Teamwork During a Pandemic
How to Work and Facilitate Online

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I can work effectively online

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Use Zoom Like a Pro

Tools for Collaboration

Amplify Your Team's Awesomeness

Your best work experience
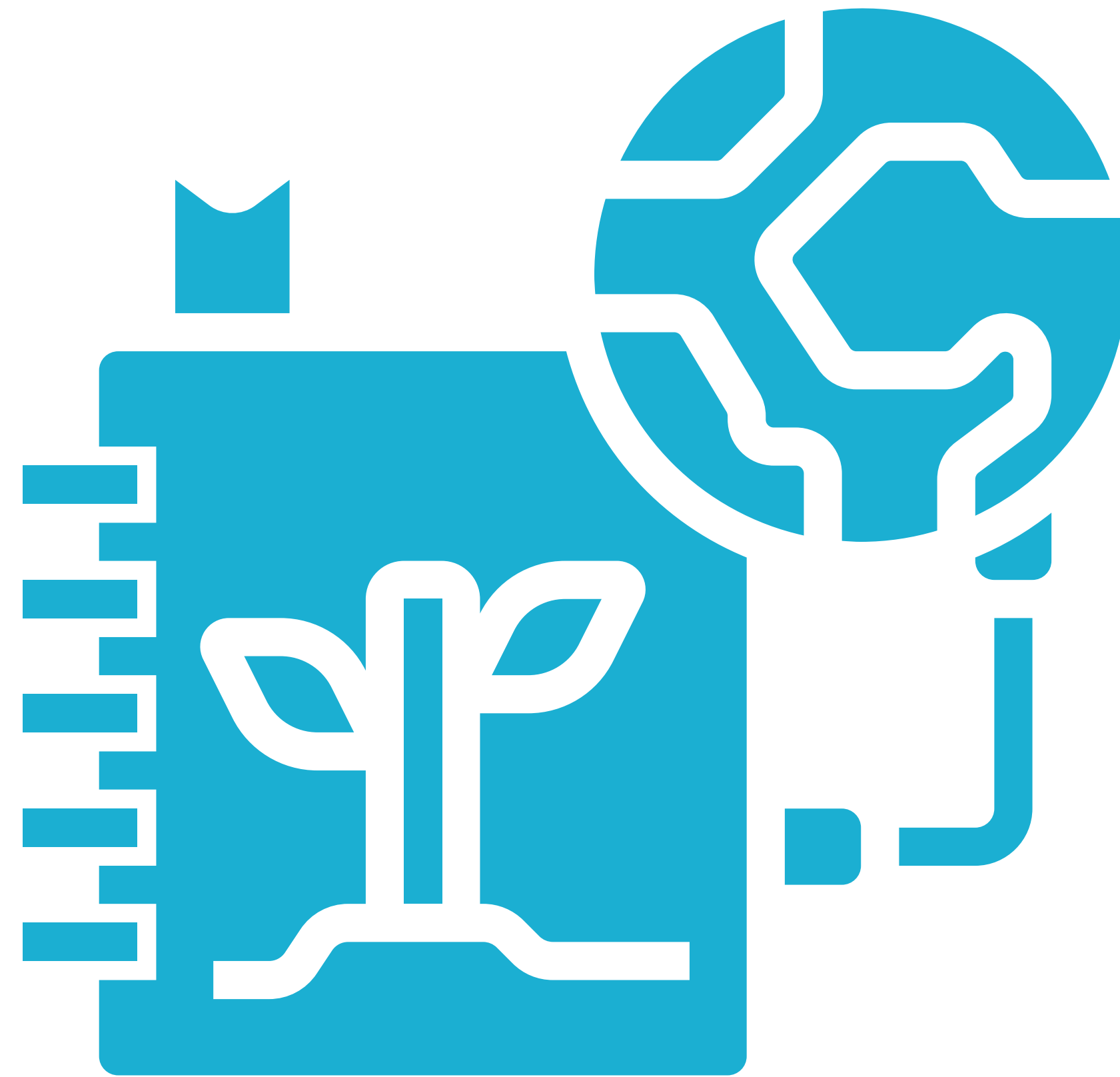
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Your best work experience

