



# Reactor

This session will be starting soon

## Where B2B startups scale

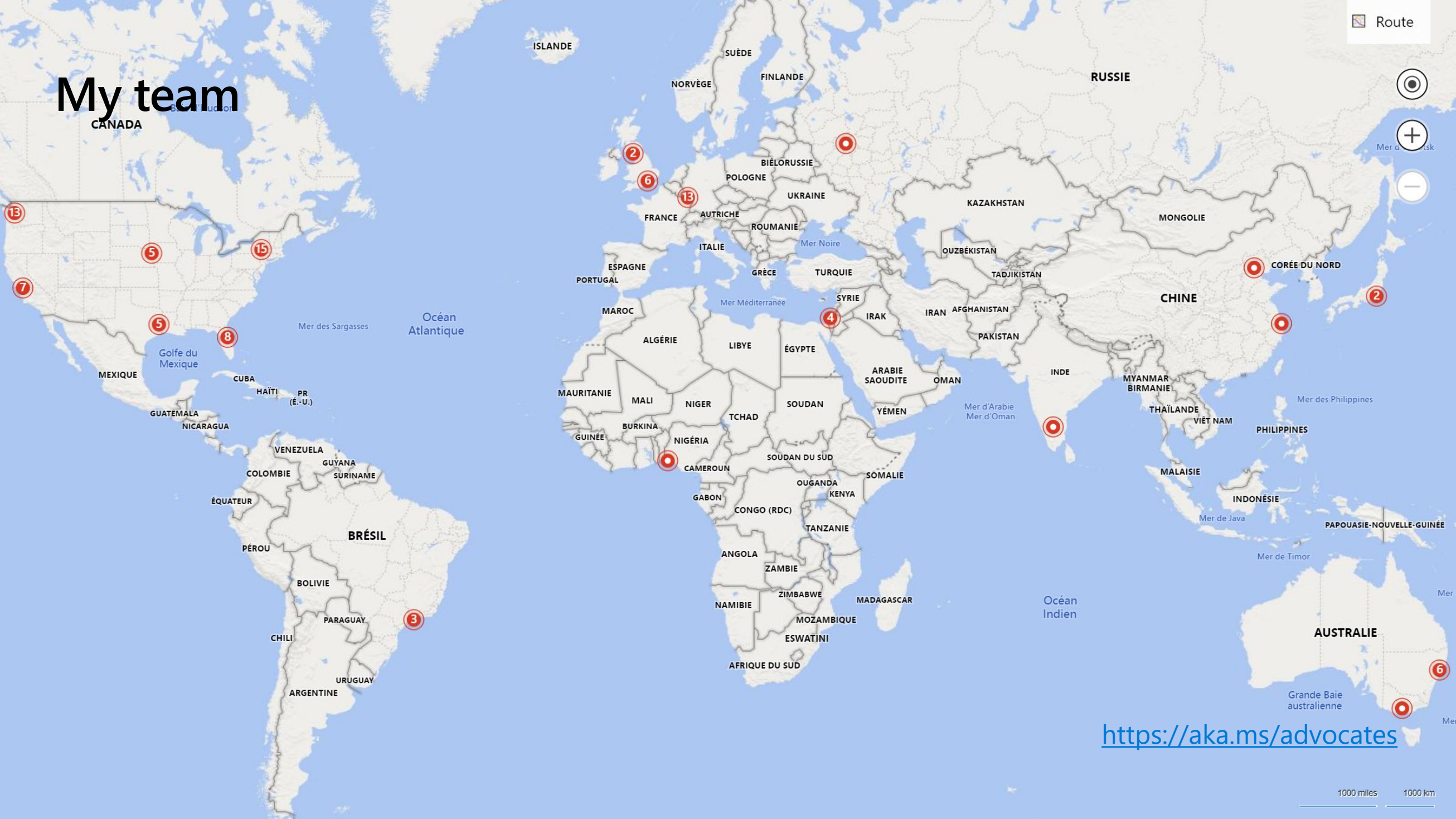
## Where B2B startups scale

# Remote Team Communication: Learning from a team that spans 21 countries.

**Christopher Maneu**  
**Startups Cloud Advocate @ Microsoft**  
**@cmaneu**

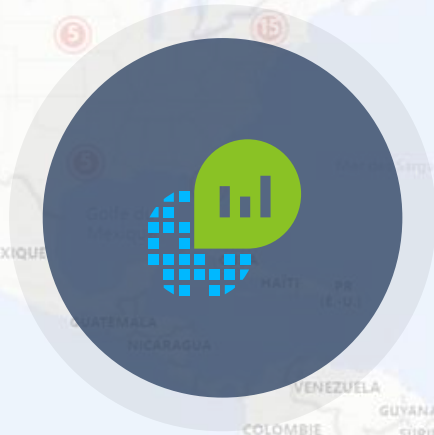


