Architecting Interaction Styles

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Abstract

A system architects needs skills to apply different interaction styles, depending on the circumstances. This document discusses the following interaction styles: provocation, facilitation, leading, empathic, interviewing, white board simulation, and judo tactics.

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provocation
when in an impasse: provoke
effective when used sparsely

facilitation
especially recommended when new in a field:
contribute to the team, while absorbing new knowledge

leading
provide vision and direction, make choices
risk: followers stop to give the needed feedback

empathic
take the viewpoint of the stakeholder
acknowledge the stakeholder's feelings, needs, concerns

interviewing
investigate by asking questions

whiteboard simulation
invite a few engineers and walk through
the system operation step by step

judo tactics
first listen to the stakeholder and then
explain cost and alternative opportunities