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Use Zoom Like a Pro

✓ Create a new Zoom meeting

✓ Share your screen

✓ Breakout Rooms for interaction and engagement

   ✓ … and moving between breakout rooms

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Let's practice: breakout rooms

✓ Make a new friend

✓ Ask your friend why they are here today

✓ Be prepared to share your friend's story

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Agile New England

Software Tools To
Support Remote Working

David Kramer

AGILE
New England

About Me: David Kramer

- LeapFrog Systems: Consultant
- Agile Coach
- Software Engineering Manager
- Agility, DevOps, automation, knowledge mgt
- ANE Board: IT Chair
- Boston Linux Board: Assistant Director
- Watertown HATCH Maker Space volunteer

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Overview

- Problems with remote working
- Some remote communication/coordination basics
- Software tools selection criteria
- Software tool suggestions

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What tools do you and you company use to collaborate now?

48
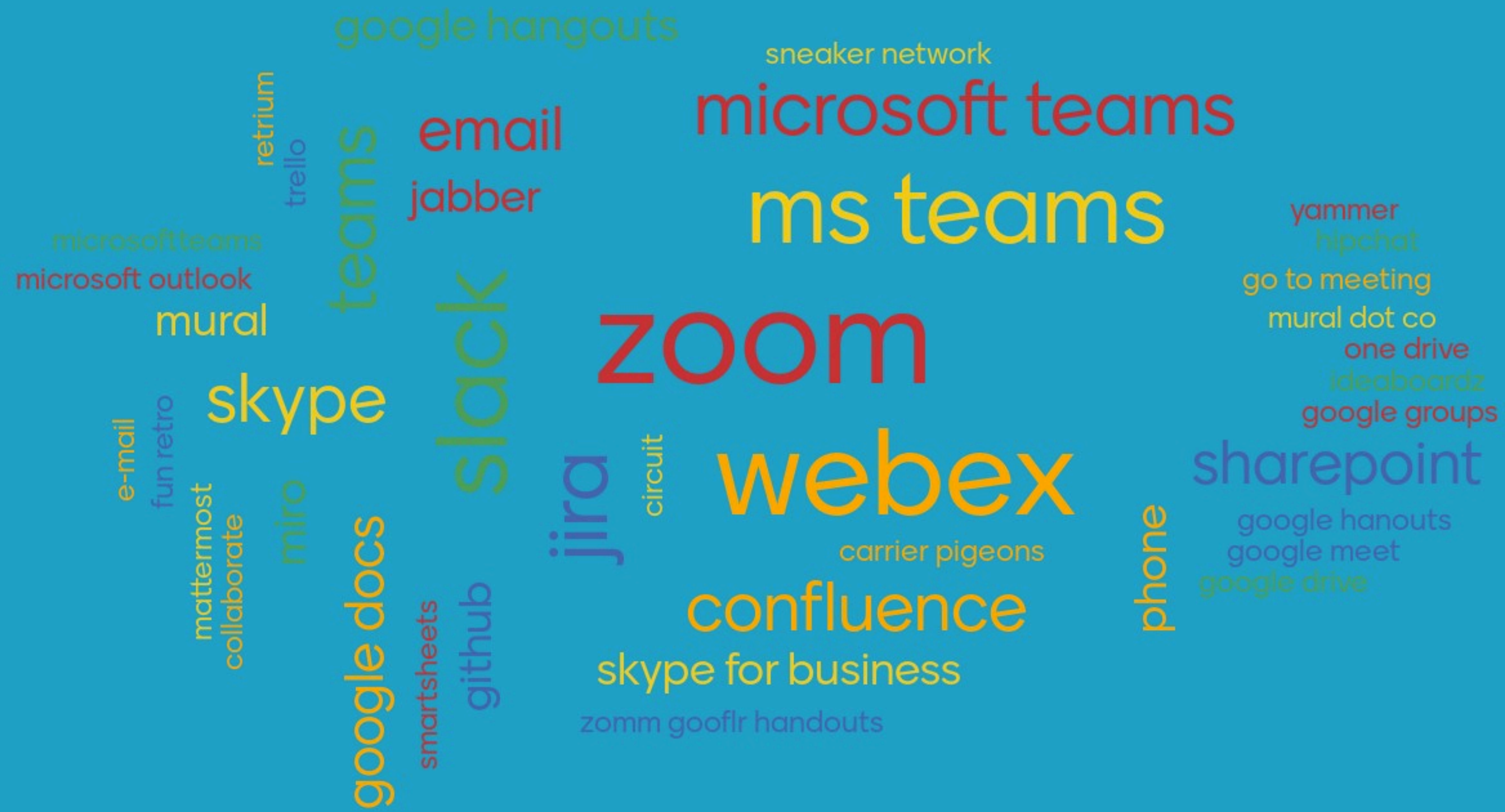
Why Is Tool Selection Important?

