What’s your #1 distributed team challenge?

What do you want to learn today?
How to manage a distributed team successfully

By

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1. About Hugo
2. Pitfalls
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5. Workshop
About Hugo
Startup
2008

INDIA
Online academy for distributed software development

In this academy, you find courses that will help you get more value from distributed software development.

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Pitfall 1

US versus THEM
Pitfall 2: preparation

- Thinking about ‘HOW’
- Addressing Culture
Pitfall 3: The black box
Solutions
1. Focus on people
Build ONE TEAM
2. Empathy
STIMULATE EMPATHY ON 4 LEVELS

- **Country**
  - What are the beliefs of people in country X that drive behavior?

- **Company**
  - Vision, mission and values of the company?

- **Team**
  - What's our team's mission and values?
  - How do we build team spirit?
  - When/where do we meet up?

- **Product**
  - What do people use our product for?
  - Why?
  - Who pays what?
3. Alignment & openness
Distributed Agile path
DISTRIBUTED AGILE PATH

- Marketing & Sales
- Strategy
- Delivery
- Culture & Communication
The Distributed Agile Path – A Universal Roadmap for Delivering

About

This training will teach you how to attract customers in the west (EU and US) and deliver unique value to them. There's an important change in the software industry: companies have found that the traditional (black box) outsourcing model doesn't work. Companies go through agile transformations and this movement is trickling down from large enterprises to SME's. Relationships move from ‘client-supplier’ to ‘partnerships’. At the same time, the large outsourcers move up the value chain: where they once provided ‘hands’, they now bring innovation. This trend is known to many people, but the question is ‘how to benefit...
Agile
MINDSET
Let teams figure out stuff

TEAM = CLIENT + YOU
How do we take a project from A to Z?

**Process**

- Agile & Scrum
- Active role of PO
- Proxy PO
- Full team demo
- Coding standards
How do we measure performance?

Metrics

- Velocity trends
- Onshore = offshore
- Measure team + individual
- Sprint goals
- Temperature
CULTURE

HOW TO MANAGE CULTURAL DIFFERENCES?

CULTURE CANVAS

DISCUSS 'TIME'

TRAINING

ICE BREAKERS

ENGLISH LESSONS
THE CULTURE CANVAS
Think & Feel?

Hear?
Pain

Person from culture $X$

Say & Do?
Gain

Perspectives

Pro-activity
Quality

Creativity
Responsibility

Openness

Time
Team spirit

How do we become ‘one team’?

Equal input
Team canvas
Gather often
Retro spectives
Moving motivators
Training as team
ROLES & RESPONSIBILITIES

WHO DOES WHAT & WHERE?

INTERCULTURAL AMBASSADOR

MEETING FACILITATOR

PROCESS MANAGER

MEDDLERS GAME
COMMUNICATION RHYTHM

WHEN AND HOW WILL WE MEET?

- DO THE DAILY STANDUP
- MEETING FACILITATOR
- USE AGENDA'S
- RETRO: BOARD + ACTIONS
What tools do we use and how?
Knowledge Transfer

How do we make everyone familiar with our product?

- Product videos
- Online wiki
- User talks
- Trips onshore
TIMEBOXES

CHALLENGE BOARD  20 MINUTES

SOLUTIONS  50 MINUTES

GROUP PRESENTATION  10 MINUTES
WORK INSTRUCTIONS

STICK CHALLENGES AROUND THE BOARD

SHARE SOLUTIONS THAT ADDRESS CHALLENGES

STICK SOLUTIONS INSIDE THE CANVAS BLOCKS
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