Collaborating Without Borders
How to make remote work work

@theanaferreira

twist

Remote Work

≠

WFH

Remote Work

≠

WFH During Covid-19

1. Trust

*"Another concept we talk ... is ... called a **trust battery**. It's charged at 50 percent when people are first hired. And then every time you work with someone ... the trust battery between the two of you is either charged or discharged..."*

Tobi Lütke, Shopify

🔋 Battery

Evaluate the work, not the amount of hours.

2. Communication

Asynchronous communication

*"A 15,000-person study showed that professionals now spend more than half the standard workweek – **a full 21.5 hours – in meetings**, an increase of 7.3 hours a week just since the pandemic began."*

Wall Street Journal

~~Synchronous communication~~

"*A study of office workers in the US found that most of them **never get an hour of uninterrupted work in a typical day**.*"

Book Stolen Focus

"...*if you are focusing on something and get interrupted, on average, it will take* **twenty-three minutes** *for you to get back to the same state of focus.*"

A Study by Professor Posner

Do you have meetings?

Synchronous

In case of emergency

Annual company retreat, smaller team retreats, conferences

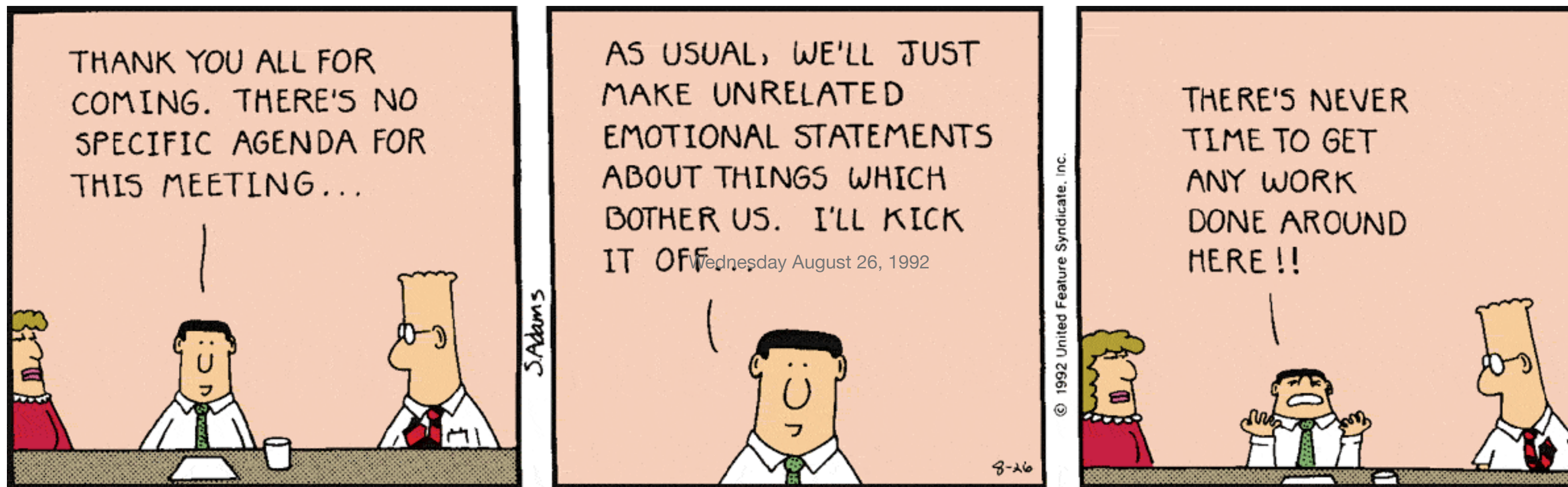Monthly 1:1, Team meetings, Ad hoc meetings for particularly complex issues

Asynchronous

In-context comments on design, copy, code, specs, tasks, etc.

Our hub for announcements, ideas, inspiration, feedback or just goofing around.

Dilbert, August 26, 1992

async.twist.com, 2022

Don't you get blocked?

Benefits of Async

It gives each employee control over their workday.

Deep work becomes the default.

It incentives better and more thoughtful responses.

You can easily go back to when a decision was made.

