

# Denise's User Manual

TL:DR Summary for those short of time



SENIOR TECHNICAL WRITER

# Conditions I like to work in

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- **Purposeful Workspace**

I find too much clutter distracting. Despite how cluttered my desk looks in the picture, everything has a purpose. The dinosaur is for my “rubber duck debugging”, for example.

- **Instrumental Music**

Whether I’m in an open-plan office or working alone at home, I work best with instrumental music (genre is mood-dependent, from smooth café jazz to techno)





# Times / hours I like to work

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- **Scheduled Working Hours**

I do my absolute best to stick to my scheduled working hours, whatever those happen to be. Currently they're Mon-Fri, 12:30pm-5pm GMT.

- **Scheduling Meetings With Me**

I don't mind people booking things in my calendar if I am free. I keep my calendar open specifically so people can do this.

- **Starting Early**

I am not a morning person but I do like the quiet hours when no one is around to interrupt my train of thought. Said train is easily derailed.



# Best ways to communicate with me

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- **Instant Messenger**

I check my instant messenger (Slack, Teams, etc) throughout the day. @ me if you want my attention as soon as I am available. This is my favourite way to be contacted.

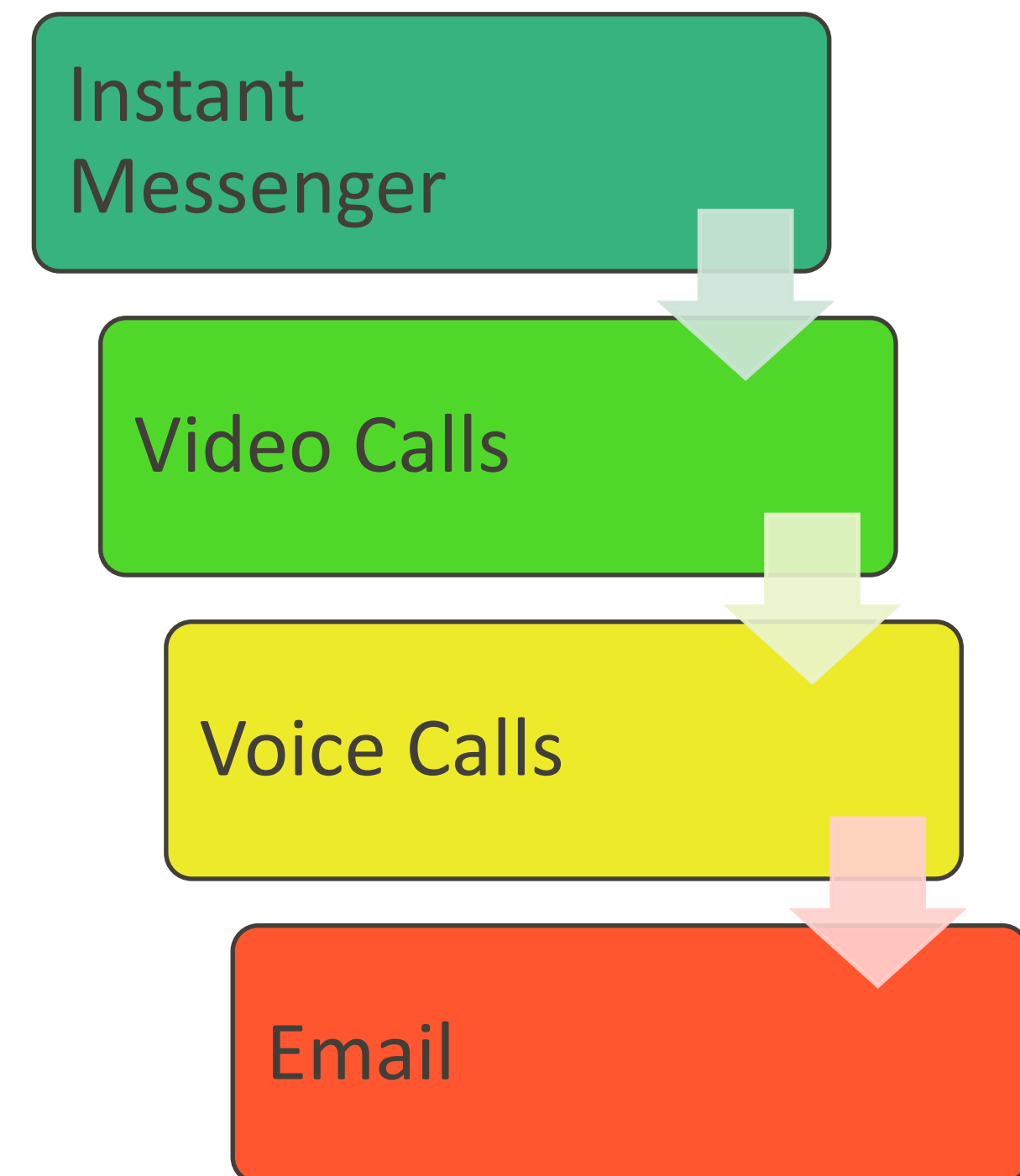
- **Video/Voice Calls**

I prefer video calls over voice calls but I do still enjoy calls so if you want to get in touch with me, just give me a ring!

- **Email**

I check my emails first thing in the morning and again at lunch and action them before I start on work. There can be a delay if you email me.

## Order of Preference



# How I best receive feedback

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- **Transparency**

I'd rather have difficult conversations than things be unspoken or inauthentic, so just be straight with me.

- **Constructive Criticism**

I see all feedback as a learning opportunity so I like any feedback to include specific examples and suggestions on how I / it could be better/different.

- **Time to Process**

I prefer feedback, whether positive or negative, to be in writing, ahead of a face-to-face conversation. This gives me time to process my feelings about it.





# Things I need

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- **Gentle Reminders**

It's not unusual for me to forget something. I don't mean to and my forgetting does NOT mean that I didn't think it was important. Please just remind me.

- **Structure**

I rely on structures to get things done in a timely manner. If these structures don't exist then I'll make them. This includes my bullet journal for keeping track of my tasks, and my EOD handover.

- **Feedback**

I need feedback – whether it be affirmation or constructive criticism. Though I'll accept an absence of “points to improve” during a retro as positive feedback.



# How I learn best

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- **“Talk to me like I’m five”**