When we are not physically colocated:

- There are barriers to talking more frequently and people get excluded
- Non-verbal communication may be lost
- It's hard to keep everyone updated
- Learning new tools can be difficult
- Getting support/help can be more difficult
- Managing time is harder

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What problems are you seeing that working remotely is causing, or making worse?

poor internet

get

face-to-face

remote access

interrupting

in person connect

barking dogs

never stop working

stubborn workers

varying personalities

decider protocol

boundaries w personal

glad to help others

hungry

glad to see sharing

a person not mute ehen ge

weak internet

internet lag

fewer ad hoc conversation

time zone differences

zoom overload

poor connectivity

interruptions from family

free

distraction

network performance issue

sitting too long

hardware access

communication

talking over other

refrigerator too close

pretty good

hallway coversations

family interruptions

multitasking

not sharing video

finding time to meet

social undistancing

lost time to tech issues

calm

physical undistancing

no video

response

loss of non verbal cues

lonley

outside distractions

silos

distributing hardware

not tech savy

conversation flow in call

incomplete discussion

garablrd audio

lack of informal commun

lack of familiarity

security

phyllack of physical acti

to

vpn access problems

virtual background fun

coordination

bandwidth

others won't use video

immediately

network issues

super super productive

ergonomics

teaching

network performance

facial recognition

brady bunch gags

less collaboration

pets

perfection game

background noise

luches

children

unable

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Pull vs Push Communication

Pull communication: Initiated by consumer to get the latest content from content producers

- Good for dashboards, less time-sensitive information
- Examples: Email, website/wiki pages, story boards

Push communication: Initiated by the content producer to alert consumers

- Good for requests for help, coordinating work, more time-sensitive information
- Examples: Chat applications, alerting systems, phone

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Non Collaborative Tools

TL;DR: Excel is not a collaborative tool

Anything involving file sharing, passing files back and forth, files in a shared folder, is prone to issues with

- People undoing others' work, or adding their updates to an older version
- Confusion over what the latest version is
- People missing from the distribution list
- Lack of notifications of updates

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Truly Collaborative Tools

Collaborative tools [ideally] provide:

- One one true shared source of truth
- Always accessible to all involved
- Versioning, with user attribution
- Simultaneous editing
- Commenting
- Notifications of updates to all who wish

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Other Considerations

- Consider licensing
- Consider privacy, and data exposure (Free isn't always free)
- Consider learning curves
- Using too many tools can lead to confusion; sometimes it's better to use something known instead of a better tool
- Consider accessibility and diversity
- Consider integrations with other tools

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Tools That Support Collaboration

