

Offset	Topic
00:17	<ul style="list-style-type: none"> • Intro
	<ul style="list-style-type: none"> • 2nd anniversary show, June 20th • Quick review of The Jennifer Morgue, by Charles Stross
03:45	<ul style="list-style-type: none"> • Word of the Week: Classic C
	<ul style="list-style-type: none"> • http://catb.org/~esr/jargon/html/C/Classic-C.html
04:51	<ul style="list-style-type: none"> • Inner Chapter: Empathy
	<ul style="list-style-type: none"> • What is it? <ul style="list-style-type: none"> • Empathy - the ability to understand and share the feelings of another • Connotes understanding without necessarily having exactly the same experience • Sympathy - understanding between people; common feeling • Connotes a shared frame of reference or overlapping experience • Empathy is harder since it requires getting out of one's own head • It is more useful as it is more generally applicable • Why is it important? <ul style="list-style-type: none"> • Personally <ul style="list-style-type: none"> • While hackers often share a common core of experience, there are often substantial differences • The academic versus the self taught • The monomaniacally obsessed versus the more casual hobbyist • Both experience and skills are often very broad <ul style="list-style-type: none"> • Cannot always rely on common experience, past or present • Some empathy can help when your weaknesses are different from someone else's • Can especially help when your strength is someone else's weakness • Despite common social skill problems, hackers are people, too • Empathy with a challenge, technical or otherwise, promotes positive feeling • Estrangement can magnify the anxiety problems induce • Professionally <ul style="list-style-type: none"> • Especially in interface design • Both for users and other hackers • Having a reasonable model of someone else's expectations reduces surprises in the interface • APIs are used by people, too, so are governed just as much by intention and expectation • Lack of empathy can lead to unclear, hard to understand APIs • "It was obvious to me" vs. "It is obvious to the average hacker" • In a business

Offset

Topic

- Helps with requirements analysis
- Similar to interface design
- Understand the pain, problem felt by the stakeholder
- Maybe understand competitors, why they took different approaches
- Mentoring, professional development
- Like the personal aspect, but more so
- How to cultivate it?
 - Listen
 - Consciously stop thinking about yourself, how everything relates to your own concerns
 - Otherwise, not really sure

16:17

• Outro

- Contact me
 - Email to feedback@thecommandline.net
 - Web site at <http://thecommandline.net/>
 - IM to command.line@skype
 - Listener comment line is 360-252-7284
 - del.icio.us tag is "for:cmdln"
 - <http://twitter.com/cmdln>
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