

# **A Nudge in the Right Direction**

Jason Wodicka

*they / them*











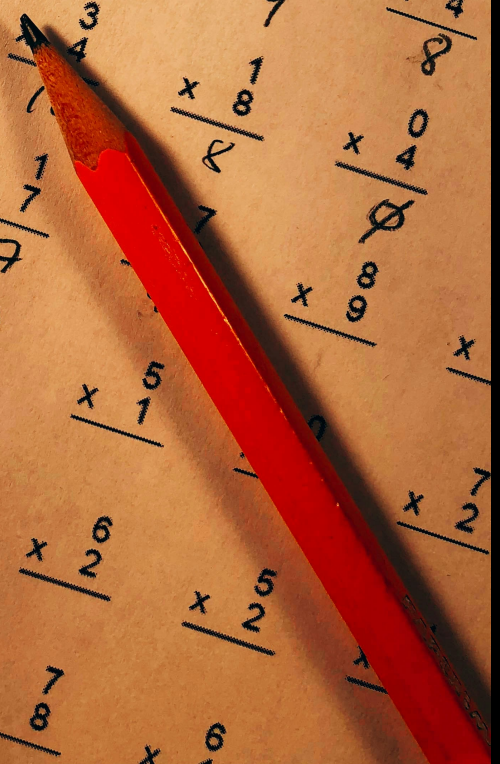






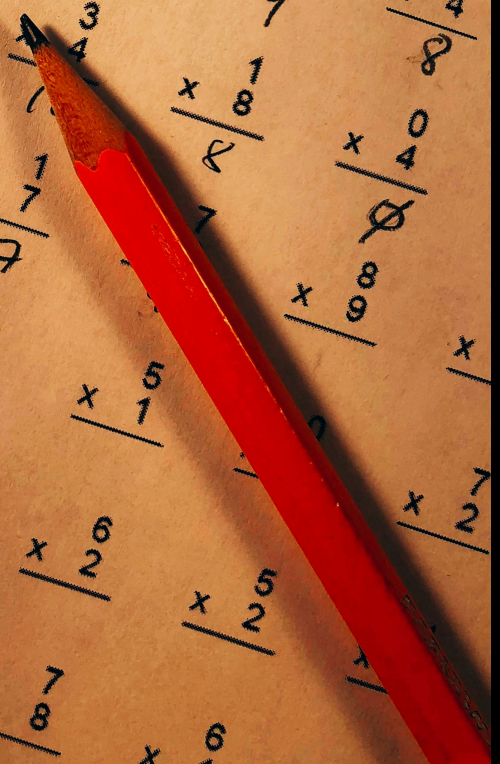
A collection of handwritten multiplication problems on aged paper, including:

