



# TEAM POWER-UPS

Where to find them?

A large, abstract blue shape in the top right corner of the slide, consisting of several overlapping triangles and polygons, creating a modern, geometric look.

# HELLO!

I am Patricia Gao

I'm a Software Engineer. Currently working at Cabify as TPM.  
You can find me at [@patriciagao](#).



“

People are definitely a company's greatest asset.

It doesn't make any difference whether the company's product is cars or cosmetics.

A company is only as good as the people it keeps.

– Mary Kay Ash

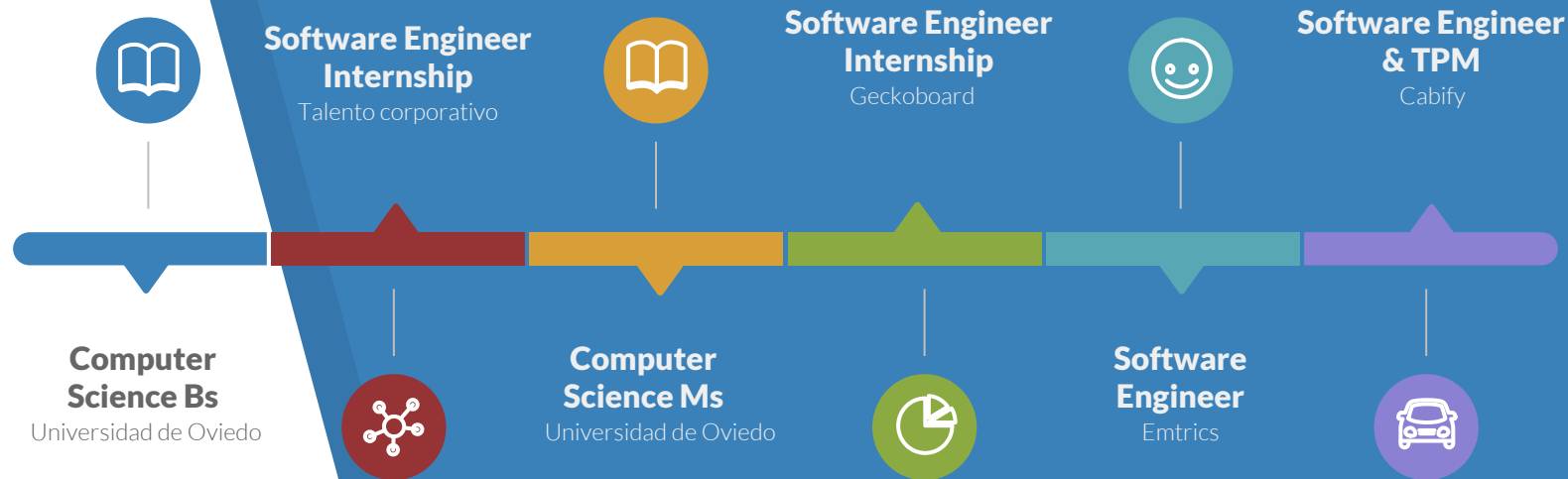
# INDEX

- ▶ Onboarding
- ▶ The office
- ▶ Culture
- ▶ Communication
- ▶ Feedback



# OJO, **CUIDAU!**

What I'm going to talk about is based on my experiences



MY  
TIMELINE



1.

# ONBOARDING

First impressions  
matter

# PRE-ONBOARDING

- ▶ Make sure to have
  - ▷ All the equipment
  - ▷ All the software and account access she will need
    - ▷ Email, Slack, GitHub...
  - ▷ Ready HR and finance documents
- ▶ If she is an on-site employee
  - ▷ Give her access to the building