- **Wikis** (Confluence, etc) usually offer all of the features of the previous slide. There are also many cloud-based and on-prem free options
- **Google Docs** allows simultaneous editing (beware of licensing and privacy though)
- **Chat tools** that support different rooms/channels/topics can offer a balance of instant communication to the right people while keeping the signal/noise ration manageable
- All-in-one remote **project tools** ([Basecamp](), etc)
- **Lean Coffee** to include new topics and concerns

Whiteboards And Mind Maps

- https://gsuite.google.com/products/jamboard/ Allows drawing, notes, pasting images, etc (requires G Suite)
- https://www.invisionapp.com Free,prototyping, storyboarding, commenting,
- https://awwapp.com Basic whiteboarding tools
- https://miro.com/ Popular, supports widgets, reasonable $
- https://app.diagrams.net/ Free diagraming, integrations
- https://www.mindmup.com/ Mind maps
- https://coggle.it/ Simple online mind maps and flowcharts
- https://www.smartdraw.com Lots of templates, integrations, $

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"Card" boards for discrete items

- https://trello.com/ Very popular, allows lots of metadata, plugins and connectivity to other systems
- https://leankit.com/ Not free, but very powerful and collaborative (ANE uses it)
- https://ideaboardz.com/ Inlcudes upvoting
- https://stormboard.com/ Integrates whiteboards with cards
- https://www.optimalworkshop.com/ Good for sorting and relating cards, surveys, $$
- https://mural.co Many templates besides cards

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Software Development

- https://www.remotemobprogramming.org/ (not one tool but advice and recommended tools)
- https://repl.it Online code editing and execution environment
- https://visualstudio.microsoft.com/services/live-share/
- https://www.codechef.com Online code editing and exectution, exercises, contests
- http://www.programmr.com Collaborative coding
- https://teletype.atom.io/ Collaborative coding

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Polls, Surveys

- https://www.mentimeter.com/ Good integrations, good for live presentations

- https://doodle.com Multi choice/calendar date/time voting

- https://www.strawpoll.me/ Free, great for quick multi choice

- https://www.poll-maker.com/ More control of UI/format

- https://docs.google.com/forms Free online forms

- https://www.surveymonkey.com/ Full surveys, $

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Agile Ceremonies

- https://retromat.org/ Lots of retrospective activities

- https://www.funretrospectives.com/ Lots of retrospective activities

- https://www.retrium.com Online retrospectives, $

- https://retrotool.io/ Free?

