How To Communicate With Developers…

- About usability concerns.

Do Developers Even Care About Usability?

- YES! Well, maybe, er, hopefully?

Keep In Mind

- Usability is fairly opinionated, and everyone has an opinion.

Seeing Is Believing

- Usability problems are interesting. Seeing the problem is easy; Fixing them, not so much.

- When presenting usability issues to a team, describe the following:
  - What is the problem.
  - What methodology was used.
  - Any non-pre-interpreted data available.

  - "Just the facts Ma'am."

Did Someone Say Free Lunch?

- Include the development team in your usability test when possible.

So, How Do You Communicate With Developers?

- Ask them their preferred communication style.

- Build rapport earlier rather than later...

Software Development Is Tough

- What do developers (hopefully) consider when making a change?
    - Architecture
    - Future maintenance
    - Difficulty / time / cost
    - Technology
    - Consistency
    - Technical ability

    - Cool vs UGH…

When Things Get Tough

- And things will get tough…

- Fallback on Crucial Conversation skills
  - Breath
  - Safety first
  - Present Facts
  - Mutual Purpose

Things To Consider

- You're (most likely) not Google. You don't have unlimited resources.

- Don't let the perfect be the enemy of the good.

- Fix problems, don't rearrange deck chairs.

- Frugal experimentation.

- Don't be afraid to fail. Because, you will fail.

Summary

- Ask, build rapport, build mutual purpose.
- Include developers in usability tests.

- And, free lunches, are always nice.