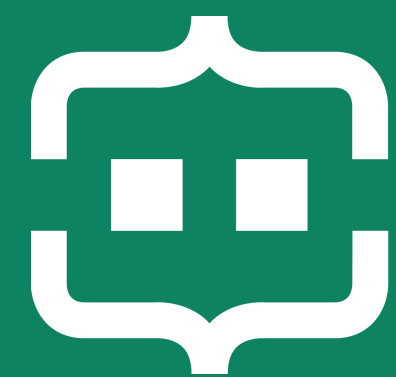


If you're not part of the solution,
You're Part of the Problem.

@alexcanessa | LeadDev London - June, 2024

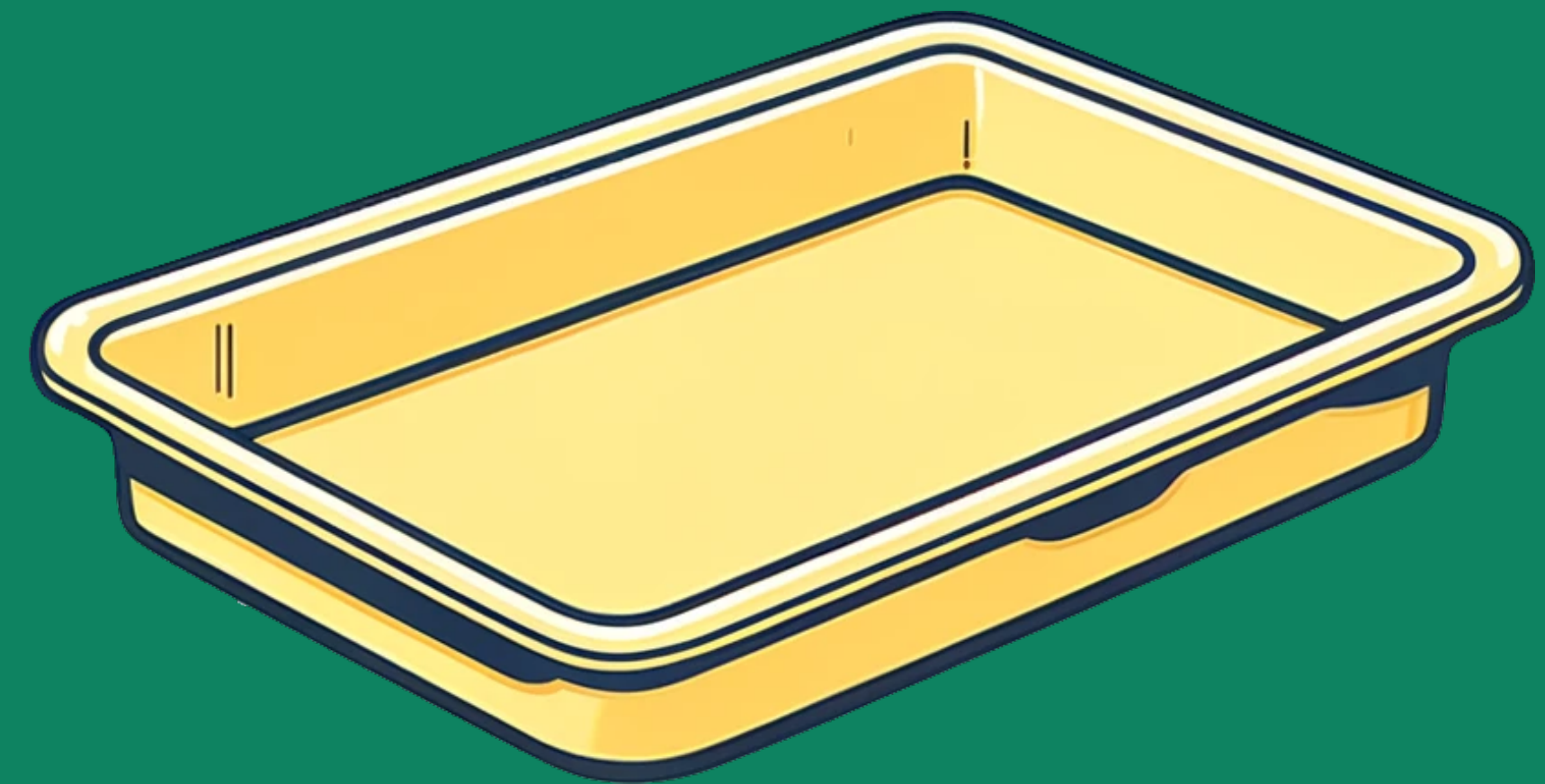
I'm Alex 🙌

Head of Developer Relations



commerce layer

Story time:
Airport security.