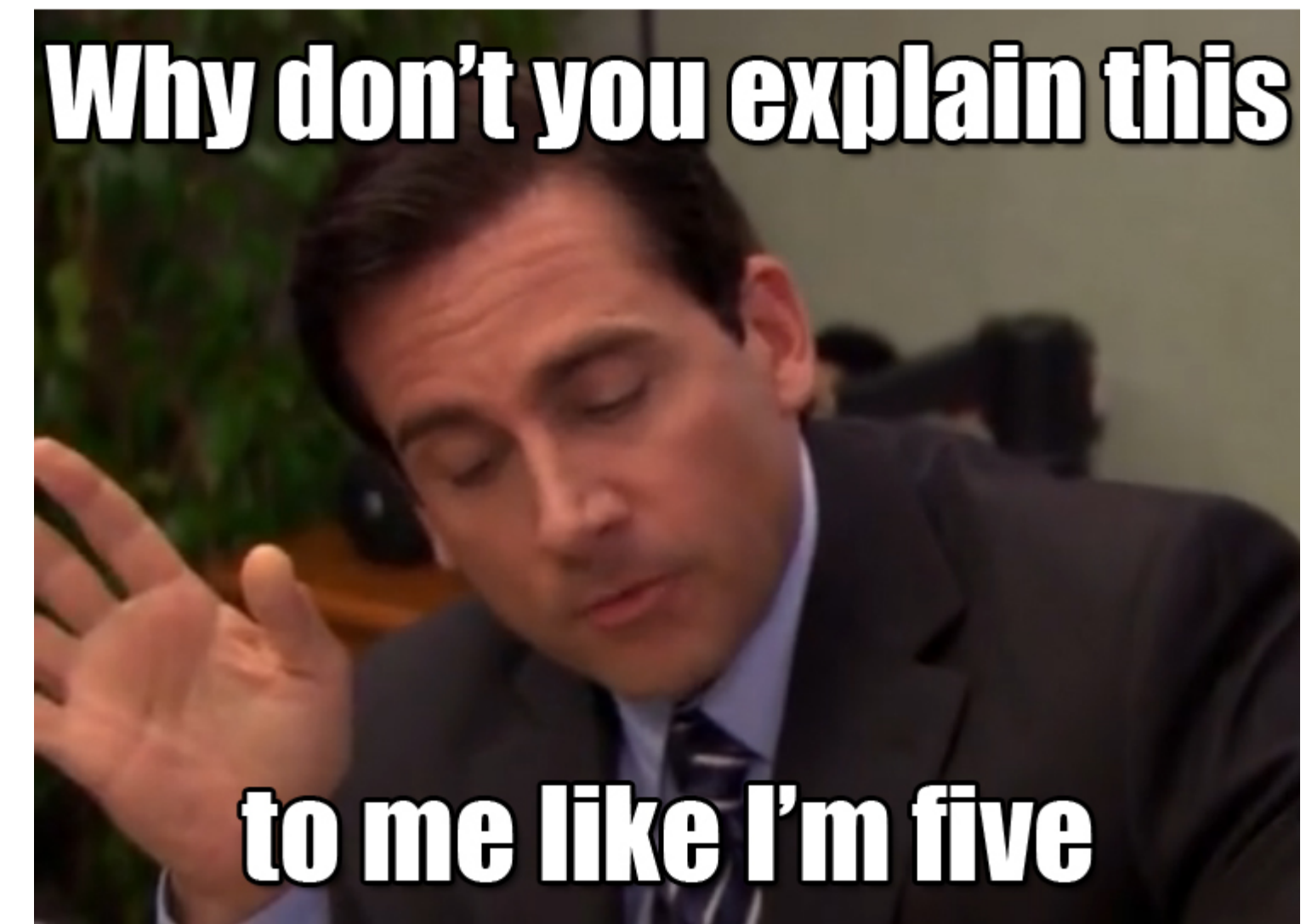
Before starting off something, I like to have as much upfront details or context that I can read to get familiar. Although visuals help, I love having things explained to me in detail.

- **Worked Examples**

I prefer having examples whenever possible, so that I can see how things are meant to work.

- **The Five Whys**

I crave simplicity so, if I don’t understand something, I’ll often find myself asking the “Five Whys” to work out what’s going on or how it could be done differently/efficiently.



# Things I struggle with

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- **Unclear Objectives**

I struggle with open-ended requirements, I like to have a clear objective to work towards to help stay on topic. If I don't understand the wider purpose behind why we are doing something, I find it hard to engage with it.

- **Distraction**

I am easily distracted by everything. If I'm finally "in the zone", I struggle to not get cross at whatever or whoever interrupts me.

- **Time**

I can be time-blind. I'm getting better but I tend to be over-optimistic with how long things will take me to complete.





# Things I love

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- **Matchmaking**

I like to listen to everyone's ideas and issues and I really enjoy matching folks up with other people who might have useful solutions for them.

