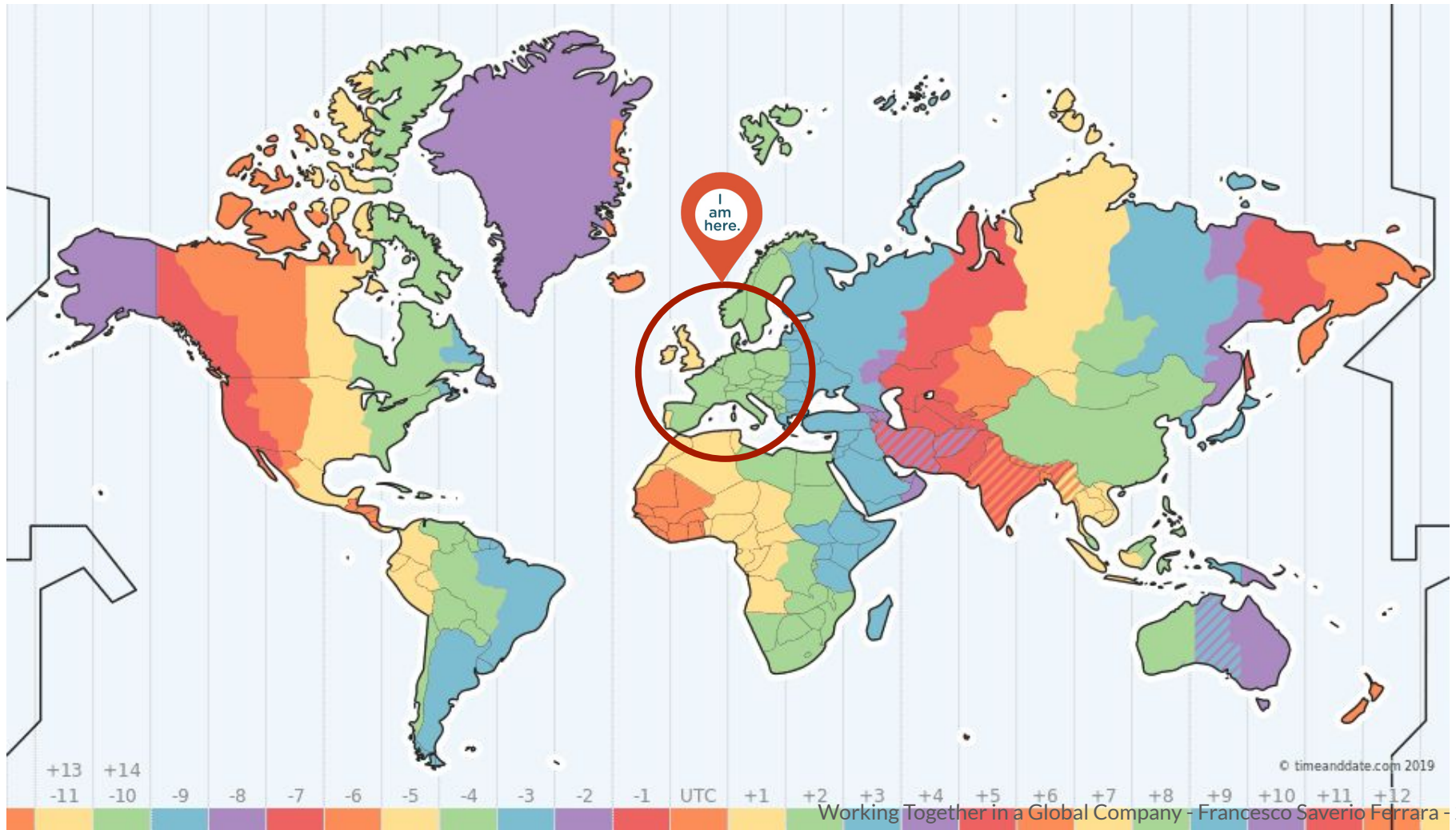




Working Together in a Global Company

My eight suggestions to effectively collaborate with remote colleagues

Time Zones



#1

Know Every Collaboration Tool

Technology is the key



- Chat
 - Slack, Skype, ...



- Ticketing
 - JIRA, Trello, ...



- Wiki
 - Confluence, TWiki, ...



- Video Conferencing
 - Blue Jeans, Cisco WebEx, ...

...but there's more!



- **Whiteboard**
 - Google drawings, ...



- **Files**
 - Dropbox, ...



- **Documents**
 - GDocs, Microsoft Office, ...



- **Other**
 - Based on the team needs

#2

Communicate Asynchronously

Start using issue mentions and chat tools

Stop writing tons of emails...

Chat and Ticketing tools are way better!