“

If you're not part of the **solution**,
you're part of the **problem**.

Being good \neq drive change.

Is it valid for **toxic work environment** as well? 💡

How about you?



How about you?

If you have ever worked in a toxic environment,
please stand up.

How about you?

If you tried to address the issue,
please stay up.

How about you?

If you have successfully improved
a toxic situation,
please stay up.

How about you?

Looks like 12%

<https://www.mckinsey.com/featured-insights/sustainable-inclusive-growth/chart-of-the-day/toxic-exodus>

Another (true) story:
Bench pressure.

Bench pressure.

Meet Riley



Bench pressure.

Meet Riley

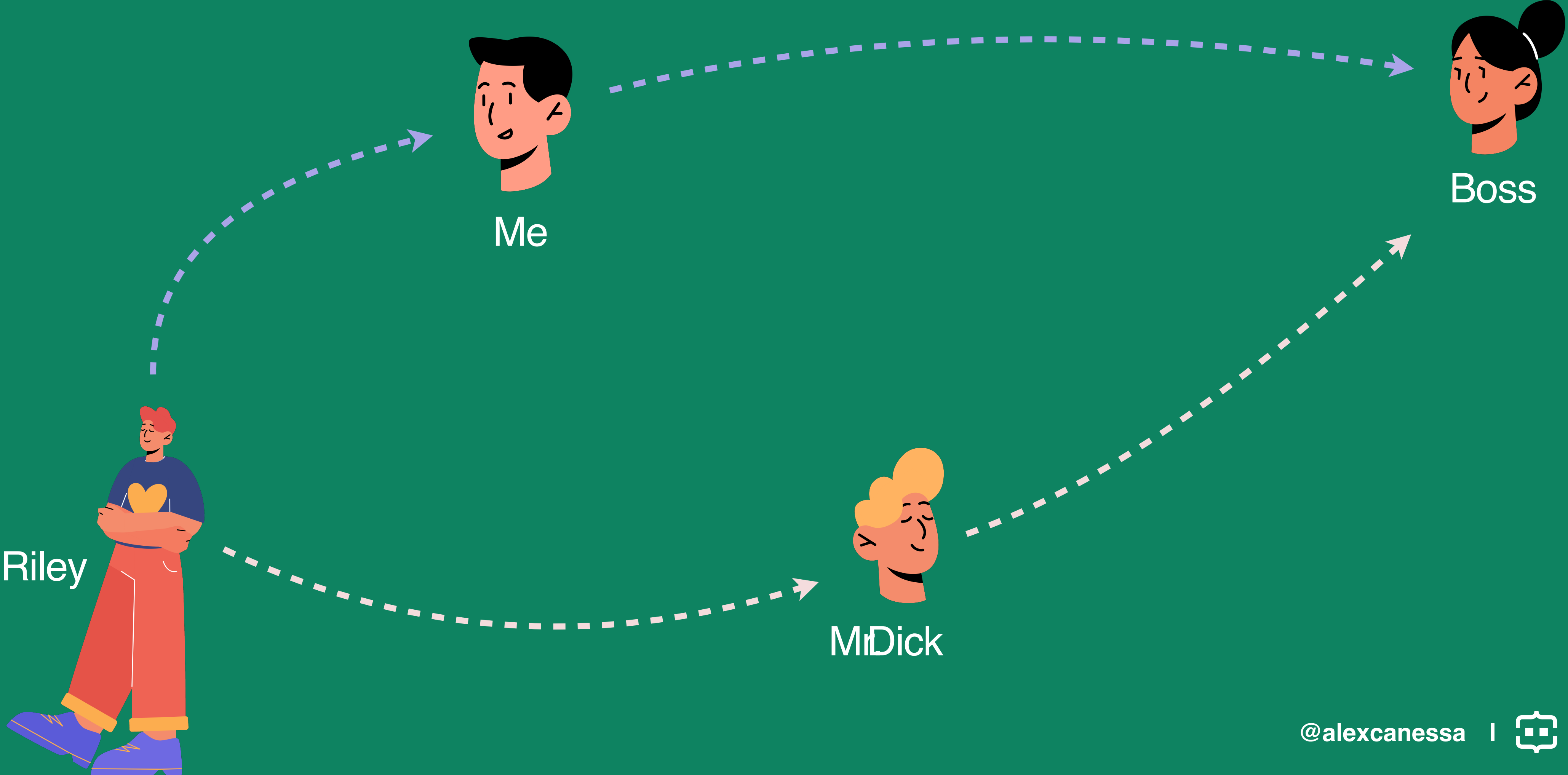


A junior software engineer.