# My team

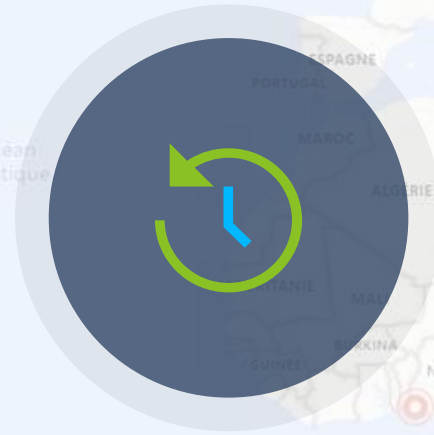


<https://aka.ms/advocates>

# My team



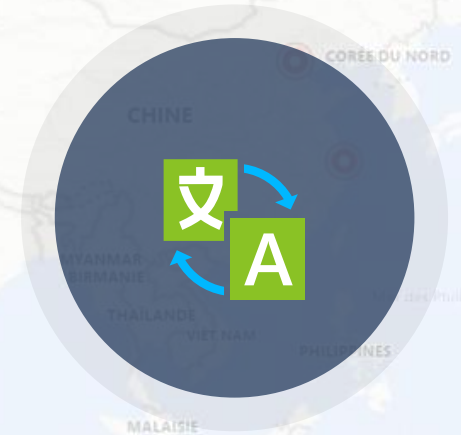
Physical  
distance



Timezone  
distance



Cultural  
distance



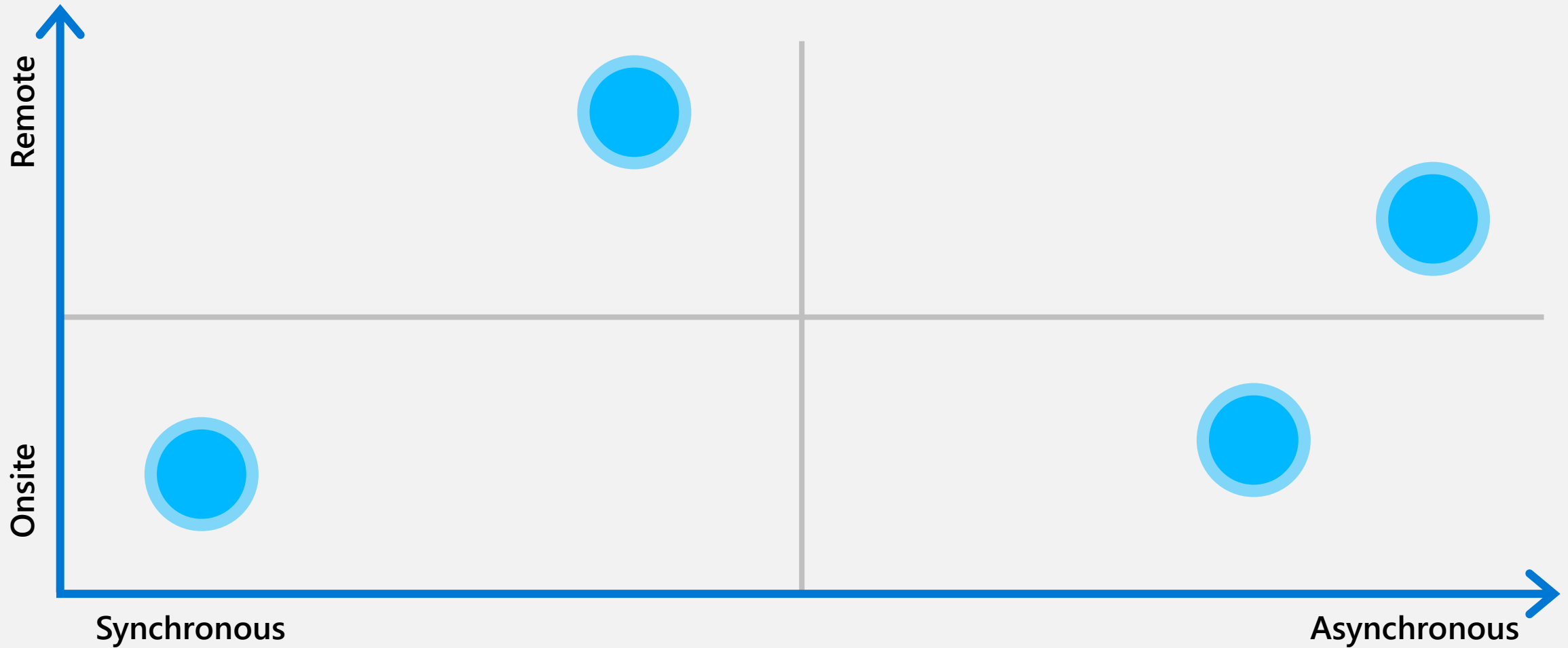
Linguistic  
distance

<https://aka.ms/advocates>

# 7 Tips for remote work



# Tip #1: Understand Remote vs. Asynchronous



