

MELBOURNE CTO

CTO SCHOOL MELBOURNE

March 2019

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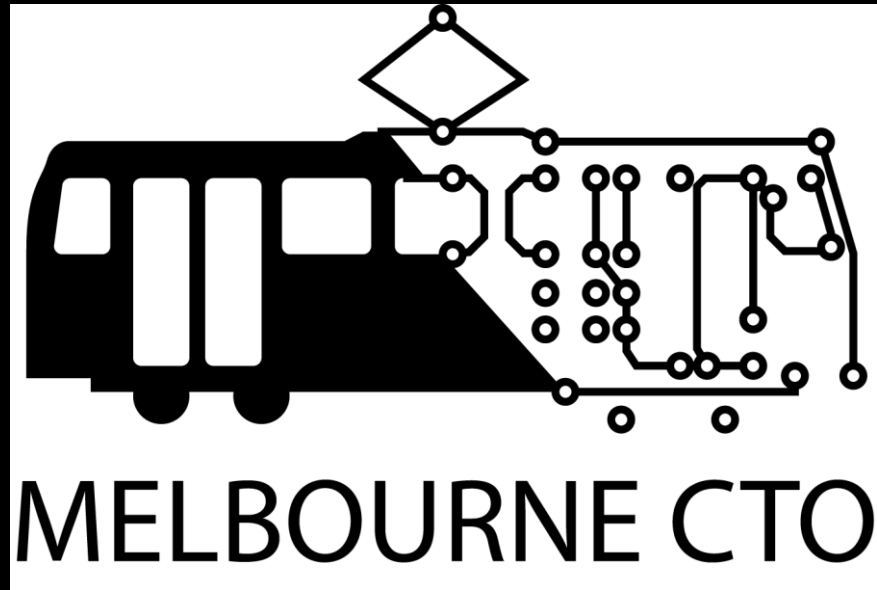
This month's topic

Flexible work: is it the future of work?

Kate Lanyon & Nicola Nye

eugene

 **FastMail**



CTO SCHOOL MELBOURNE

Co-Hosts

Kate Lanyon – Eugene

Nicola Nye – FastMail

Panel

Bron Gondwana – FastMail

Jessica DuHadway – Envato

Jo Montanari - Culture Amp

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FLEXIBLE WORK: THE FUTURE OF WORK?



FORMAT

Intro

- What, why, when flexible work
- Our delightful panel

Panel

- Why people want/hire for flex workers
- Challenges! Obstacles! Here be dragons!
- Tools, successes
- Q&A

Wrapup

WHAT'S MEANT BY FLEXIBLE WORK?



Offset hours



Part time



Job share



Remote: local, national,
international, interstellar

WHY IS THIS IMPORTANT?



EMPATHY



DIVERSITY



LOYALTY



AWESOMENESS



YOUR PANEL

Bron Gondwana

Chief Executive Officer, FastMail

Jessica DuHadway

Senior Engineering Manager, Envato

Jo Montanari


Director of Product Culture & Operations,
Culture Amp

Vanessa Freeman

Chief People and Culture Officer,
Redbubble

WHY DO PEOPLE LOOK FOR FLEXIBLE
WORK?






“Flexible work means I can prioritise my ongoing medical needs without having to call in sick every day.”

– *Alison, server developer*



“I have a young family and a long commute. I want to be able to see my family more.”

– *Sally, senior mobile developer*



“I have developed an app in my free time and want to spend time following up marketing opportunities.”

– *Matthew, iOS engineer*



“I love surfing. Being able to spend three months working near the beach lets me follow my passions.”

– *Jing, engineering manager*




“Being neurodiverse means I get overwhelmed with too much time in the busy office. Some time in the quiet of home means I can focus better.”

