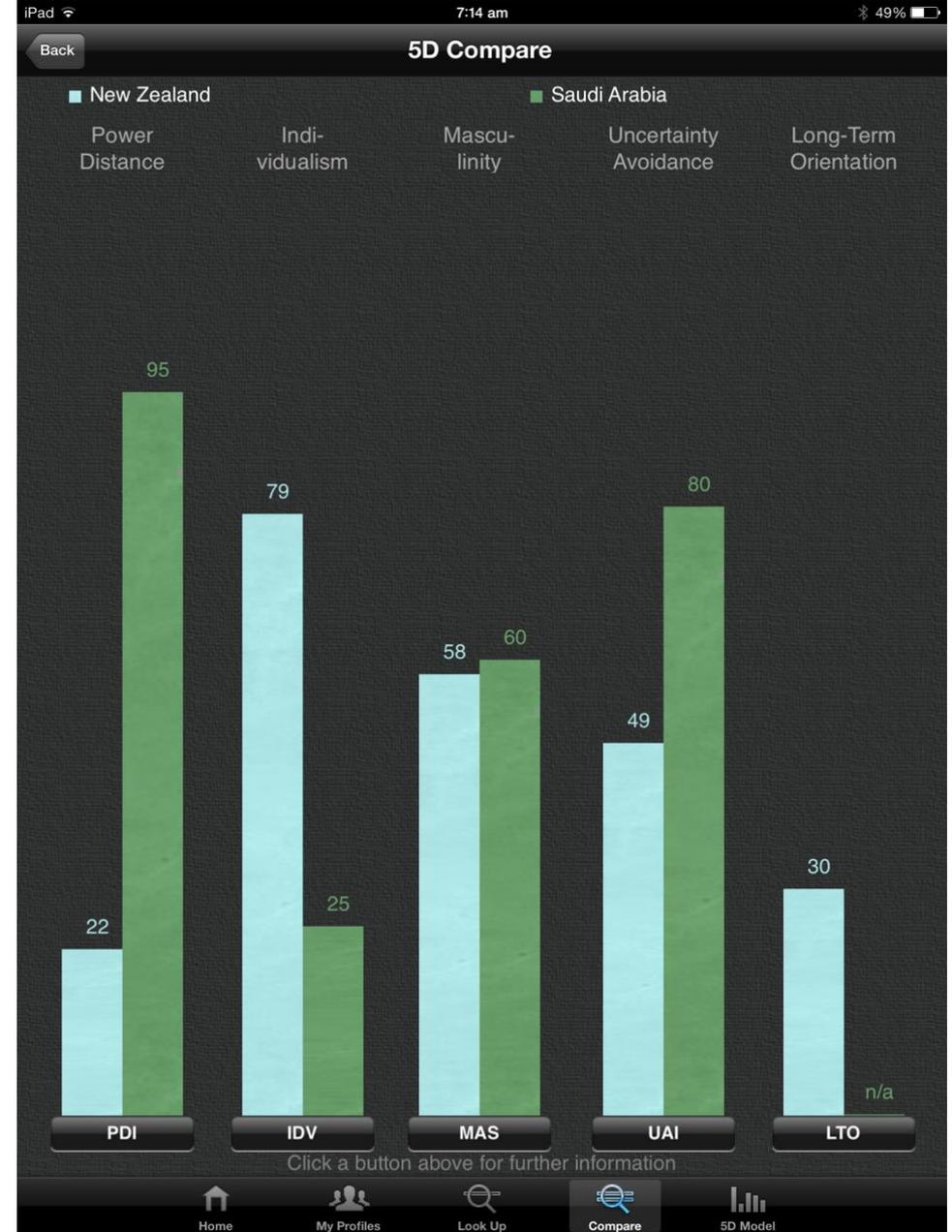
Then we discovered it was simply a contingency idea in case someone dropped out – phew!