# Tip #2: Know how to work together

Can be written by the team member or triggers questions during 1-1

Topics



Communication



Support



Recognition

Read me.md – chmaneu

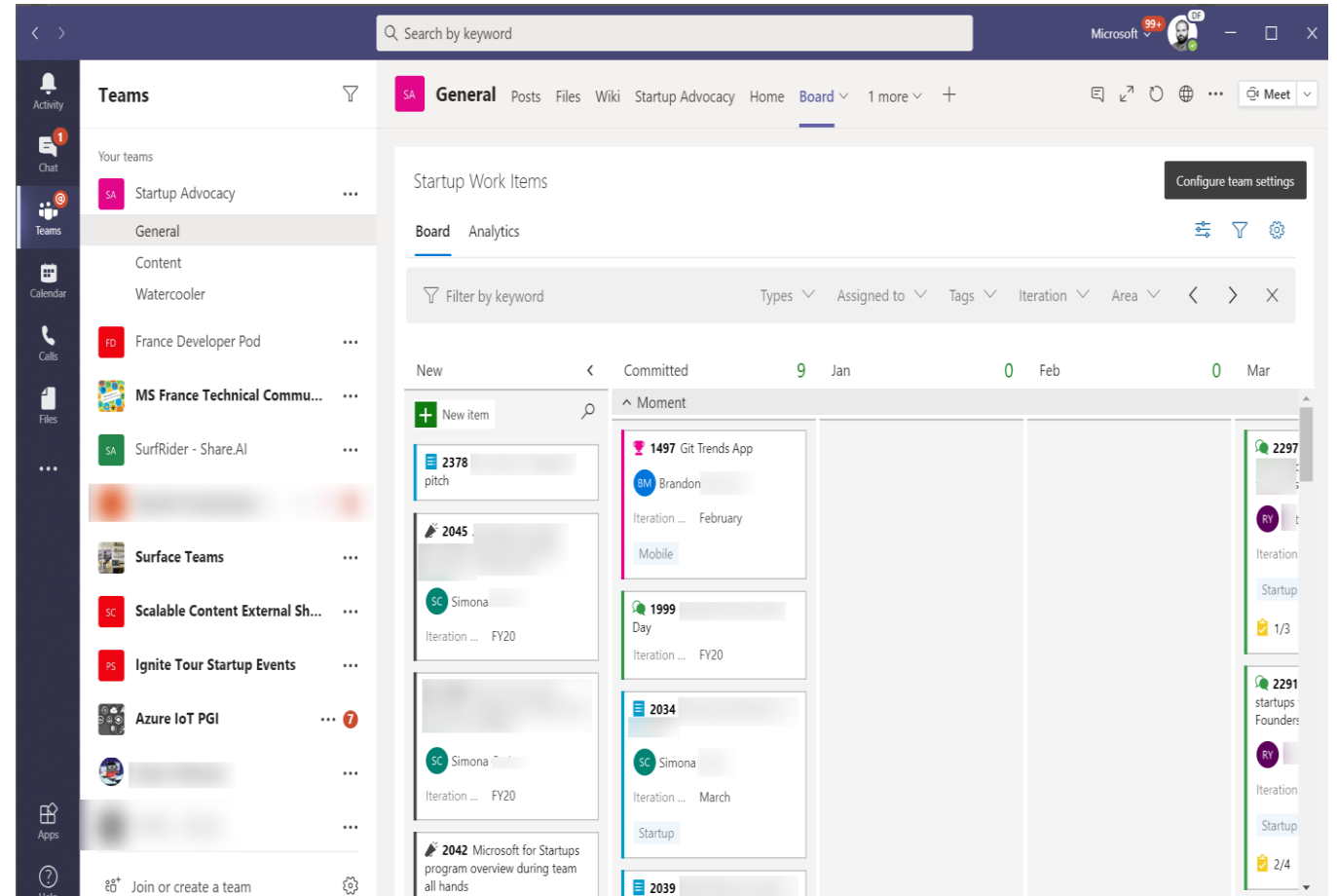
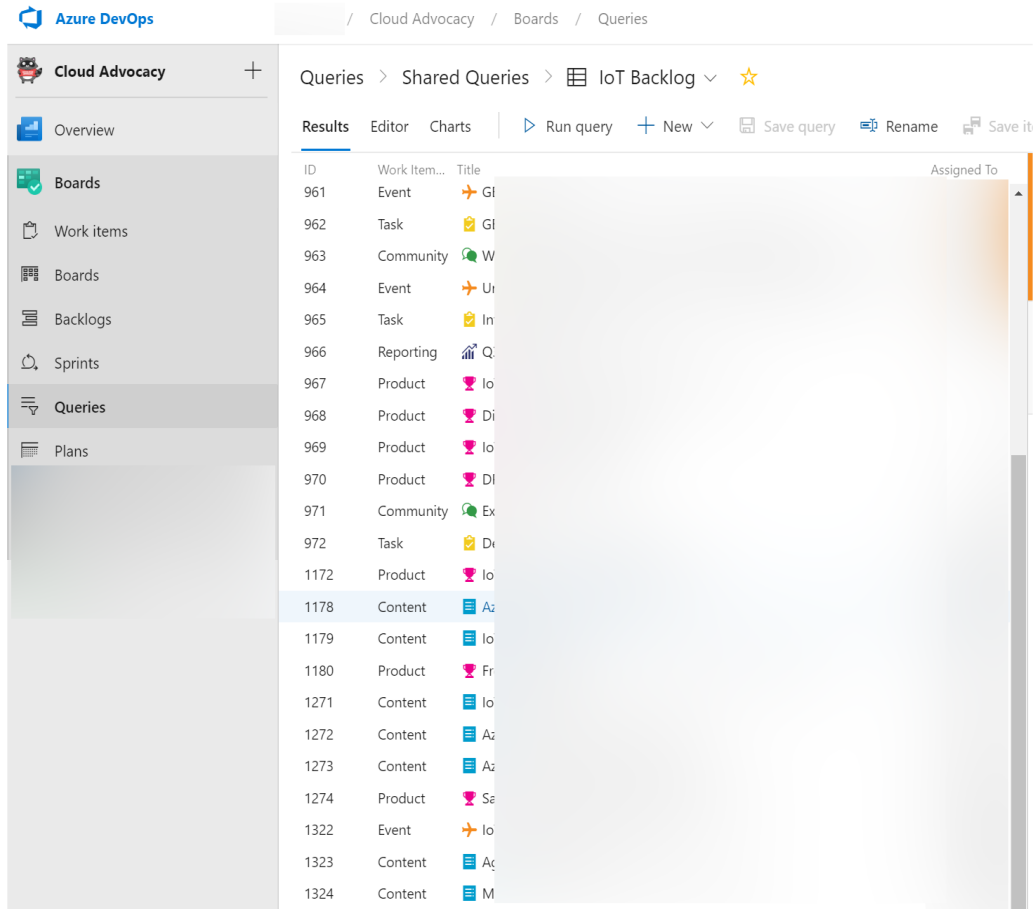
*This document is meant to start a discussion, not a “Do it my way or so nothing” ☺*