– *Dave, operations lead*



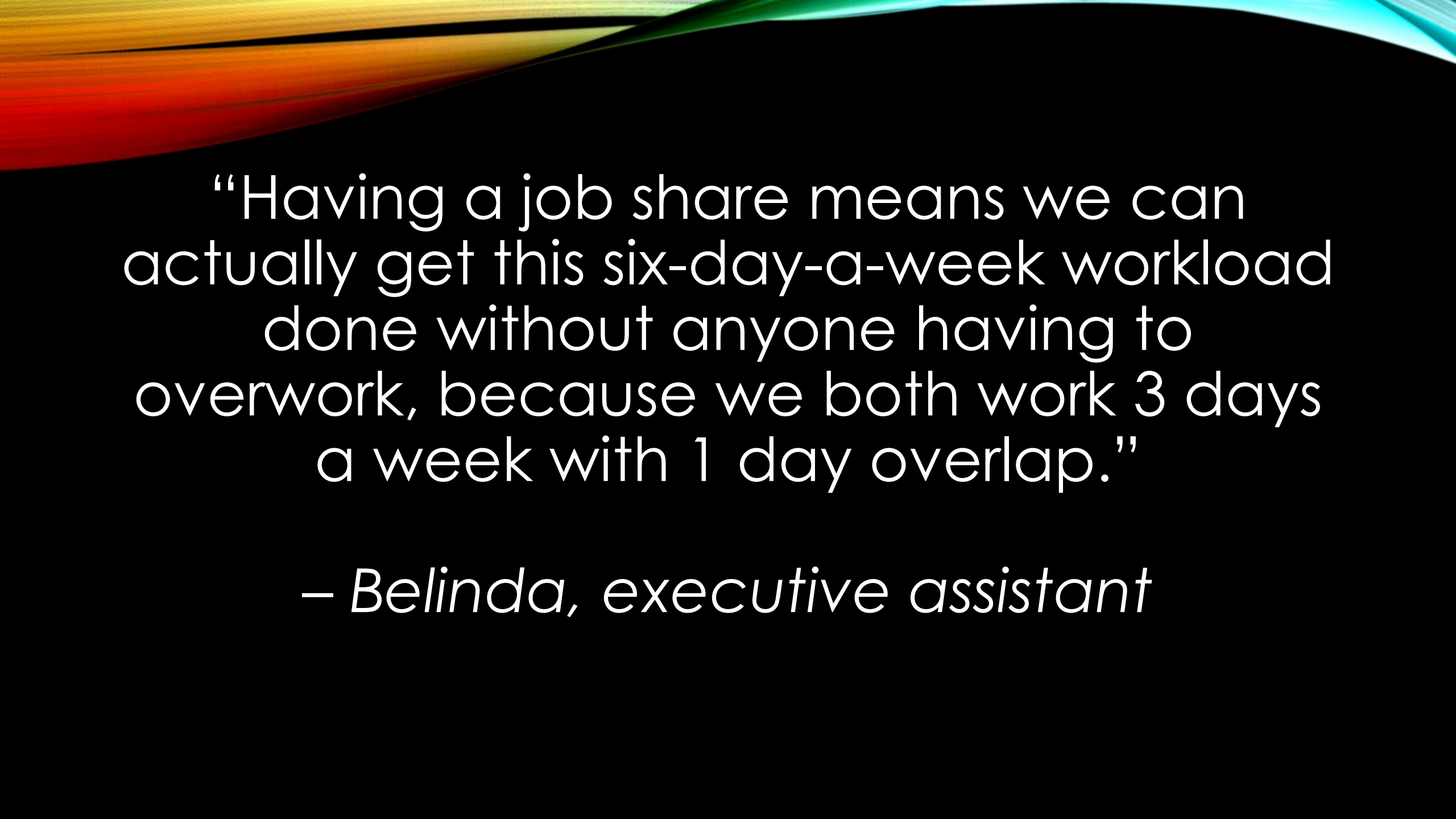
“Comedy is my life! Starting work later in the day lets me sleep in after performing at a late night show.”