Doist Retreat 2022 Pertisau, Austria - Agenda & Action Steps

Remove meetings
Say no
Turn-off

3. Empower

Ownership and responsibility

How do you maintain consistency?

Values

We believe the next generation of team messaging tools sh...

Asynchronous first

We default to asynchronous by giving teams tools to advar... of time and location. Async captures and exposes process... to be there". Info is easily retrieved and referenced. Synchr...

Design for everyone:

Our design is inclusive and accessible, no matter the user's language, device, culture, location, or physical limitation. People recognize themselves in our design.

Strive for simplicity and clarity:

We design easy to understand and easy to use interfaces. We remove friction to allow users to work efficiently. Information is presented clearly and is easily understood.

Aim for consistency:

Everything we do follows the same brand and design language. We reuse components and existing patterns. We adapt to the user's platform so our design feels at home wherever they live. Our brand is distinctly recognizable in everything we publish.

People over pixels:

Our primary focus is the user. Our goal is to empower and improve their lives, not to capture their attention for our own benefit. Our decisions are informed but not led by data. We trust experimentation and iteration to reflect upon and improve our designs.

Be bold and inspiring:

Our brand is easily recognizable but never visually overwhelming. We strive to delight and inspire through thoughtful details, animations, and metaphorical illustrations.

Values

We will build enticing and high-quality software that focuses on the end-user experience. We're aiming to bring back the magic of software.

We believe the next generation of productivity tools should be:

Effective

We optimize the experience... they do the most relevant ta... less time managing it.

Trade-off: We sometimes pr...

Simple, then power

It's simple for users to get st... said, "simple things should l...

Trade-off: We enable power... complexity away from users...

Personal, then Colla...

We build Todoist with the in... individual contributors. Our... collaborative use cases. The... can.

Trade-off: We will lose our c... or collaborative usages. Too...

Fast

The experience is so well-cr... their day. Actions should tak... materially faster in their wor...

Trade-off: We might ship slo... of itself.

Continuous Improvement

We relentlessly pursue continuous improvement, and are adamant about regressions. We're skeptical of heroic efforts, focusing instead on steady steps towards defined goals.

We leave things better than how we found them, even if we don't own them. We frequently perform opportunistic refactors, automate, and prioritize the long term over the short term.

We ship early and often, keeping lead time low and release frequency high. To achieve this, we continuously invest in tools and practices required to build confidence.

Pragmatism

We accept that impact requires trade-offs and are openly intentional about those we make. We evaluate, document, prioritize, and move on.

We strive for transparency, not consensus. We seek sound decisions, not unanimity. To achieve this, we proactively integrate feedback, while ensuring decision-making is clear.

We participate in our work at all stages, from early brainstorms to maintaining it in production. We tend to generalize, not specialize, and to sharing knowledge, not siloing it.

Cooperation

We consolidate our approach on common or high-level practices across engineering, prioritizing sharing and reuse, and reducing waste.

We actively support each other, working in an atmosphere of mentorship, feedback, and growth. We're independent, but not isolated, and strive to unblock others and help them grow.

We give back to the communities we build on top of by actively sharing our work and our learnings, as well as sponsorships and donations. We do this independently of business goals.

