

BUILDING HEALTHY ON- CALL COVER



@EMANUIL_TOLEV

THIS IS A TALK
ABOUT
NEGOTIATION.

AND A LITTLE BIT OF OPS.

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!

@EMANUIL_TOLEV
ETOLEV@ELASTIC.CO