- $\frac{x}{0} 0$  (crossed out)
- $\frac{x}{8} 2$  (result 16)
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- $\frac{x}{3} 8$  (result 24)
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- $\frac{x}{4} 3$  (result 12)
- $\frac{x}{9} 3$  (result 27)
- $\frac{x}{7} 8$  (result 56)
- $\frac{x}{3} 2$  (result 6)
- $\frac{x}{5} 2$  (result 10)
- $\frac{x}{4} 9$  (result 36)
- $\frac{x}{6} 6$  (result 36)
- $\frac{x}{8} 9$  (result 72)
- $\frac{x}{2} 0$  (crossed out)
- $\frac{x}{6} 6$  (crossed out)
- $\frac{x}{5} 5$  (result 30)
- $\frac{x}{8} 4$  (result 32)
- $\frac{x}{1} 9$  (result 9)
- $\frac{x}{7} 9$  (result 63)
- $\frac{x}{3} 5$  (result 15)
- $\frac{x}{3} 3$  (result 9)
- $\frac{x}{4} 4$  (result 16)
- $\frac{x}{1} 4$  (result 4)
- $\frac{x}{8} 0$  (crossed out)
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- $\frac{x}{7} 1$  (result 7)
- $\frac{x}{8} 8$  (result 64)
- $\frac{x}{9} 9$  (result 81)
- $\frac{x}{2} 9$  (result 18)
- $\frac{x}{1} 1$  (result 1)
- $\frac{x}{10} 3$  (result 30)
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- $\frac{x}{5} 5$  (result 25)
- $\frac{x}{10} 4$  (result 40)
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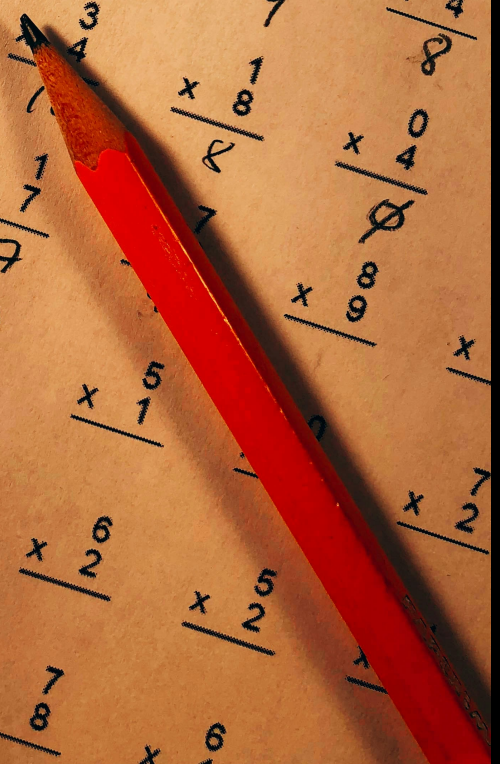
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```
defaultProps = {
  'default',
  deAvatar: false,
};

UserDetailsCardOnHover = showOnHover(UserDetailsCard);

UserLink = ({
  // ...
  secondaryLink,
  // ...
  renderAvatar,
  // ...
  // ...
  className={styles.container}->

  includeAvatar && {
    <UserDetailsCardOnHover
      user={user}
      delay={CARD_HOVER_DELAY}
      wrapperClassName={styles.avatarContainer}
    >
      <Avatar user={user} />
    </UserDetailsCardOnHover>
  }

  <div
    className={classNames(
      styles.linkContainer,
      inline && styles.inlineContainer
    )}
    <UserDetailsCardOnHover user={user} delay={CARD_HOVER_DELAY}>
      <Link
        to={{ pathname: buildUserUrl(user) }}
        className={classNames(styles.name, {
          [styles.alt]: type === 'alt',
          [styles.centerName]: !secondaryLink,
          [styles.inlineLink]: inline,
        })}
      >
        {children || user.name}
      </Link>

      {!secondaryLink
        ? null
        : <a
            href={secondaryLink.href}
            className={classNames(styles.name, {
              [styles.alt]: type === 'alt',
              [styles.secondaryLink]: secondaryLink,
            })}
          >
            {secondaryLink.label}
          </a>
      }
    </UserDetailsCardOnHover>
  </div>
  <span>
```