I've been their mentor for 6 months.

After a few months they're now on the bench.

Bench pressure.



Bench pressure.



Mr. Dick



Riley

Bench pressure.



Riley

What did Riley do?

1. Did not react.
2. Tried to find a project themselves.
3. Escalate.

Bench pressure.



Riley



Me

Bench pressure.

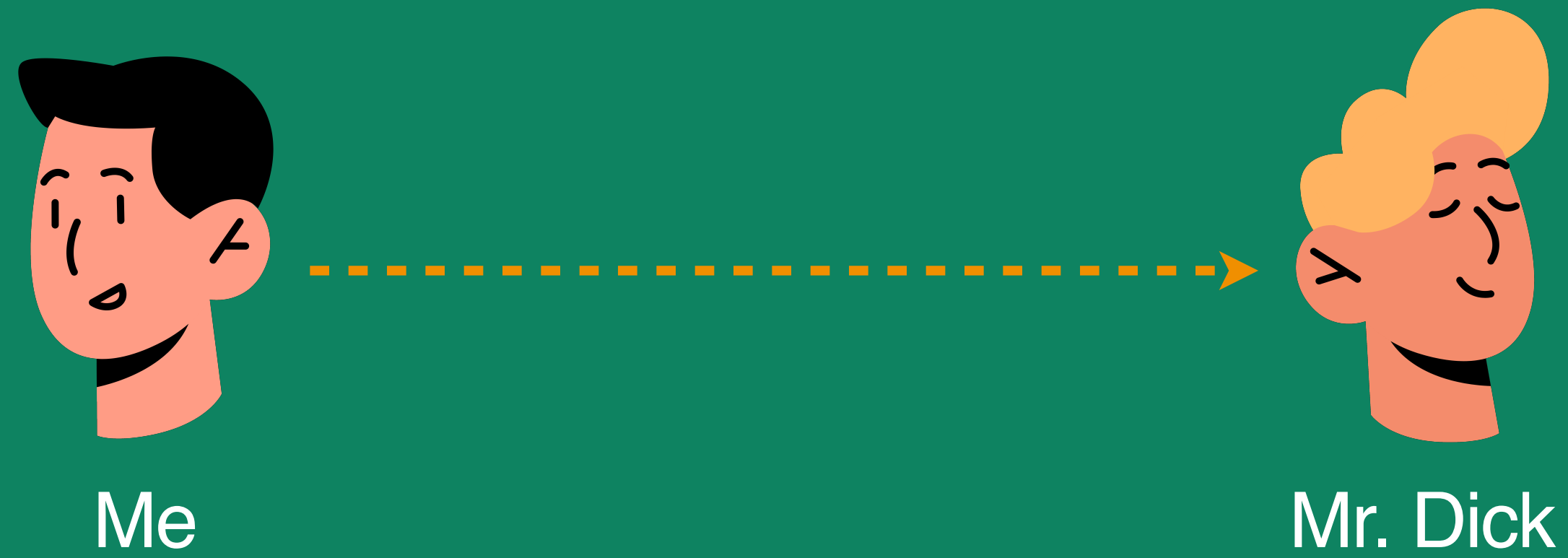


Me

What did I do?

1. Not their job to find a project.
2. Understand Mr. Dick's decision.
3. Give Mr. Dick my insights.

Bench pressure.



Bench pressure.



Mr. Dick

What did Mr. Dick tell me?

1. Riley's contract and cost.
2. Riley "has been difficult to work with".
3. Happy to let me handle this.

Bench pressure.



Riley



Me

Bench pressure.



Riley

What did I tell Riley?

1. How much I value them.
2. Mr. Dick's point of view.
3. Found a project could be best suited for them.

Bench pressure.



Riley

And saved them 🎉

Bench pressure.



Mr. Dick



Riley



What did I do
wrong?



Back to the airport.

Back to the airport.