| Condition I like to work in                                                                                                                                                                                                                                                                                                              | The times/hours I like to work                                                                                                                                                                                      | The best way to communicate with me                                                                                                                                                                                                                                                                                                                     | The way I like to receive feedback                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• I can work pretty much everywhere, but most of the time it's with music</li><li>• I'm really picky about the hardware I use. I'm used to have a great home office setup (current one 2x 28" 4k screens). I can totally work on a laptop, but my most productive work happens elsewhere</li></ul> | <ul style="list-style-type: none"><li>• I'm much an afternoon or night owl person. I can work effectively in the morning after gym session</li><li>• My Monday evenings (starting 6pm) are taken (diving)</li></ul> | <ul style="list-style-type: none"><li>• Asynchronously (Slack or email).</li><li>• When I mean asynchronously = I can answer to a slack message in 2 hours if I'm working. If something needs my attention now: Call me</li><li>• Your email time is precious: I rarely send "thankyou" emails, but it didn't mean I appreciate what you do ☺</li></ul> | <ul style="list-style-type: none"><li>• I can handle very direct feedback (maybe because I'm French), if its constructive or precise. I appreciate even more if you have a suggestion, but it's not mandatory</li><li>• I'm also very direct with my feedback – specifically with my manager. You should not be surprised by any of my moves</li></ul> |
| Things I need                                                                                                                                                                                                                                                                                                                            | Things I struggle with                                                                                                                                                                                              | Things I love                                                                                                                                                                                                                                                                                                                                           | Other things to know about me                                                                                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"><li>• I'm very autonomous, but I like to have some orientation. I can create a plan from that</li></ul>                                                                                                                                                                                                | <ul style="list-style-type: none"><li>• If I don't understand the wider purpose behind why we are doing something, I find it hard to engage with</li></ul>                                                          | <ul style="list-style-type: none"><li>• Build personal relationship with people I work with</li><li>• Helping people</li><li>• Scuba diving</li><li>• Cooking</li></ul>                                                                                                                                                                                 | <ul style="list-style-type: none"><li>• I don't drink coffee</li><li>• I'm a scuba diving instructor and first aid instructor</li><li>• I bring my whole self to work</li></ul>                                                                                                                                                                        |

**How to call me?** Chris or Christopher (but not Christophe)

**Social medias:** Twitter or LinkedIn (cmaneu). Facebook is mixed between Pro and Perso, I use Instagram but not for work (I have some colleagues there, but more as friends)

# Tip #3: Limit the number of tools for collaboration



Azure DevOps  
GitHub

Teams – Interne  
Slack – for external communities

OneNote  
Azure DevOps Wikis

# Tip #4: Share your status with the whole team

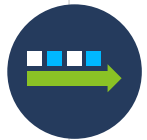


5 questions

How do you feel this week? (1/5)



