

# Sample Mini Tutorial Submission

## Title

Interfacing with Humans: How to Manage in Prod Ops

## Description

Whether you call it Prod Ops, System Engineering, or simply "keeping it all working," ops managers face some particular challenges. How do you build new projects and services while solving all the production emergencies caused by the old, broken infrastructure? How do you juggle the demands of other teams in the company while keeping the site running? Above all, how do you give your team agency and keep them happy in a high-pressure, distraction-driven, 24x7 environment? Learn practical skills and techniques for the human side of Ops in this mini-tutorial by Connie-Lynne Villani.

## OUTLINE

This tutorial breaks down into three separate sections of prod ops management: managing teams, managing clients, and managing events, while providing tools and interactive practice for each area.

### Managing teams:

- Building Teams
- Dealing with different, and sometimes difficult, personalities.
- Keeping your team members from being overwhelmed or burning out.
- Real Life Practice:
  - Conducting an Interview
  - Performance Management
  - Building an on-call rotation

### Managing Clients:

- Managing your team's reputation.
- Interfacing with client teams successfully.
- Real Life Practice:
  - Fist to Five
  - Collaboration Contracts
  - Consensus Building
  - Service Onboarding

### Managing Events:

- Managing projects and firefighting while letting people make their own choices.
- Keeping production systems up and running with minimal manpower.
- Real Life Practice:
  - New Hire Processing

- Incident Analysis
- Celebrating Success Publicly

### **Who Should Attend?**

The target audience for this talk is primarily managers (product, project, and people), or people looking to move into management. However, individual contributors are an excellent secondary audience for this talk because it provides real-life tools they can bring back to their team, and guidance on being a leader even if you aren't the manager.

### **Take Back to Work**

Attendees should bring back to work the following practical techniques for people management, including:

- How to interview for the skills you want while avoiding bias.
- How to coach underperformers, even when it's uncomfortable.
- How to encourage growth.
- How to distribute work equitably and manage time.
- Techniques for avoiding burnout (for the manager and the ICs).
- Three different techniques for collaboration (Fist to Five, Collaboration Contracts, and Parallel Thinking).
- How to set expectations and evaluate resources when taking on new projects for your team.
- How to prepare for and anticipate crisis, and keep a team functional during that time.

### **Topics Include**

Topics covered in this mini-tutorial include:

- Hiring
- Performance management
- Product management
- Tools for collaboration
- Time management
- On-Call Rotations
- Incident Analysis