- https://www.boxuk.com/insight/retros-against-humanity/ Based on CAH

- https://www.mountaingoatsoftware.com/agile/planning-poker

- https://www.planningpoker.com/

- http://leancoffee.org/

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Thank You

You can download these slides from

http://www.thekramers.net/r/ane200402

More tools can be found on my website

http://www.thekramers.net/index.php/software-tools/

Join ANE's public slack and start a conversation

https://agilenewengland.org/joinslack/

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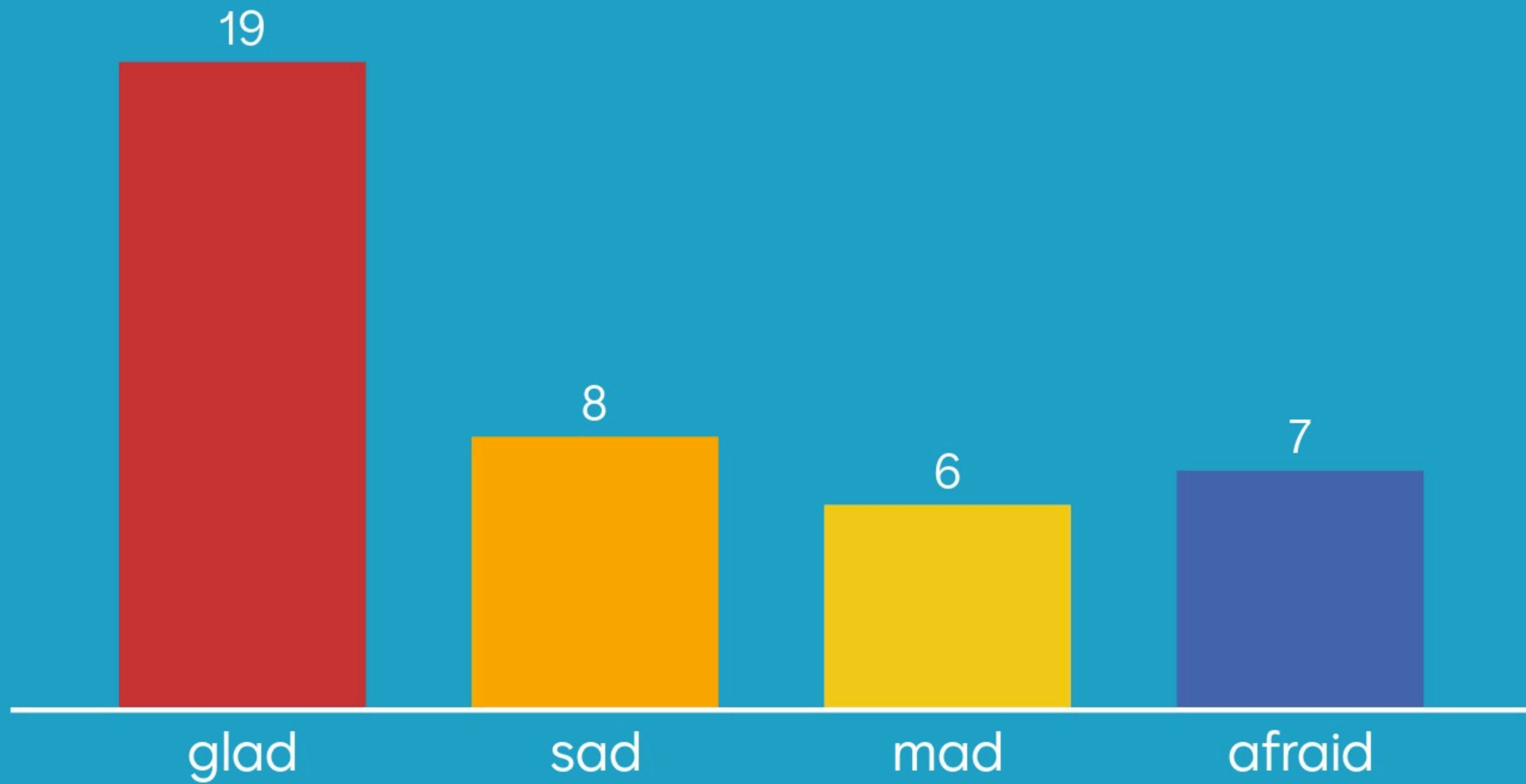# Amplify Your Team's Awesomeness

✓ Connect with each other

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I feel _____ .

GLAD, SAD, MAD, AFRAID

Describe to yourself why you feel that way.

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Try it: Check In

SPEAKER SAYS,

1. "I feel [one or more of GLAD, SAD, MAD, AFRAID]."
2. Speaker may add a brief explanation.
3. Speaker may say, "I pass."
4. "I'm in."

**LISTENERS RESPOND,**

- "Welcome."

*Groups of 2, 2 minutes

00:02:00

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Amplify Your Team's Awesomeness

✓ Connect with each other

✓ Make great decisions and resolve conflict

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Decider Protocol

✓ I propose _____. 1-2-3

✓ Thumb-up: Yes, absolutely!

✓ Flat hand: I support the team's decision

✓ Thumb-down: No, and I have an easy way
to improve your proposal.