# We view the world through many filters

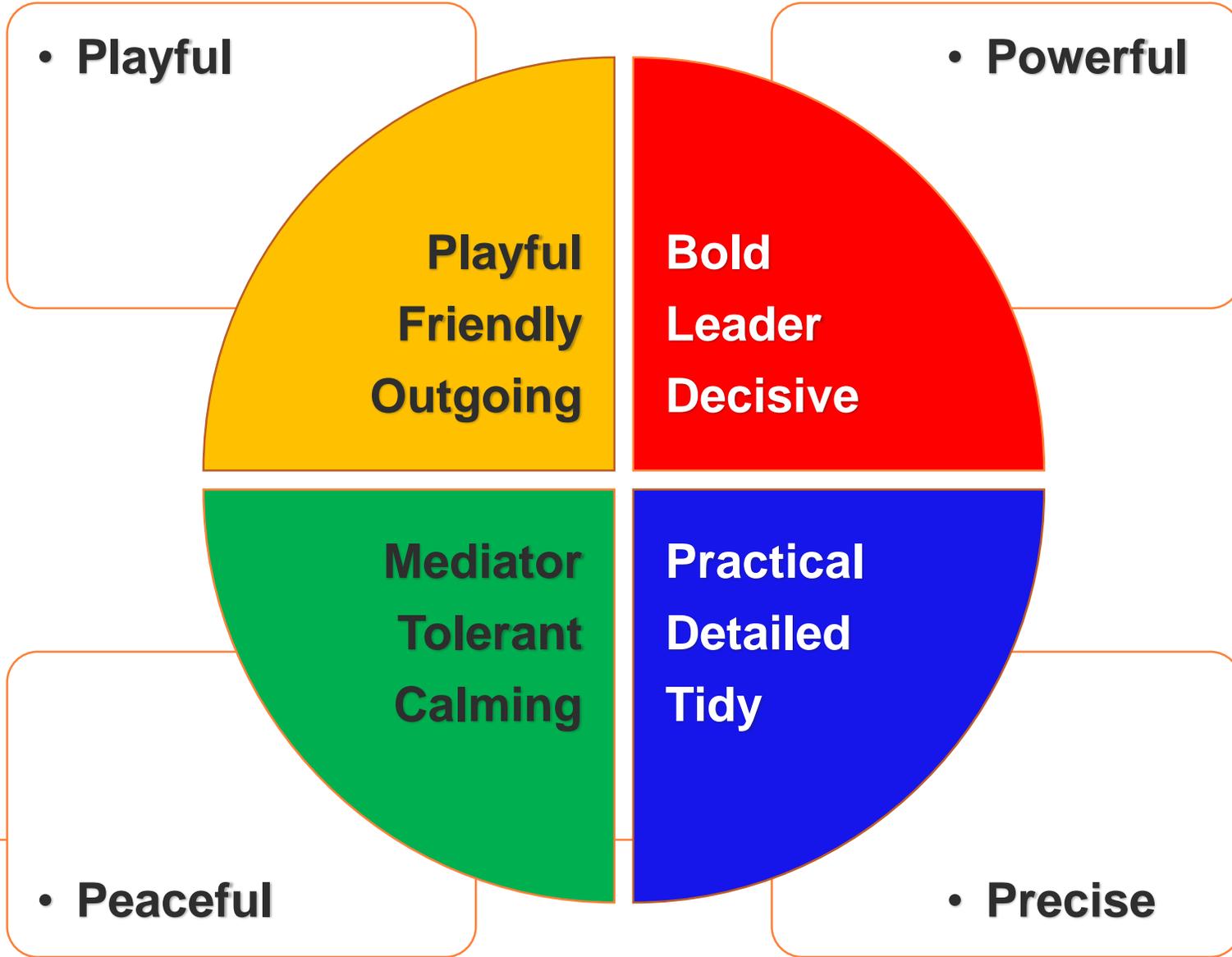
Our viewpoint is refracted by the angle we look from at any time



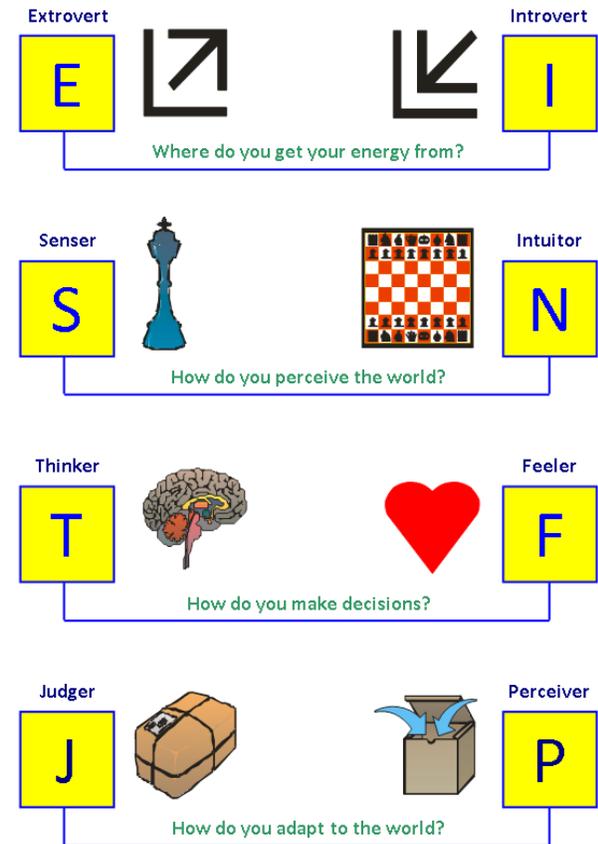
# The “culture” filter



# The "me" filter



# EQ / IQ



# The “values” filter

- Learned from birth
- Adapted by our experiences
- Related to beliefs about self and others
- What is “right” and “wrong”



# The “now” filter

- What just happened
- Hungry
- Tired
- Thirsty
- Distracted
- Happy
- Excited



# The “defensiveness” filter



..... Causes a defensive reaction

## My filters are not your filters

If I do not want what you want, please try not to tell me that my want is wrong.

Or, if I believe other than you, at least pause before you correct my view.