- **Incremental Improvements**

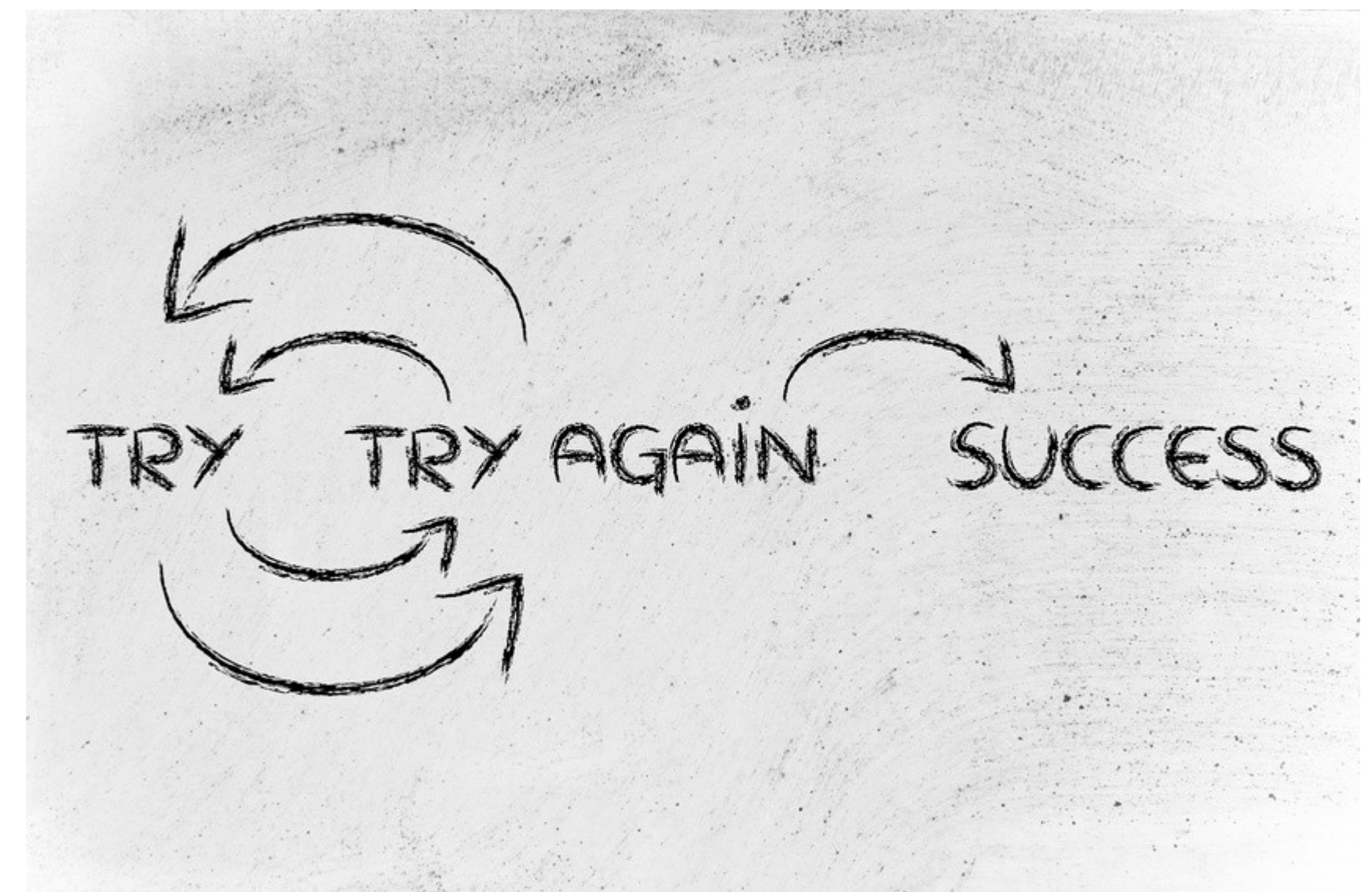
I really enjoy coming up with solutions to problems, even when they're tiny solutions to seemingly trivial problems.

- **Novel Projects**

I like trying new things and really love tackling big projects that require lots of strategising.

