# BUILDING HEALTHY ON-CALL COVER



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# THIS IS A TALK NEGOTIATION. AND A LITTLE BIT OF OPS.



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# AGENCY LIFE @ COTTAGE LABS LLP



# TWO CLIENTS, 4 YEARS, 24/7 ON-CALL



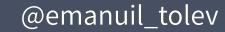
## NON-PROFIT



#### THE SETUP

- > PYTHON APP BACKED BY ELASTICSEARCH
  - > AT FIRST ONLY OPS PERSON, LATER 2.
- DOCS. ARCH DIAGRAMS. DECISION CONTEXT. PLAYBOOKS FOR INCIDENTS.





# 24/7 - I FELT LIKE £1,100/MO WAS ENOUGH FOR ANYTHING.



# PAID TO SIT AROUND UNLESS PHONE RINGS! (OR IS IT?)



## SEPT 2017. BRICK WALL.



### EMPLOYEE TAKING OVER. CONSCIENTIOUS. SOMETIMES ANXIOUS ABOUT WORK QUALITY. I HAD TO DO SOMETHING.



#### FACE TO FACE CLIENT MEETING.





# THIS IS A BIT OF A THORNY TOPIC. DO YOU REALLY NEED 24/7 COVER?

'IT'S NOT SUSTAINABLE FOR US."

'IT'S NOT THE RATE. ALTHOUGH THAT IS BELOW MARKET. WE WOULD RATHER PROVIDE OFFICE HOURS SUPPORT IF THAT'S OK WITH YOU."



#### BACK AND FORTH

- > WHAT WOULD IT MEAN IN PRACTICE?
- > WILL THE SITE BE DOWN FOR MANY HOURS?
- > WE'RE GETTING LESS COVER AT THE SAME PRICE POINT. CAN YOU HELP US UNDERSTAND THAT?



#### THAT MAKES SENSE. WE WANT THIS WORK RELATIONSHIP TO BE SUSTAINABLE AND GOOD FOR EVERYONE. WE'RE OK WITH THE ELEVATED RISK OF LONG DOWNTIME OUTSIDE UK OFFICE HOURS."

"WE WANT TO THANK COTTAGE LABS FOR YOUR DEDICATION THE PAST FEW YEARS."

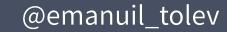


#### LESSONS

#### THE APPROACH TOWARDS A HEALTHY CULTURE

- > REFLECT ON HOW THINGS FEEL. REGULARLY (1 OR 3 MONTHS). READ PREVIOUS REFLECTIONS AFTER PRODUCING A NEW ONE.
  - > KEEP TEAM MATES IN THE LOOP ABOUT HOW YOU FEEL.
  - > TAKE DECISIONS ON ACTIONS AS EARLY AS REASONABLY POSSIBLE. WHEN?





# THIS HAS BEEN A TALK ABOUT NEGOTIATION. LET'S TALK ABOUT YOU.



## WHAT ARE YOUR VALUES?



# THINK OF ASKING YOUR BOSS FOR TEMPORARILY REDUCED HOURS DUE TO TENSION AND STRESS.



# NOW THINK OF ASKING FOR A RAISE.



## TRUST YOURSELF.



## YOU ARE NOT YOUR WORK.



# THE PERSONAL COST OF EXCELLENCE AT WORK



## MANY WAYS TO ACHIEVE EXCELLENCE. SOME ARE SUSTAINABLE. NEGOTIATE TOWARDS THOSE PATHS.



#### THANK YOU!

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