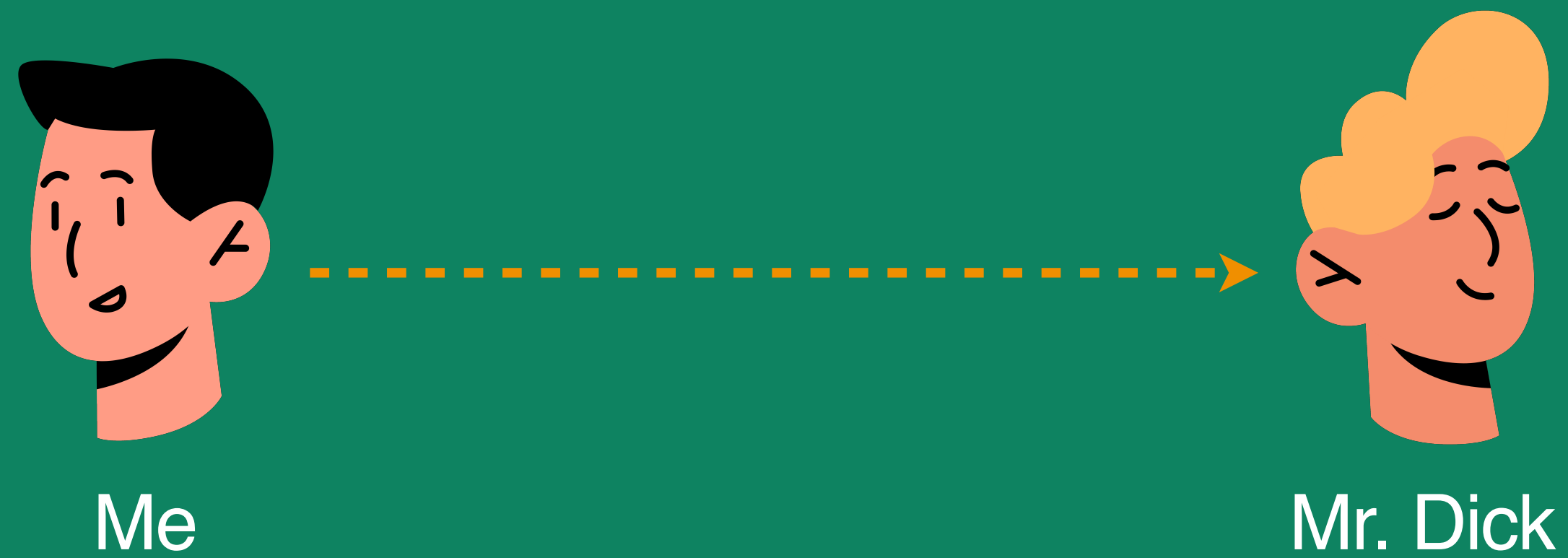
1. They keep leaving trays everywhere.
2. I feel exhausted by tidying up after them.
3. I cannot return every tray.



Mr. Dick

Start returning his
trays.

Mr. Dick to return his trays



Mr. Dick to return his trays



Me



Mr. Dick



Boss

Mr. Dick to return his trays



Me



★ Boss



Mr. Dick

Mr. Dick to return his trays



Boss

What should the boss do?

1. Assess the situation fairly.
2. Encourage a culture of feedback and self-reflection.
3. Lead by example and offer mentorship.