But remember they are public...
...the entire team can read them

Use these tools even when working from
the same location



Consider to schedule a call

Communicate asynchronously is not
always the best choice

For a long discussion,
consider to schedule a call

Remember to wear an headset!



#3

Be Available

Be 100% available in chat during working hours



- This is the main communication channel
 - If I am not available then people just think I am probably out of office.

#4

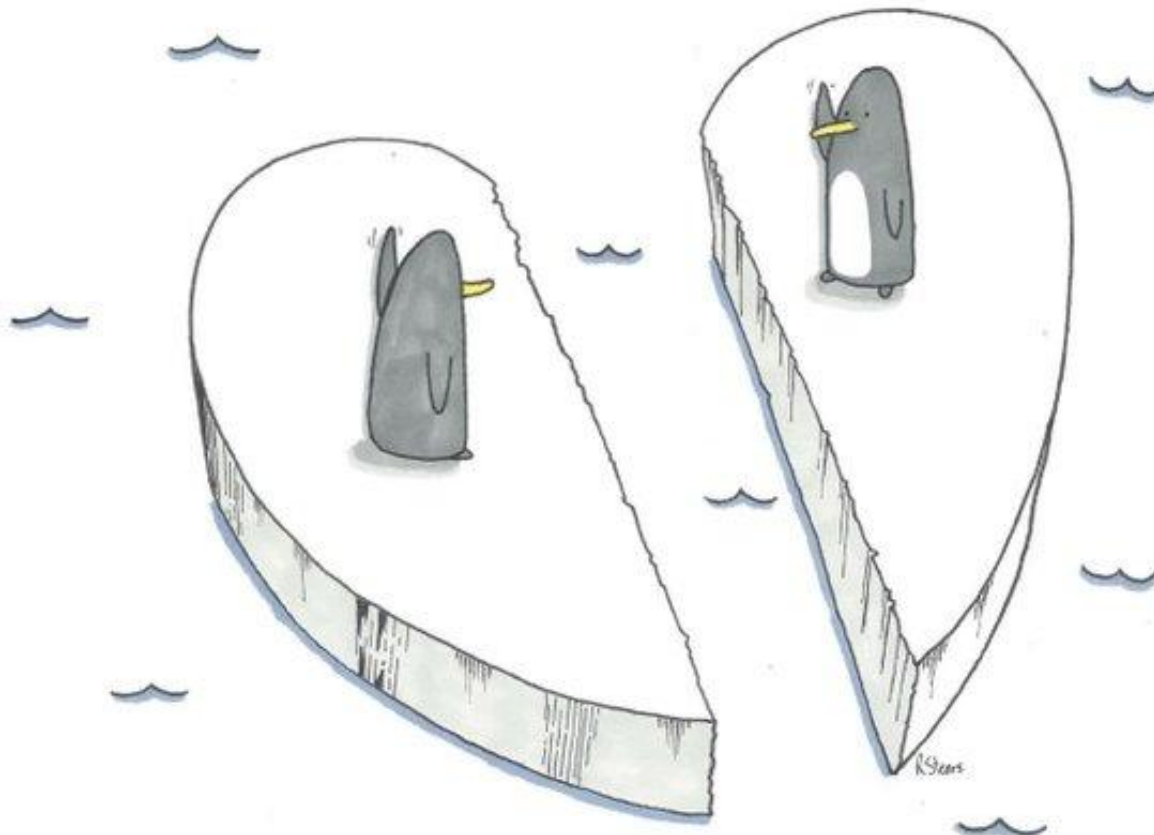
Communicate Your Status

Keep in mind people can't see you...

People can't see you at home...



...and can't see you in the office!



That's why I start the day with this message

09:58

Saverio Ferrara

Good morning



This message let the team know I started working (from home or from the office)

Declare what you are working on



10:21 AM **Saverio Ferrara** Hey, can you explain why there is no `private`
`List<Operation> operations;` in `com.fsferrara.calculator.Core` and it
still works without?

10:21 AM **Pellegrina Vittoria** Let me have a look

This message let the team (and the requester) know that I am working on it

#5

Plan The Future

Daily stand-up

Talk about the past...

...but focus on the future!



#6

Do Be Seen

Do you normally wear a bag in the office?

Why hide your face during an online meeting?

- Non-verbal communication is missing



Set a profile picture

Upload and/or update profiles picture with a recent photo of you.

Many tools accept profile pictures!



#7

Bond in Real Life

Take the time to meet you work-friend

After all, meeting in person can't be replaced :-)



#8

Say Thank You

Publicly thank those who helped you



- Thank using mentions
- Give credits

It is always nice to receive thanks and make future collaborations easier



Thank you!



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