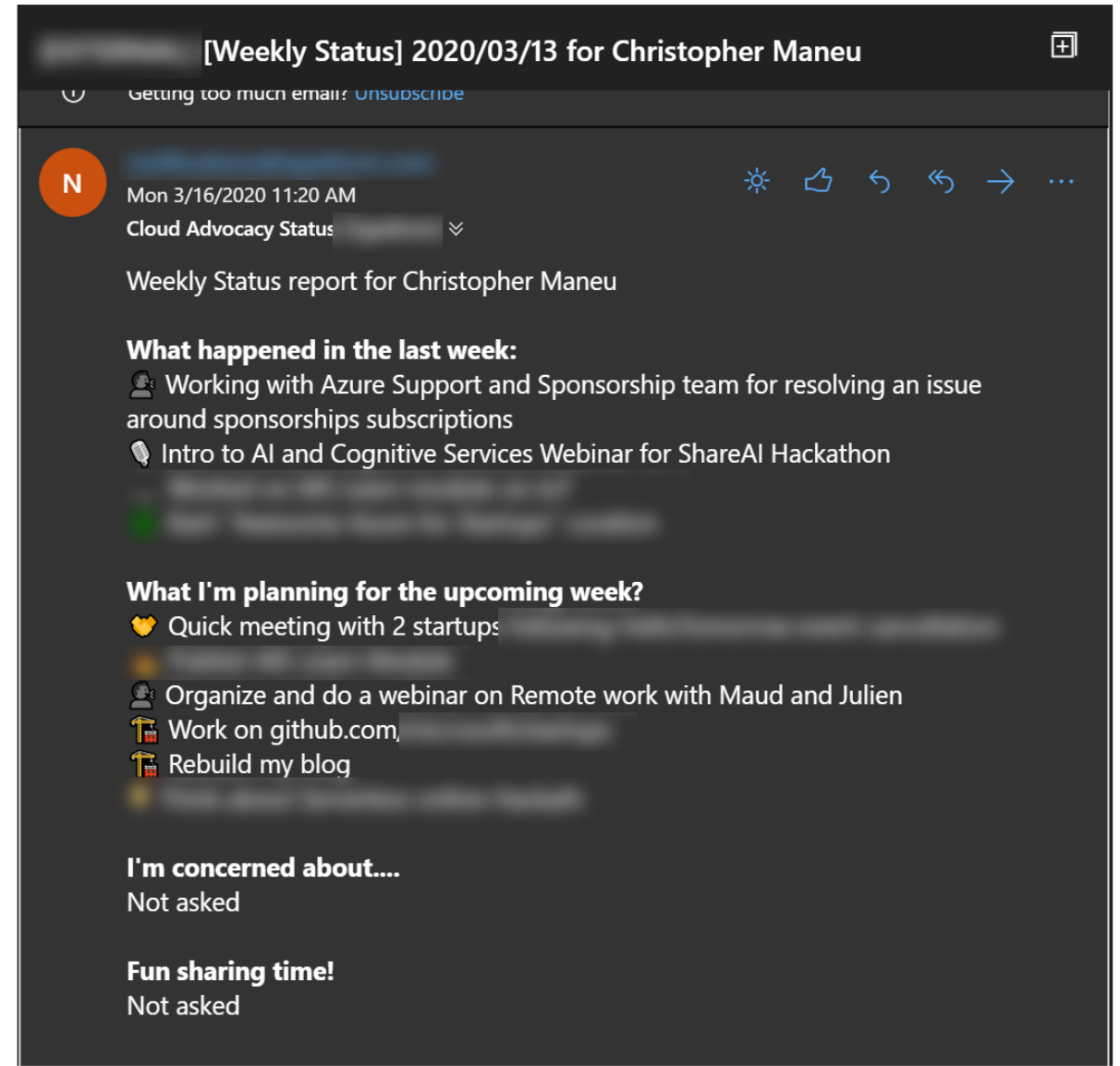
Shared asynchronously to the  
**whole team**