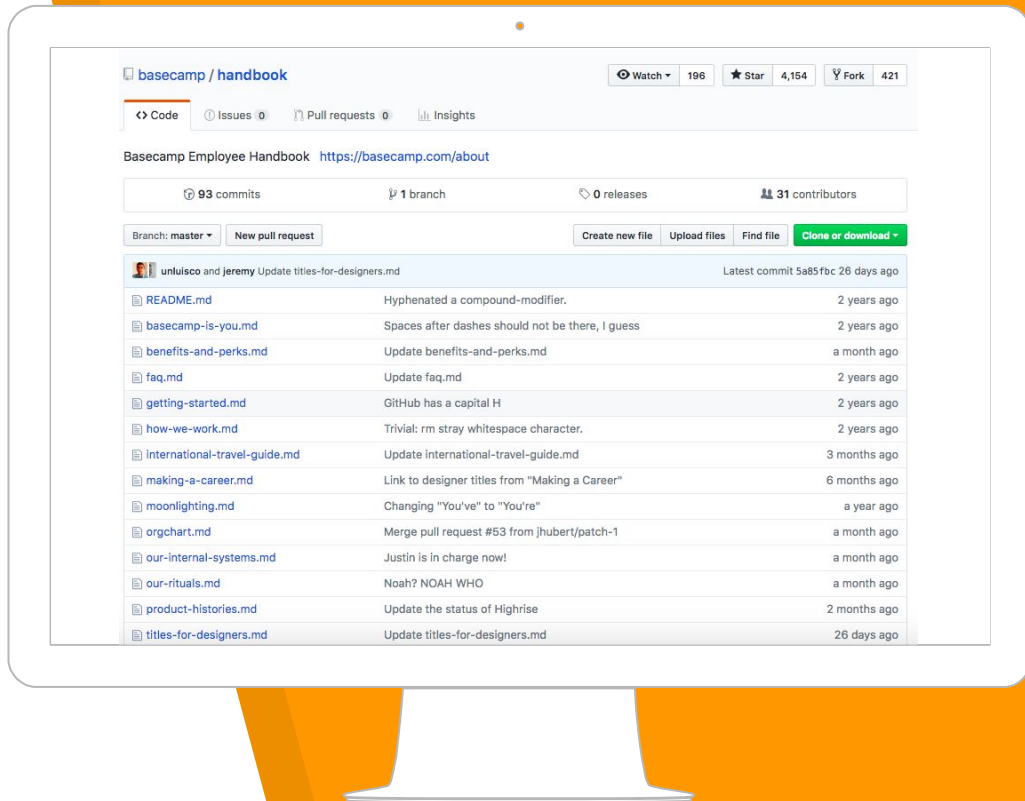


## KEEP IT PERSONAL

- ▶ Welcome him with a nice email
- ▶ Personalized gift
  - ▷ Sweets, mug, t-shirt...
- ▶ Welcome session where we give him a tour and introduce him to team members and other staff
- ▶ Team lunch in his first days at work

# DOCUMENTATION

- ▶ Have wiki/handbook explaining the team's tools and internal processes.
- ▶ Make sure it's **up to date!**



# MENTOR AND BUDDY

- ▶ A mentor
  - ▷ To ask technical questions
  - ▷ Walk her through initial projects
  - ▷ Not only seniors can be mentors!
- ▶ A buddy
  - ▷ Helps the new dev to feel welcomed
  - ▷ Assists with the socialization process
  - ▷ Know about the company's unwritten rules

# INTEGRATING REMOTES

- ▶ You should include remote devs as if they were actually on-site
- ▶ All onboarding procedures can be done digitally
  - ▷ With the help of zoom, slack, hangouts...
- ▶ Virtual beer/coffee meetings
  - ▷ Each one grab a beverage of their choice and have an online talk about random or designated topics

## AUTOMATIZE (OR KIND OF)

- ▶ Have an onboarding checklist
  - ▷ Will help you keep your onboarding process organized and on schedule
  - ▷ Sets expectations of what the new dev can expect from his first days at the company

# POST-ONBOARDING

- ▶ Ask for feedback!
  - ▷ From new team members
  - ▷ But also mentors and buddys
- ▶ New employee can contribute to improving the onboarding checklist
- ▶ Have an agile system that allows you to adapt the process



# 2.

## THE OFFICE

Is your workplace  
helping your team to  
do good work?

# AN OFFICE **MUST** BE/HAVE

- ▶ Quiet
- ▶ Decent internet
- ▶ Appropriate temperature/climate control
- ▶ Meeting rooms
- ▶ Powerful computer and large monitor
- ▶ A good chair
- ▶ Whiteboards



## WHAT ABOUT **OPEN SPACES?**

- ▶ Every department have very different needs for concentration vs conversation
  - ▷ Mixing them together is a bad office design
- ▶ They create time-consuming distractions
- ▶ Studies show that these offices are a source of stress and conflict



# 3.

## CULTURE

The team culture  
defines the team



“

A team culture is made up of the values, beliefs, attitudes and behaviours shared by a team.