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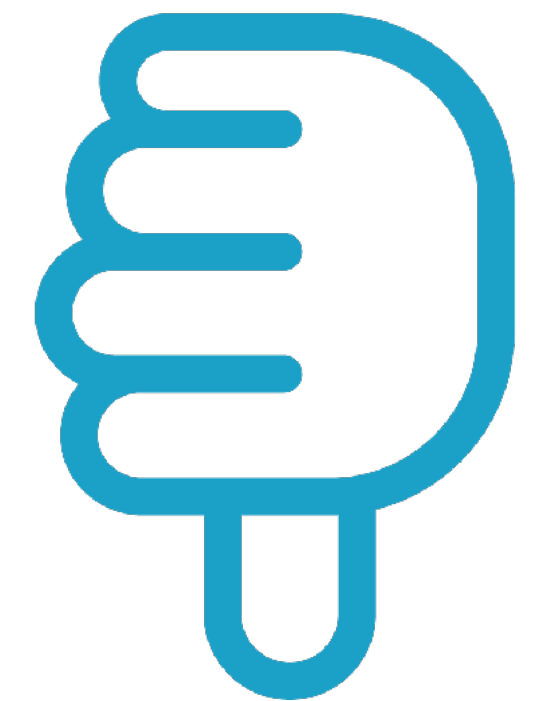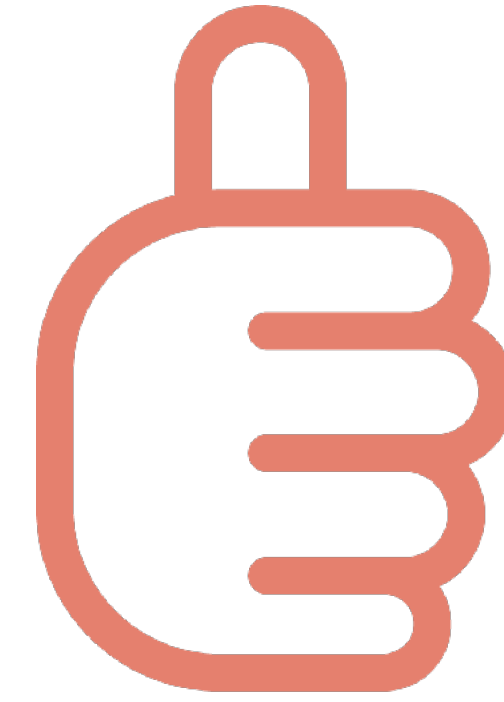
Decider in Slack

richard Today at 9:28 PM
I propose that we spend the weekend pair-programming the first iteration of our MVP. 1-2-3

To vote, add a reaction to this message:
- 👍 for Yes, I support this proposal
- ✋ for I support the team's decision
- 👎 for No, I do not support this proposal (and add your Resolution idea in a response thread)

Voting ends on Friday at noon Boston time.

👍 1   👎 1   😊+

2 replies

Josh Grob 3 minutes ago
I am so close to being in. To get me in would like to see time a window set for each day so I can plan my weekend. Eg. Sat 10am-12pm EST, Sun 9-11am EST

Amplify Your Team's Awesomeness

✓ Connect with each other

✓ Make great decisions and resolve conflict

✓ Make your team and your product great

Try it: Perfection Game

PERFECTEE (asks for help)

1. Shares their idea/object/ performance with the helper

PERFECTOR (helps make the idea/object/ performance better)

1. Give it a score from 1 to 10
2. "What I like about it is _____."
3. "To make it a perfect 10, _____."

Try it: Perfection Game

PERFECTEE (asks for help)

1. Will you help me perfect <u>my lighting for this Zoom meeting?</u>

PERFECTOR (helps make the idea/object/performance better)

1. Give it a score from 1 to 10
2. "What I like about it is _____."
3. "To make it a perfect 10, _____."

*Groups of 2, 2 minutes   **00:02:00**

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✓Learn more at thecoreprotocols.org