**Forward motion**



> Share success in a *celebrate*–  
like channel



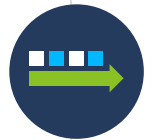
# Tip #4 bis: Share the team status



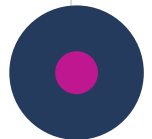
Bi-weekly, 30 minutes



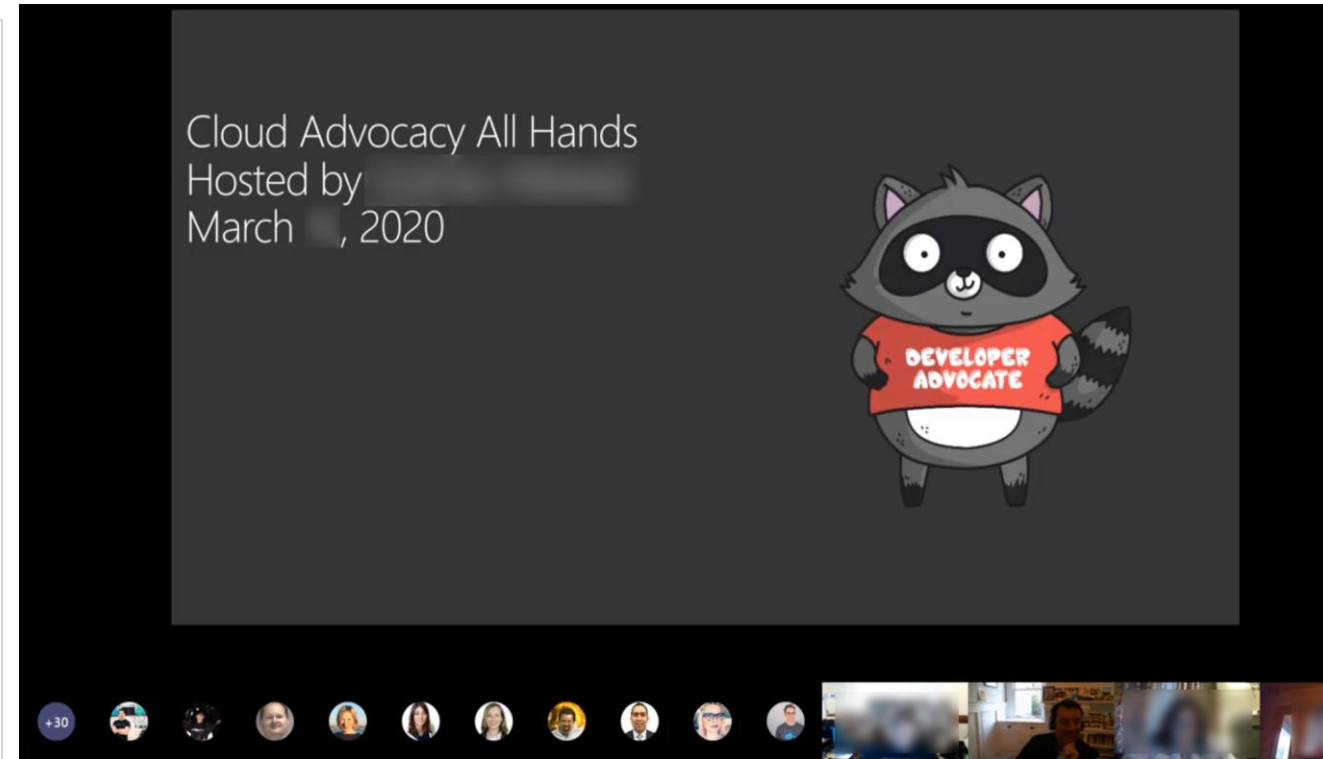
Agenda co-written, shared in advance



5min management update  
10min Q&A  
3x5min team demos



Recorded and shared just after the meeting  
Accommodates timezones / agenda conflicts



# Tips #5: Can I make this call on my own?

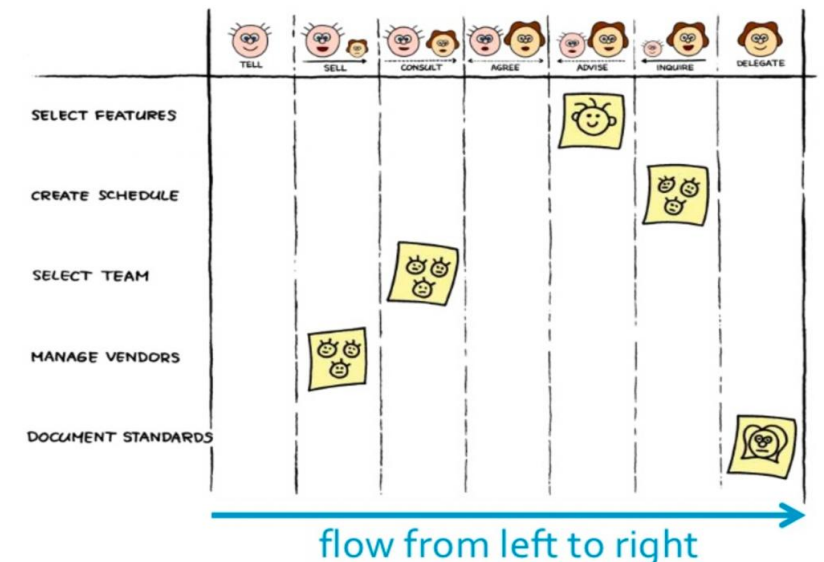
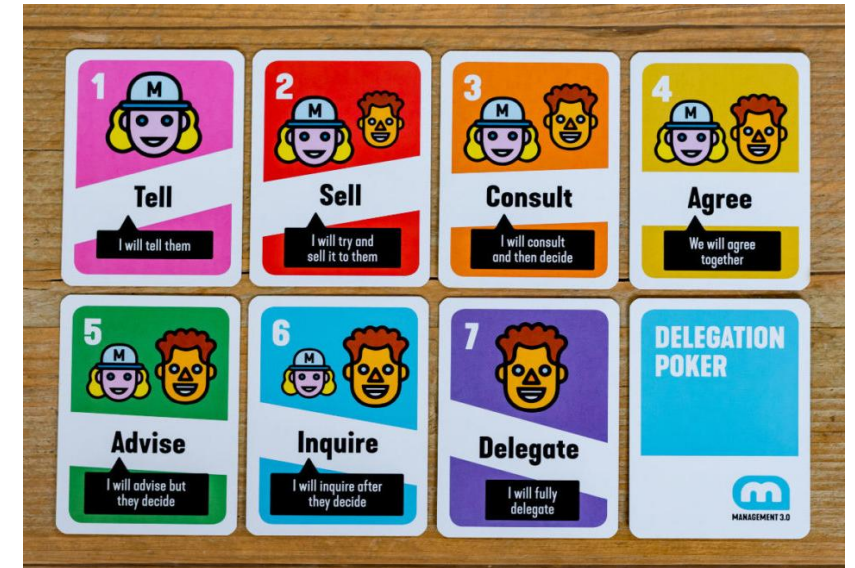