It's how people work together towards a common goal and how they treat each other.

– Alana Brajdic

# TRUST

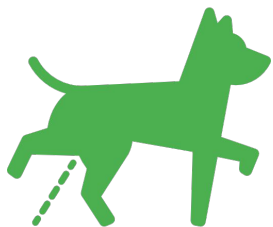
- ▶ Create a safe-to-fail environment
- ▶ There is no “them” there is only “us”
- ▶ Don't measure success by when the people arrive or leave the office
  - ▷ Instead measure success by the goals the team meet

# SHARE KNOWLEDGE

- ▶ Make it important
  - ▷ Create an environment where it can happen easily
  - ▷ Monthly/weekly sessions
- ▶ Simplifying knowledge flow
  - ▷ Host all your content in a centralized location

# EMPOWER YOUR ENGINEERS

- ▶ To get the best from your people, let them be heard and have a say in what they work on
- ▶ Business leaders should define the end objectives and goals and empower the technical staff to figure out how to best implement



# NAIDE MEXA

# AGUA BENDITA

To whatever you aspire, ego is your enemy.

## LOOK FOR DIVERSITY

- ▶ Adding diversity is definitely necessary to the problem-solving process
- ▶ Have different life experiences, backgrounds and knowledge that combine to give the team fresh visions and different approaches



# HAVE A PLAN

- ▶ Roadmap
  - ▷ Defines a strategic view
  - ▷ Short-term and long-term goals
  - ▷ Share it!
- ▶ Career path
  - ▷ Set expectations
  - ▷ Personal development plan
  - ▷ Standardise salaries

# 4.

## COMMUNICATION

Types of media and  
when to use them

## WHY IS IMPORTANT?

- ▶ Most of the software developers spend a good part of her time communicating with the team
- ▶ Can lead to loss of focus

## CHATS (SLACK, HIPCHAT, ETC)

- ▶ Most of the communication occurs
- ▶ Ensure good subject division per channel
  - ▷ Don't mix "random" from business
- ▶ Don't expect immediate response
  - ▷ Avoid @here and @channel all the time
  - ▷ Mute (or leave) channels that don't matter

# EMAIL

- ▶ Can be considered old but
  - ▷ Asynchronous
  - ▷ Permanent
- ▶ It has searching and retrieving tools
- ▶ Good to share **critical** info

# MEETINGS

- ▶ Must be used on small but effective doses
  - ▷ Make the short
  - ▷ Notify in advance the goal
  - ▷ With an agenda
- ▶ Is very suitable for solving long discussions
- ▶ Doesn't have to be on site (zoom, hangouts...)



# 5.

# FEEDBACK

That's how we  
improve

**LISTEN**





# RECURRENT RETROSPECTIVES

- ▶ Discover risks early
- ▶ Create transparency and trust
- ▶ Learn and adapt
  - ▷ Continuous Improvement
- ▶ Celebrate success

# 1 on 1

- ▶ Strengthen relationships
- ▶ Build trust and loyalty
- ▶ Give relevant and charming feedback
- ▶ Align objectives and progress
- ▶ Improve productivity

# EMPLOYEE **REVIEWS**

- ▶ 360 Peer Reviews
  - ▷ It is very important to be objective
- ▶ Give feedback on career path advancement
- ▶ Recognize accomplishments
  - ▷ Fair and transparent



# NUN HAY ATAYU SIN TRABAYU

Keep it personal, listen and mind your culture

A large, solid blue geometric shape, resembling a stylized 'P' or a series of overlapping triangles, is positioned in the top right corner of the slide.

# THANKS!

You can find me at @patriciagao



# TEAM POWER-UPS

Where to find them?

A large teal graphic element consisting of a diagonal line that divides the slide. The line starts from the top left and extends towards the bottom right, creating a white triangular area on the left and a teal area on the right.

6.

**BONUS POINT!**

Credits

# CREDITS

- ▶ Slides template: [SlidesCarnival](#)
- ▶ Dog logo: [Freepik](#)