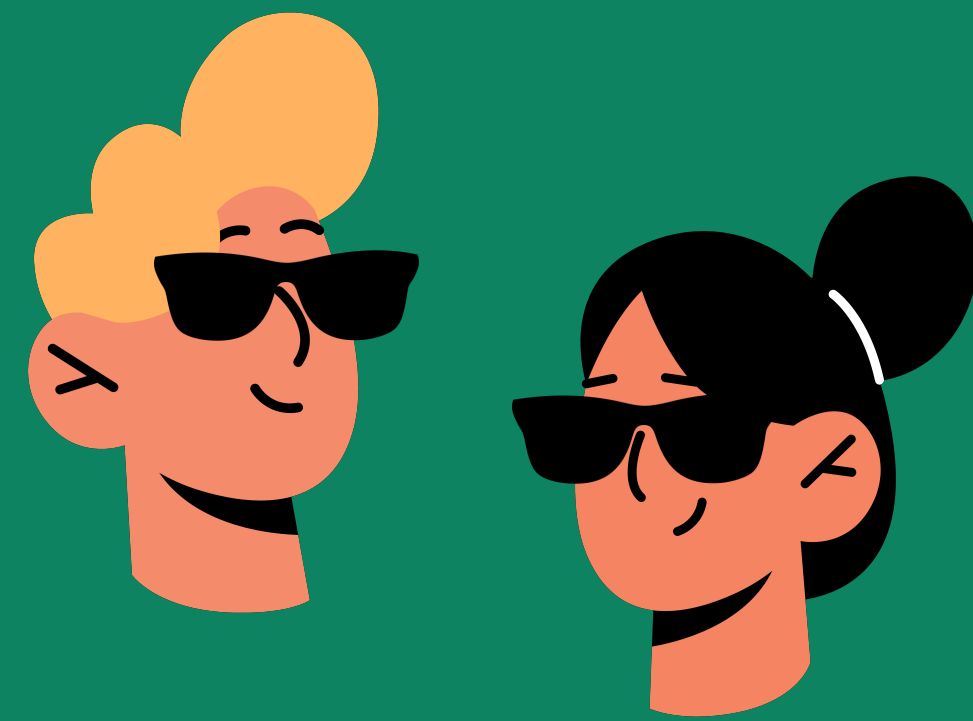
Mr. Dick to return his trays



Boss



Mr. Dick



Mr. & Mrs.
Dick

Solution?

Solution? Unfortunately none

Solution? Unfortunately none

How to find yours.