– *Kourtnee, support engineer*



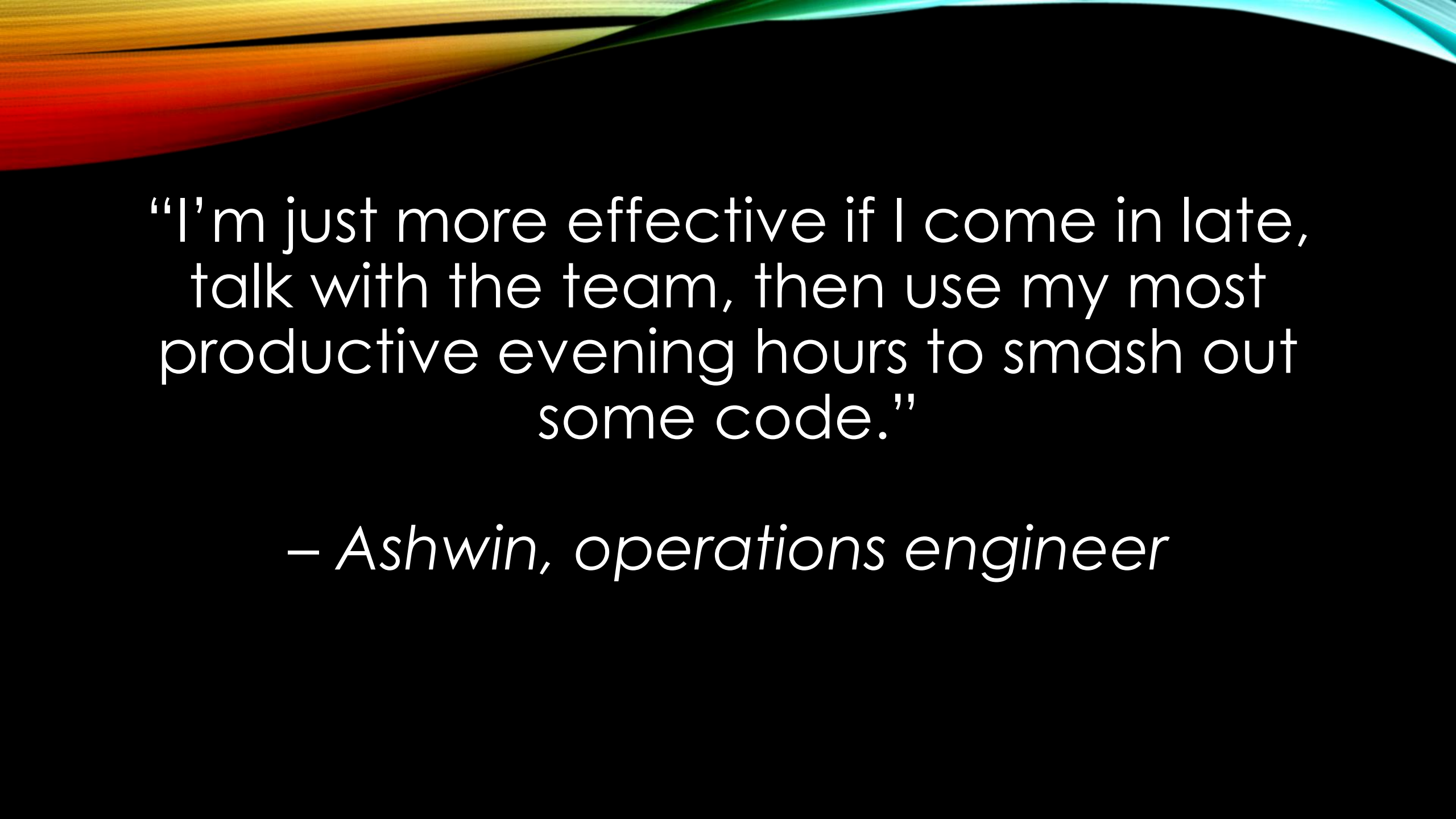
“We have team members around the world, which means meetings at weird hours. Adjusting my office hours and taking meetings from home just makes sense.”

– *Nicola, executive*



“Having a job share means we can actually get this six-day-a-week workload done without anyone having to overwork, because we both work 3 days a week with 1 day overlap.”

– *Belinda, executive assistant*



“I’m just more effective if I come in late,
talk with the team, then use my most
productive evening hours to smash out
some code.”

– *Ashwin, operations engineer*



“Life’s too short to spend all that time at work. There are too many books to read, galleries to visit, games to play and cats to photograph.”

– *Michelle, cancer survivor, technical writer*



“If you offer flexibility, you attract top talent (and a lot of it!)”

- *Katie, JustMums recruitment*



“FLEXIBLE WORK ALLOWS ME TO RECRUIT
GREATER DIVERSITY INTO MY
WORKFORCE.”

- YOU

Q&A



WRAPUP

- Culture of trust
- Expectation management
- Remote first
- Accept what works for some may not work for all
- Timezones
- Transitions are hard
- Communication is key
- Childcare is a full time job
- Watch for exclusion

FURTHER READING

JustMums: Overcoming common obstacles

- **Lack of visibility** – *“I like to see my staff right in front of me so I know what they’re doing”*. Effective goal setting and frequent work in progress reports can ensure that everyone is on track.
- **Face-to-face contact** – *“I prefer face-to-face meetings”*. The same outcomes can be achieved over the phone, Skype or FaceTime, and in fact would cut down on unnecessary time spent in meetings.
- **Availability during business hours** – *“We need to be available during business hours”*. If it's absolutely necessary that the employee working from home only works during business hours, you'll probably also see them working out of those hours too as they won't have a commute to and from the workplace.
- **IT** – *“Our IT systems do not cater for remote workers”*. There are many online applications available for collaboration and knowledge sharing among remote teams that are easy to install and use.
- **Trust** – *“But how do I know that the job is getting done”*. This is the biggest fear a lot of employers have about people working from home and can be combated by just giving it a try. Being open to flexibility will expand your talent pool tenfold. And if you don't trust your employees to get the job done, are they right for your team?



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Co-Hosts

- Kate Lanyon – Founder & CTO, Eugene
- Nicola Nye – Chief of Staff, FastMail