Have a clear view of what I can decide myself, and what I can't.



Written *rules*, can be co-authored as a team.

<https://management30.com/practice/delegation-poker/>



# Tips #6: 1-1 Pre-write



1-1 are essentials in a remote team. However, they are not a *project meeting* (weekly, board agile, ...)



Pre-write a document (async) with all important points and questions/asks.



**Allows you to focus on the person (WINE) and not on the project:**

- Wants
- Interests
- Needs
- Expectations

The screenshot shows a One-Note application window titled 'Chris - Simona'. The main page is titled 'Next 1-1' with a date of '19 December 2019' and a time of '19:07'. The page content is organized into sections: 'Admin Stuff' (TK), 'Work streams' (TK), 'Events' (TK), 'Follow-ups' (TK), and 'Ask' (TK). A right-hand sidebar contains a list of dates under the heading 'Next Connect', including '2019-12-18', '2020-01-07', '2020-01-21', '2020-02-24', '2020-03-09', '2020-03-23', and '2020-04-06'. Below this list is a section titled 'Next 1-1' and another titled 'Other' containing 'Holidays FY29'.

## Tip #7: Know when to call a good day



Give evaluation  
keys

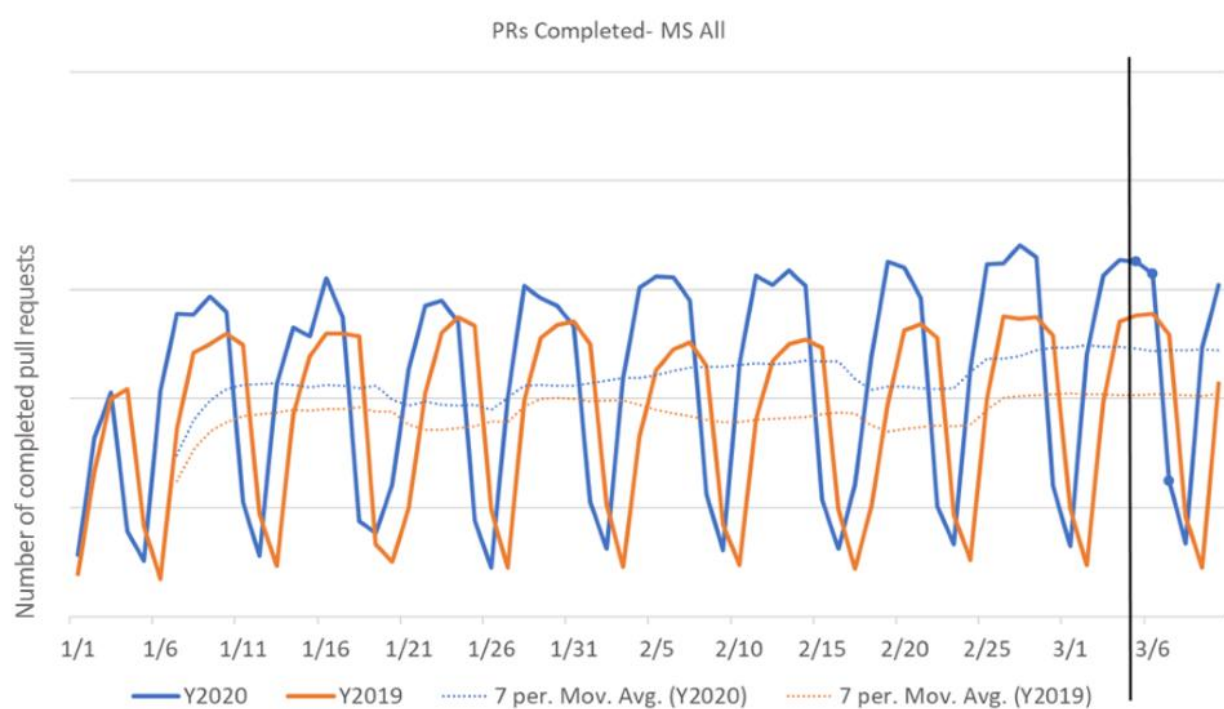


There will be  
*bad days*, even in remote

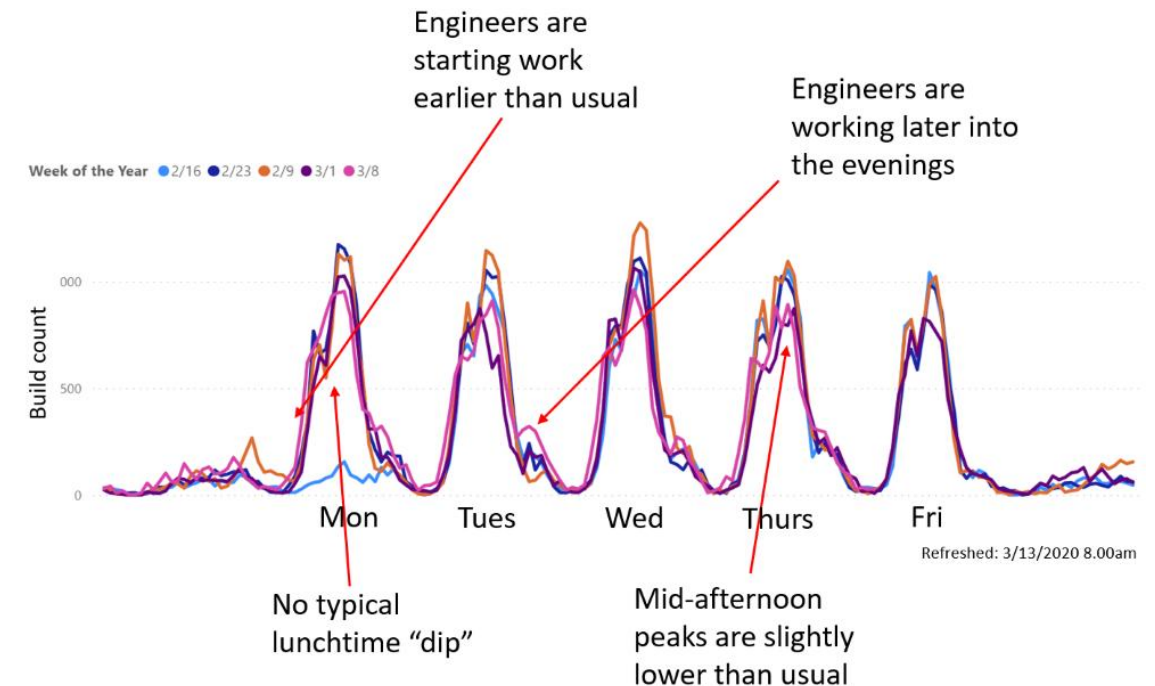


Have a  
*by default* action

# Are we less or more productive in a remote environment?



<https://www.microsoft.com/en-us/microsoft-365/blog/2020/03/20/helping-developers-stay-productive-working-remotely/>



# Q&A

 [meetup.com/Microsoft-Reactor-Stockholm/](https://meetup.com/Microsoft-Reactor-Stockholm/)