Mrs. Dick



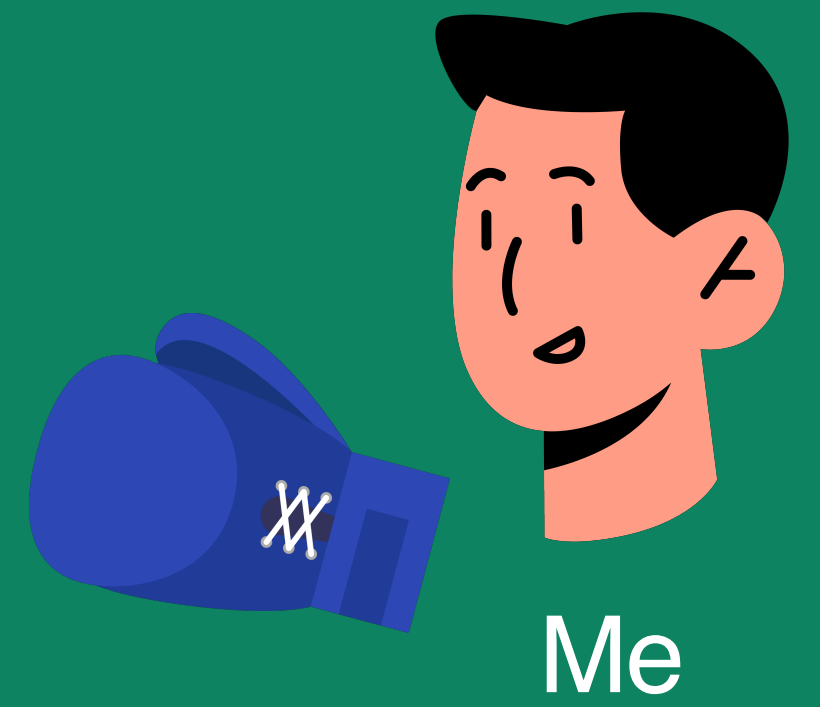
Mr. Dick



Me



Mr. Dick

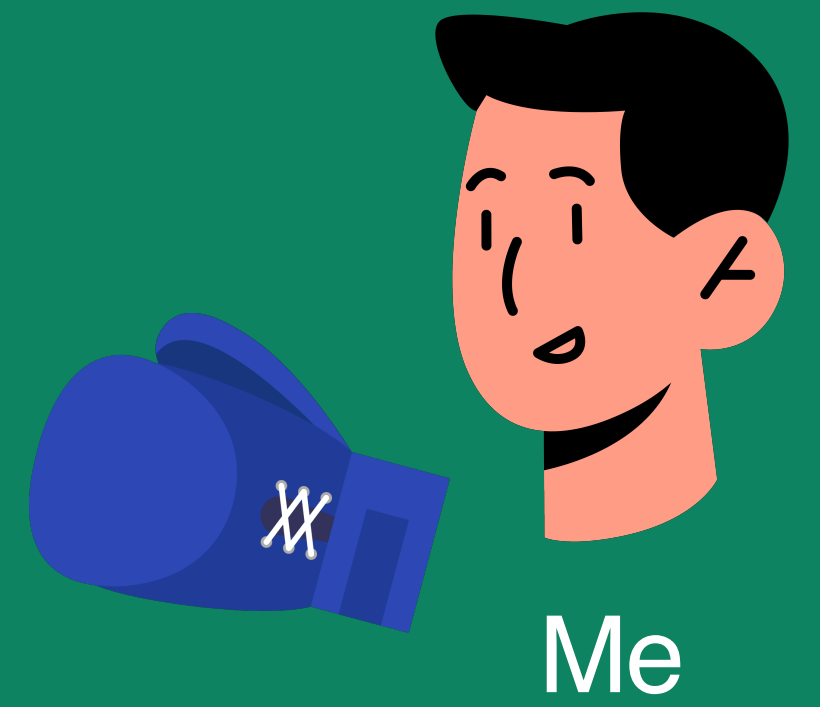


Me

Anger + anger = 2x anger



Mr. Dick



Me

Fight anger with empathy.



Mr. Dick

Non Violent Communication (NVC)

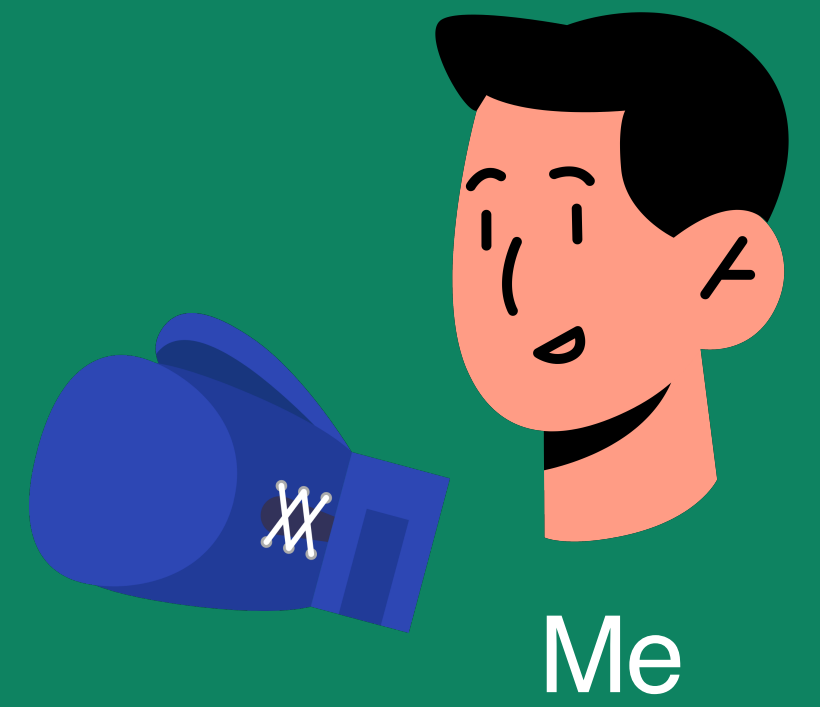
*“Expressing our needs without blame
and listening with empathy.”*

Non Violent Communication (NVC)

1. Observation.
2. Feeling.
3. Need.
4. Request.

Non Violent Communication (NVC)

“When you [observation], I felt [feeling] because I [need]. Could you [request].”



“Dear Mr. Dick, when you were a complete ars**ole...”





Me

“Dear Mr. Dick, when you decided to fire the developer, even after I expressed my concerns ...



Mr. Dick



Me

... I felt frustrated and undervalued ...



Mr. Dick



Me

... because I need my input
to be respected and
considered in decision-
making ...



Mr. Dick



Me

... could you please consider
my recommendations
seriously in the future?"



Mr. Dick

Repeat for every player.



Might not work.



Might not work.



Quitting is a valid option.

Quitting

1. Inspires collective action.
2. Triggers organisational reflection.
3. Encourages accountability.
4. Promotes talent retention efforts.

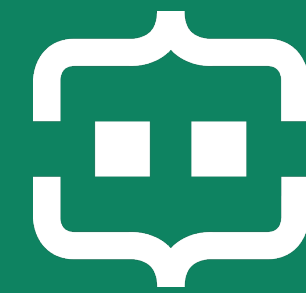
Epilogue.

Epilogue.



Me

I am no longer working there and I now
work for a wonderful company 🎉



Epilogue.



Mr. Dick

Had a promotion 🤔🙄

Epilogue.



Riley

I could help Riley finding a new
(great) job 🎉

Grazie 
See You Later for Questions

@alexcanessa