Or, if my emotion is less than yours, or more, given the same circumstances, try not to ask me to feel more strongly or weakly.

Or yet if I act, or fail to act, in the manner of your design for action, let me be.

I do not, for the moment at least, ask you to understand me. That will come only when you are willing to give up changing me into a copy of you.



# Is it a rule or a guide?

- Many of our filters become rules in our lives
- Rules are invariant
- Rules constrain and restrict us to only one course of action
- Breaking rules demotivates and causes stress
- Guides give us freedom to think and act based on the current context



# To transform rules to guides

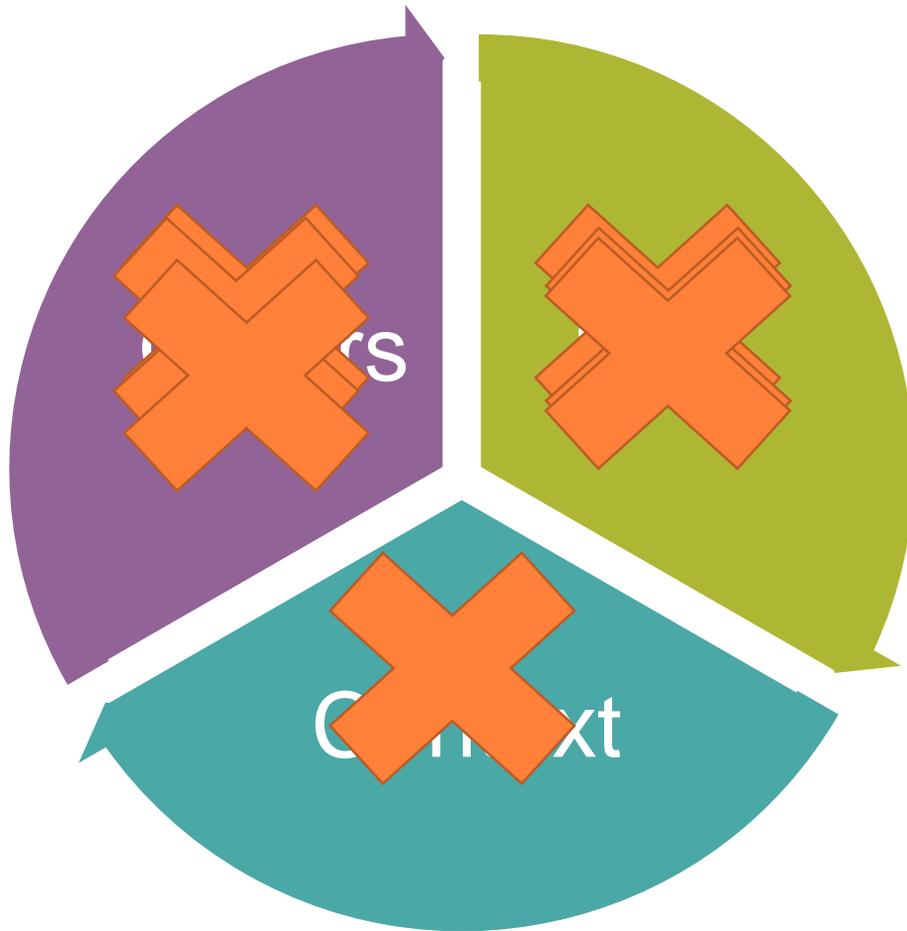
- State the rule precisely
- Change “must” to “can”
- Change “always” to “sometimes”
- Identify when the guide matters (at least three circumstances)
- I must always do a perfect job
- I can always do a perfect job
- I can sometimes do a perfect job
- I can do a perfect job when
  - I feel the job is important
  - I have sufficient time
  - The nature of the work permits it

# Your turn

# Some of the presuppositions of NLP

- You are responsible for the results that you get
- People do things for their own reasons
- People are doing the best they can with the resources they have
- The meaning of the communication is the response you get
- Feedback is the basis for future success
- Behind every behaviour is a positive intention.
- The definition of inflexibility: doing the same thing again and expecting a different result.

# Congruent & consistent



Stoppage at the end of the  
congruent strength exercise

# Summary

- We all have filters through which we look at the world
- There are many different filters
- My filters are not your filters
- Different is not wrong
- Our filters often become rules which govern our attitudes and behaviour
- Rules are invariant and restrict our choices
- Many rules should be reworked to become guides
- Guides give us freedom to make good contextual decisions
- When communicating you own the outcomes
- Congruent behaviour results in better outcomes for all

# Thanks!

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# Acknowledgements / References

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<http://www.ayeconference.com/>
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- Software Education course: The Power of Persuasion & Influence –  
[www.softed.com](http://www.softed.com)
- <http://allisonmooney.co.nz/pressing-buttons/>
- 'Please Understand Me' by David Keirsey and Marilyn Bates: Publisher Prometheus Nemesis Book Company
- Lee Cayzer, Educational Psychologist -  
<https://www.linkedin.com/profile/view?&id=58371888>
- Philippe Kruchten – Software Project Management

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