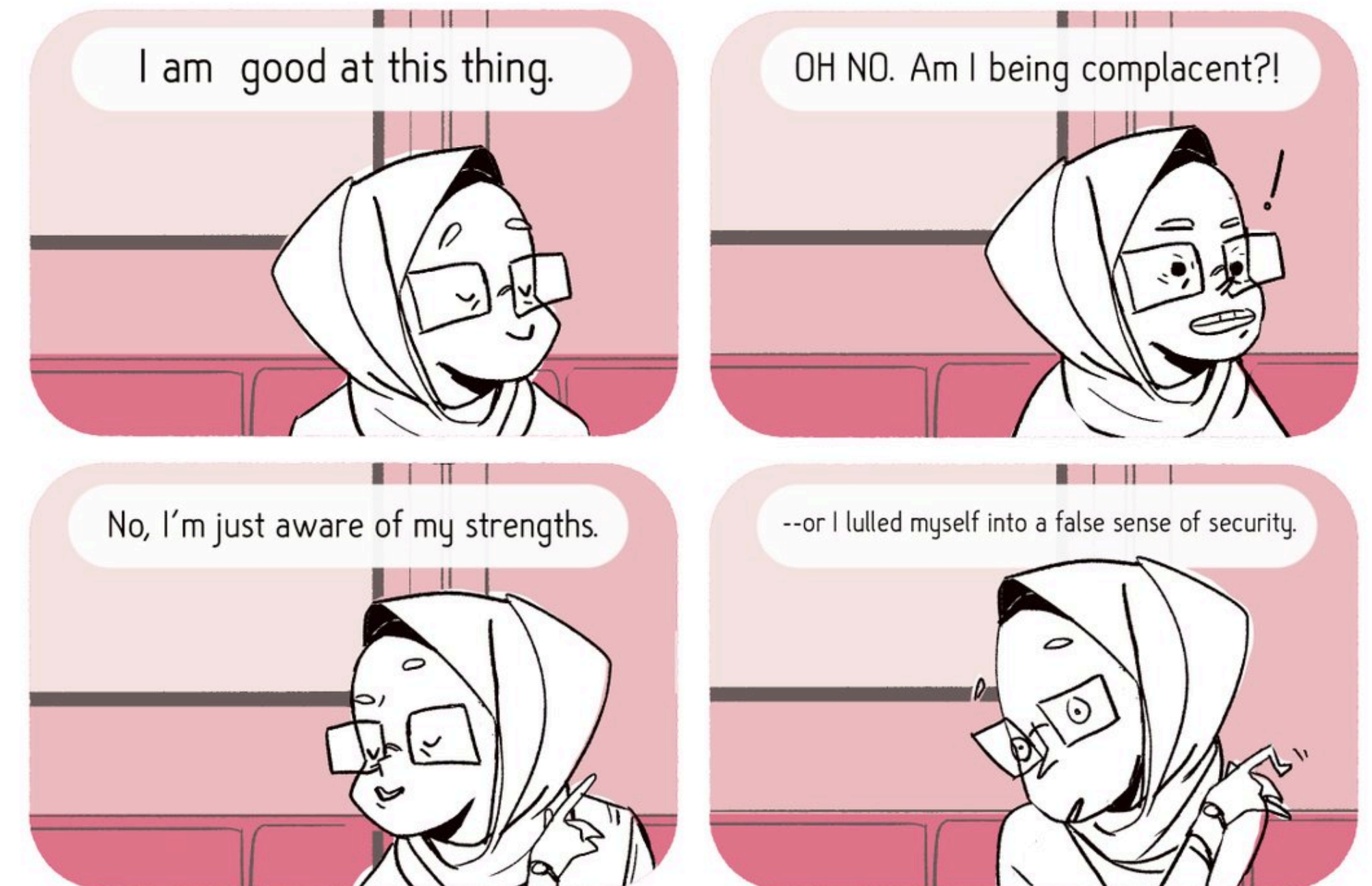
- **Cycling**

I love my bike. I am a cycle campaigner so everyone can love their bikes, too.



# Other things to know about me

- **Neurodiverse** I am ADHD and struggle with maintaining concentration. I have A LOT of workarounds. I also struggle with §
- **Genderqueer**  
I prefer the *singular they* but I'm happy to be referred to by pretty much any pronoun.
- **Honest** I am an open book. You'll know what I'm thinking and, if you don't, feel free to ask and I will be more than happy to share.
- **Fair** Fairness really matters to me. If I think someone is not being treated fairly, or someone is having an unfair impact on others, I will find it hard not to call out.





# If I were an animated gif / meme / animal / song, I would be...

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**Do today those things  
for which you will thank  
yourself tomorrow.**

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**MY FAVORITE SAYING**