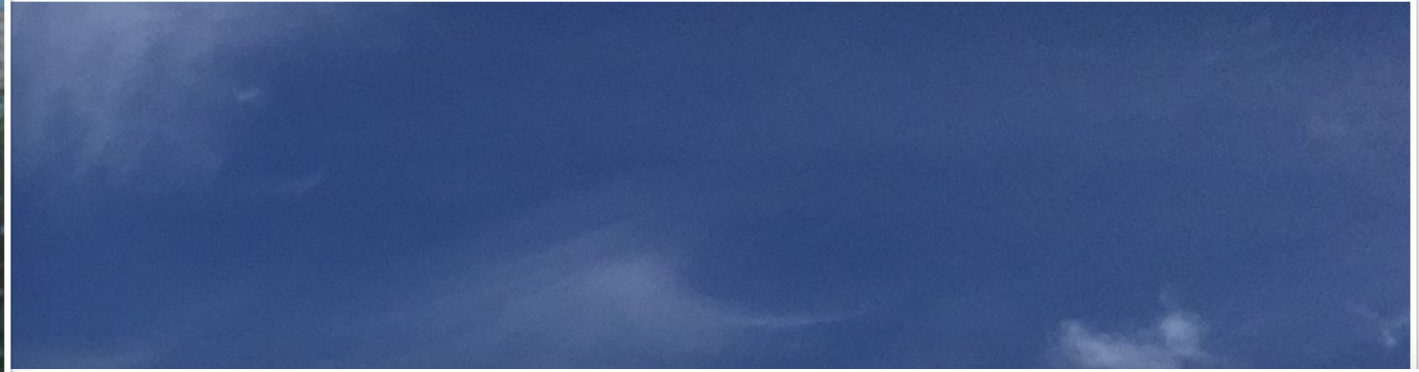# Iterate, Iterate, Iterate

Release

Release
(and iterate)

4. Documentation

When in doubt,
add documentation.

5. Humans' first

Deep focused work

Human connection

What did you do this weekend? June 06 2022

99 participants · #Doist Lounge

Scheduled Threads 2022-06-06
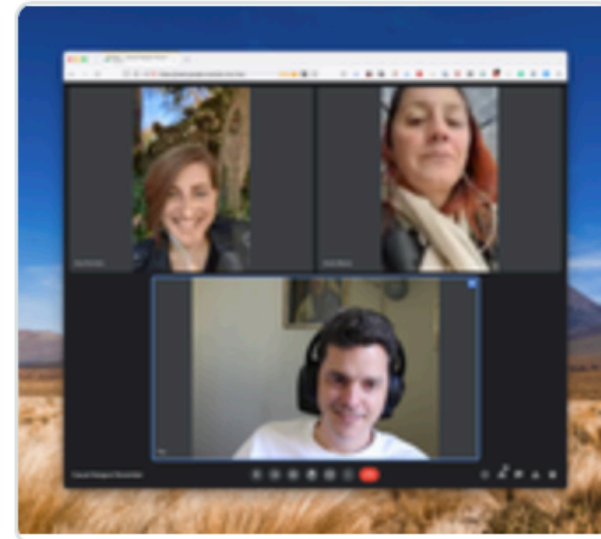Hey team, what did you do this weekend? 😊 Share some pictures 📸

November 2021 Casual Hangouts

Ernesto 2021-11-16

@Anaïs M, **@Ana** and I had our call today. I was the only one boringly sitting at a desk while Anaïs and Ana were walking around through lovely outdoors settings.

CleanShot 2021-11-16 at 10.48.47@2x.png

❤️ 11

Super Hero

Layouts

@antonjb

Anton Ball

Afzal Najam 2022-03-24

Here's the list of ingredients we'll need:

- 1/2 tsp cumin seeds (zeera)
- 1/2 tsp nigella seeds (kalongi)
- 1/4 tsp mustard seeds (rai)
- 1/2 tsp fennel seeds (saunf)
- 1/4 tsp carom seeds (ajwain)
- 4 medium potatoes (any yellow potato should be good)
- 1 medium onion finely chopped
- 1 tsp garlic ginger paste (chopped ginger and garlic are fine too)
- 1/2 tsp crushed red chili flakes
- 1/2 tsp red chili powder (cayenne powder works too)
- 1/4 tsp turmeric powder (haldi)
- 2 medium tomatoes chopped
- 1 1/2 tsp salt or to taste
- 2 cups water or as needed
- 1/3 cup oil (we're definitely going to use less than this, maybe 2 tbsp)
- (optional) A little bit of mustard oil

This *can* be eaten with rice but ideally, it's eaten with puri (deep fried flatbread) or paratha, which is a layered flatbread.

\# z.Book Club

\# z.Coffee

\# z.Conferences

\# z.Cooking

\# z.DIY

\# z.Doistalk

\# z.Entertainment

\# z.Gaming

\# z.Gardening

\# z.Health

\# z.Music

\# z.Neurodiversity

\# z.Philosophy

Remote work

1. Trust

1. Trust
2. Communication

1. Trust
2. Communication
3. Empower

1. Trust
2. Communication
3. Empower
4. Documentation

1. Trust
2. Communication
3. Empower
4. Documentation
5. Humans' First

Thank you!