The Secret Recipe to excel at remote-first by tb.lx

Empathy + Understanding + Diversity + Tools + Trial & Error + Trust

- **Empathy:**

We listened. We jumped on a call with someone if we felt this person was not feeling well. We were honest with each other.

- **Understanding:**

Remember that remote work is different from remote work during a pandemic. We understood different needs of our employees based on their personal situation and made clear that we all supported each other.

- **Diversity:**

We offered many options of remote initiatives so that everyone could find something they would enjoy. There will never be a one-fits-all solution, so try out different things to see how your team will react.

- **Tools:**
- MatterMost/Slack: all communication went through different MatterMost/Slack Channels. We had the feeling we were constantly talking with each other. About work-related and non-work-related things;
- Camera always on during video calls. Always.

- **Trial and Error:**

We also didn't have the perfect remote work setting at the beginning. We were trying out many things, asking for feedback and improved based on what the company needed.

- **Trust:**

The most important thing: trust. We trust our employees to manage their time, manage their work and let us know if they struggle.

10 things that helped us maintain our culture during remote work

1. Camera on. Always!
2. Log in and off on a dedicated MatterMost Channel (#whosthere), showing transparently who's available and when;
3. Leading by example;
4. Making time and space for after-work sessions;
5. Honest open communication (the struggle is real!);
6. Accepting that we have good and bad weeks, and openly talk about it;
7. Monthly retrospective from all departments called "Heartbeats";
8. Informing as early as possible;
9. Always adapting everything based on feedback and based on our reality;
10. Supporting employees in setting up their home office with needed tools (chairs, screens, etc).