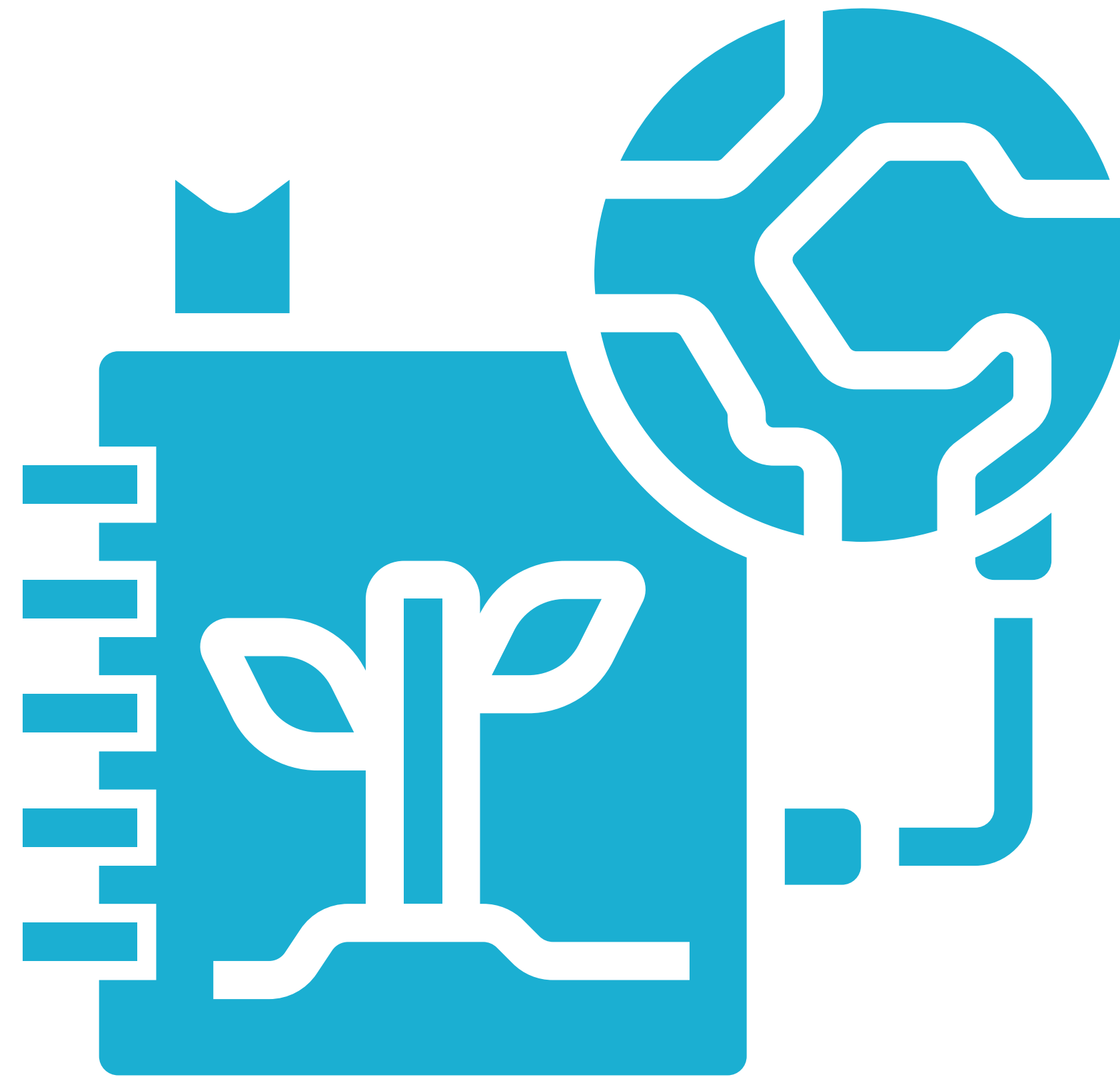🐦 @rkasper ✉ r@kasperowski.com 🏠 kasperowski.com

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I can work effectively online

What will you do in your real everyday work?

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What will you do in your real everyday work?