```
Link.propTypes = propTypes;
Link.defaultProps = defaultProps;
```

```
139     title="Home - Unsplash"
140     target="_blank"
141     rel="noopener noreferrer"
142     href={trackUrl(url)}
143   >
144     Instagram
145   </a>
146 </li>
147 </ul>
148 </div>
149 };
150 }
151
152 renderWhatsNewLinks() {
153   return (
154     <div className={styles.whatsNewLinks}>
155       <h4 className={styles.whatsNewLinksTitle}>
156         <ul className={styles.whatsNewLinksList}>
157           {this.renderWhatsNewLink(
158             {this.renderWhatsNewLink(
159               {this.renderWhatsNewLink(
160                 {this.renderWhatsNewLink(
161                   {this.renderWhatsNewLink(
162                     {this.renderWhatsNewLink(
163                       {this.renderWhatsNewLink(
164                         {this.renderWhatsNewLink(
165                       </ul>
166                     </div>
167                   );
168                 }
169               }
170             }
171             return (
172               <li className={styles.footerItem}>
173                 <a
174                   href={trackUrl(url)}
175                   target="_blank"
176                   rel="noopener noreferrer"
177                 >
178                   {title}
179                 </a>
180               </li>
181             );
182           }
183         }
184       renderFooterSub() {
185         return (
186           <div className={styles.footerSub}>
187             <Link to="/" title="Home - Unsplash"
188               <Icon
189                 type="logo"
190                 className={styles.footerSubLogo}
191               />
192             </Link>
193             <span className={styles.footerSlogan}>
194             </div>
195           );
196         }
197       }
198     render() {
199       return (
200         <footer className={styles.footerGlobal}>
201           <div className="container">
202             {this.renderFooterMain()}
203             {this.renderFooterSub()}
204           </div>
205         </footer>
206       );
207     }
208   }
209 }
```

```
defaultProps = {
  'default',
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  UserDetailsCardOnHover = showOnHover(UserDetailsCard);

  UserLink = ({
    // ...
    secondaryLink,
    children,
    useAvatar,
    name,
    {
      className={styles.container}
    }
  }) {
    includeAvatar && {
      <UserDetailsCardOnHover
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        delay={CARD_HOVER_DELAY}
        wrapperClassName={styles.avatarContainer}
      >
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      >
        {secondaryLink.label}
      </a>
    }
  </UserDetailsCardOnHover>
</div>
<span>
```

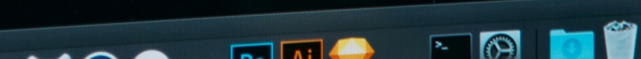


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```
139
140
141
142
143
144
```

```
title=""
target=""
rel="noopener"
href={trac
```

```
207
208
209
```

















# **Hands-off engagement**

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**Hands-off engagement**

**Lead with questions**

**Hands-off engagement**

**Lead with questions**

**Hands-off engagement**

**Lead with questions**

**Present evidence**



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**HELP!**

**Ask for context**

**Ask for context**





**Ask for context**

**Confirm and correct**



**Ask for context**

**Confirm and correct**

**Ask for context**

**Confirm and correct**

**Ask for context**

**Confirm and correct**

**Highlight key details**

**Ask for context**

**Confirm and correct**

**Highlight key details**

**Ask for context**

**Confirm and correct**

**Highlight key details**

**Ask for context**

**Confirm and correct**

**Highlight key details**

**Ask for context**

**Confirm and correct**

**Highlight key details**

**Ask for context**

**Confirm and correct**

**Highlight key details**

**They decide what to do**



**Ask for context**

**Confirm and correct**

**Highlight key details**

**They decide what to do**

**Ask for context**

**Confirm and correct**

**Highlight key details**

**They decide what to do**

**Ask for context**

**Confirm and correct**

**Highlight key details**

**They decide what to do**

**Ask for context**

**Confirm and correct**

**Highlight key details**

**They decide what to do**

**A**sk for context

**C**onfirm and correct

**H**ighlight key details

**T**hey decide what to do





**What am I going to ask?**

**What am I going to ask?**



**What am I going to ask?**

**What am I going to ask?**

# Tools for giving help

## Principles

Hands-off engagement

Lead with questions

Present evidence

## Process

Ask for context

Confirm and correct

Highlight key details

They decide what to do

**Ask: “What am I going to ask?”**

# Tools for giving help

## Principles

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## Process

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## Process

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They decide what to do

Ask: “What am I going to ask?”

# Want to talk more?



[tech.lgbt/@jsw](mailto:tech.lgbt/@jsw)



[linkedin.com/in/jasonwodicka](https://www.linkedin.com/in/jasonwodicka)



[@Jason Wodicka](https://twitter.com/JasonWodicka)