

# How to Complain Positively



**Josh Goldberg**

@ JoshuaKGoldberg .com



To: Manager ; entire dev team

Subject: Why are we using Jenkins?

Body:

The Jenkins UI is clunky, confusing, and hard to use. Surely there must be something better. Can we switch to that?



@ JoshuaKGoldberg .com

# Complaining Positively

- ✓ 1. Specify a Problem
- ✗ 2. Investigate Context
- ✗ 3. Build Consensus

# 1. Specify a Problem



this  
sucks



I have problem  
X, and it is  
impacting me in  
way Y.



The Jenkins UI is clunky, confusing, and hard to use.



The Jenkins UI requires many clicks for common tasks such as checking build status, with low information density and poor performance. It is slow and frustrating to perform those tasks.

## 2. Investigate Context



# Technical context

@ JoshuaKGoldberg .com

# Team context

@ JoshuaKGoldberg .com

# 3. Build Consensus

(or not!)

Copyrighted Material

# HOW TO WIN FRIENDS & INFLUENCE PEOPLE

*The Only Book You Need  
to Lead You to Success*

Dale  
Carnegie

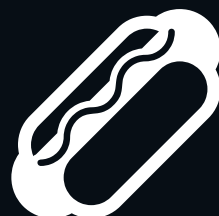
UPDATED  
FOR THE NEXT  
GENERATION  
OF LEADERS

Copyrighted Material

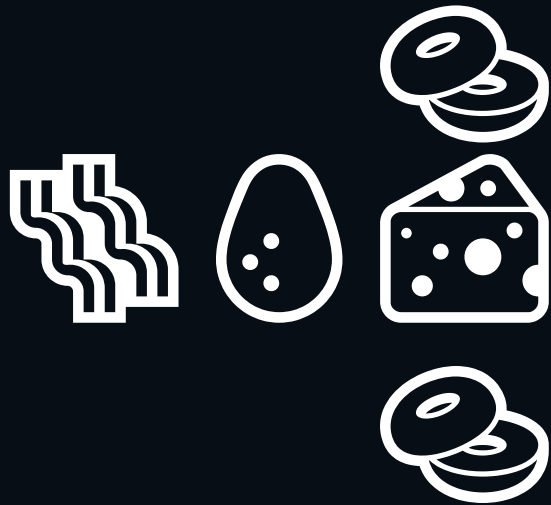
@ JoshuaKGoldberg .com



@ JoshuaKGoldberg .com



# How to Complain Positively



1. Compliment existing work
2. Gently express grievances
3. Hope for the future

# Recap

1. Specify a Problem
2. Investigate Context
3. Build Consensus





# Thank you!



@ JoshuaKGoldberg .com