|        |              |           |                  |        |              |        |           |        |
|--------|--------------|-----------|------------------|--------|--------------|--------|-----------|--------|
| Dankie | Faleminderit | Shukran   | Chnorakaloutioun | Hvala  | Blagodaria   |        |           |        |
| Děkuji | Tak          | Dank u    | Tānan            | Kiitos | Merci        | Danke  | Ευχαριστώ | A dank |
| Mahalo | תודה         | Dhanyavād | Köszönöm         | Takk   | Terima kasih | Grazie | Grazzi    |        |

# Thank YOU

Christopher MANEU  
Cloud Advocate @ Microsoft  
@cmaneu

|         |           |           |          |                 |             |            |        |
|---------|-----------|-----------|----------|-----------------|-------------|------------|--------|
| 감사합니다   | Paldies   | Choukrane | Ačiū     | Благодарам      | ありがとうございました |            |        |
| 谢谢      | Баярлалаа | Dziękuję  | Obrigado | Mulțumesc       | Спасибо     | Ngiyabonga |        |
| Ďakujem | Tack      | Nandri    | Kop khun | Teşekkür ederim | Дякую       | Хвала      | Diolch |

# Join our community



[meetup.com/Microsoft-Reactor-Stockholm/](https://www.meetup.com/Microsoft-Reactor-Stockholm/)



@MSFTReactor



<http://www.youtube.com/c/MicrosoftReactor>



<https://aka.ms/ReactorEmailSignUp>



Epicenter, Mäster Samuelsgatan 36,  
111 57 Stockholm



[meetup.com/Microsoft-Reactor-Stockholm/](https://www.meetup.com/Microsoft-Reactor-Stockholm/)

# Image credits