- Use Zoom like a pro — 5
- Use other online tools for collaboration — 11
- Connect, make great decisions, and make things better — 7
- Teach other people how to do it — 8
- Something else — 8

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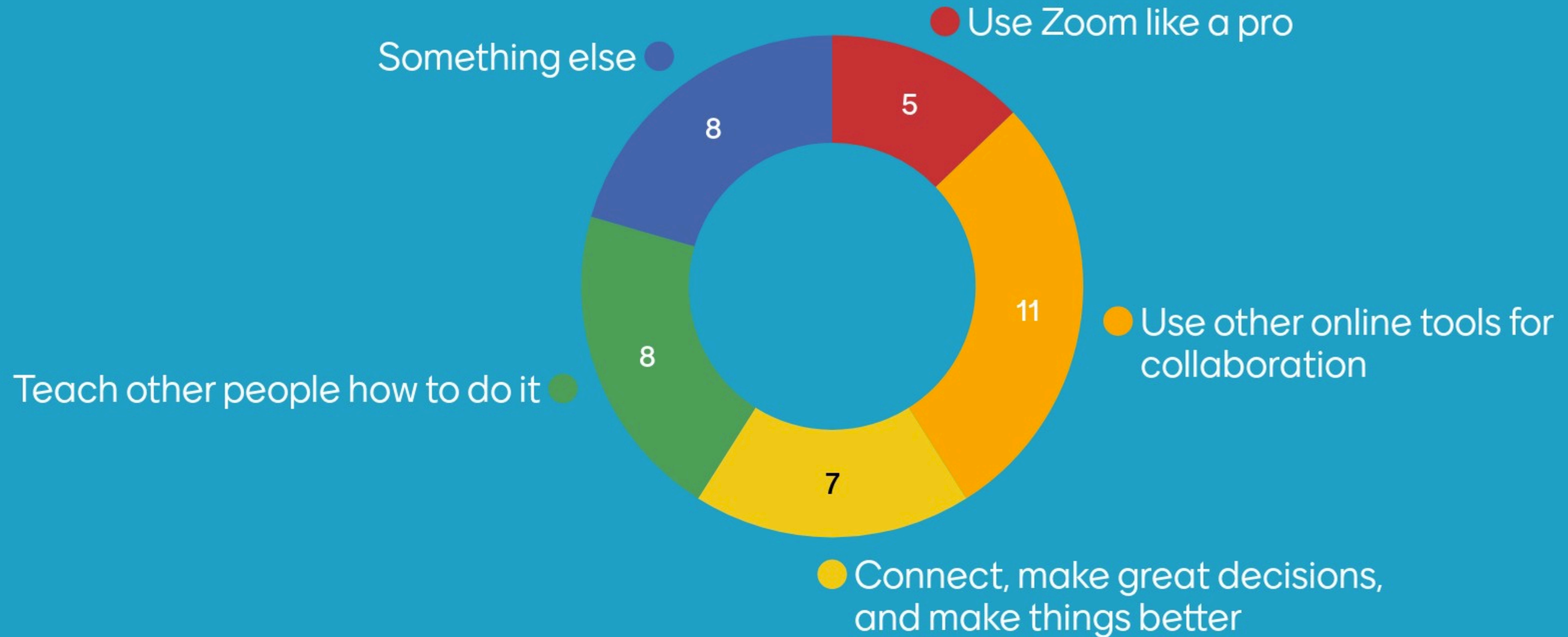
Ask David for help

Reach out to me for more information on applying software tools and people skills to make your remote environment more effective

- Software Engineering Manager / Dev Ops / Agile Coach
- david@thekramers.net
- www.thekramers.net

Richard's learning events

Want to learn and embody these behaviors?

- kasperowski.com

- Respond on feedback form to stay informed

Richard's upcoming classes:

- Online – Apr 10 – How to Teach Online Follow-Up

- Online – Apr 28 – Online Agile Games Lean Coffee

- Boston/online – May 29 – Agile Technical Skills

- Boston/online – June 4 – High-Performance Team Building™

- Harvard – June-July – Agile Software Development

··· or book a private class for your organization.

Will you help us make this presentation the best it can be?

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