

# About me – Kyle Monahan

- Senior Data Science Specialist, Tufts University
  - Bridge HPC and data science
  - Support students, staff, and faculty
  - Generate tutorials and workshops
  - Enable research and data science workflows
- Taught ENV-170 Environmental Data Visualization

As a facilitator how do you modulate conversation, on complex issues, with a user?

- Read the literature
- Refer to examples from their own field
- Use metaphor

# What is the most challenging aspect of your interaction with users?

- Too many users, not enough time
- Teaching basic Linux skills for each new lab member – opportunity for async
- Preference for one-on-one meetings over tutorials / recordings

Is there anything you have said or done that felt embarrassing? How did you recover?

- Constantly forget how to say names
  - Document consultations better
- Mix up details on projects
  - Try to leave a few minutes of preparation before meeting

How has explaining complex issues to users enriched your life experience?

- The skills are applicable more broadly
  - Explaining my role at Tufts to my parents
  - Justifying model selection to grant reviewers
  - Anytime clarity in explanation is required

How helpful are your past experiences in explaining complex issues?

- I have taught for over a decade
  - Knowing when no one “gets it”
- Confirm understanding by asking questions of users
- Use metaphor

Thank you!  
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