

Always getting better

Applying an open, asynchronous, collaborative mindset to getting things done.

Problem

The culture lacks energy, innovation and/or a strong commitment to effectively get things that matter done on time (or at all).

Symptoms

- No vision
- Too much to do
- Competing (or no) priorities
- No empowerment
- No focus

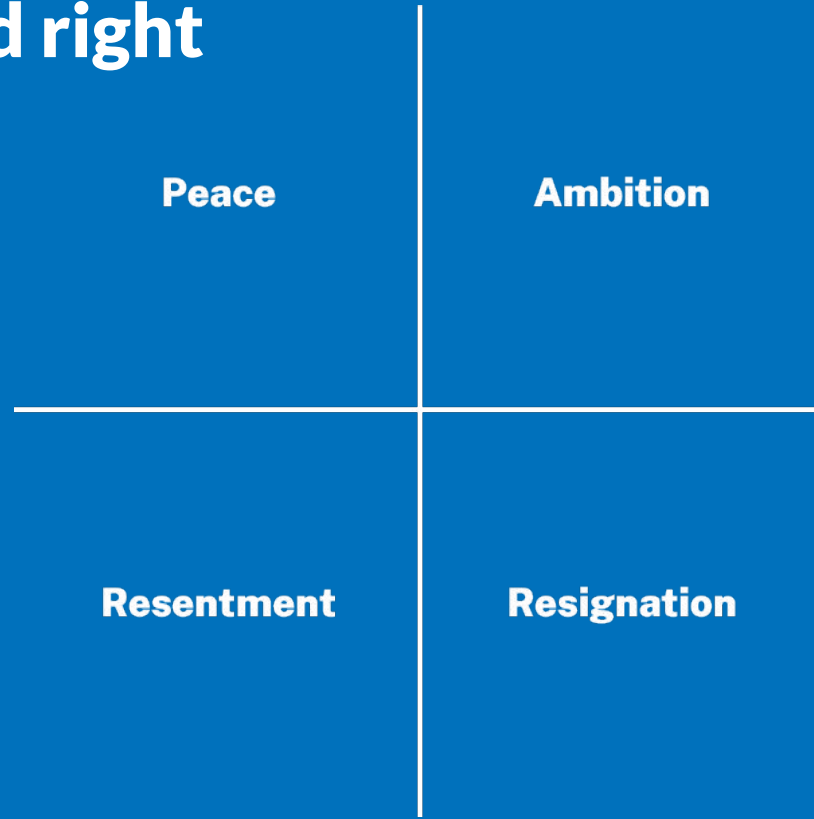
Solution

A culture that is:

- Open
- Asynchronous
- Collaborative
- Distributed

Execution

Get your mind right



Use the right tools

GitHub

 **Trello**

 **slack**

 **G Suite**

zoom

Set team agreements

Examples:

- Don't be afraid to ask for help
- Respect others' time
- Trust one another
- Take ownership and responsibility
- Speak the truth tell the truth
- Share your blockers
- Document updates in real time
- Keep your calendar up to date
- It's OK to say 'no'
- Communicate and assess expectations

Work in the open

- Passion
- Merit
- “Heat”
- Inclusive
- Empathy

Work asynchronously

- Start, stop, check in on your own times
- Document status within tools in real time
- Reduce need for constant, in-person contact

Communicate authentically

Share information:

- Openly
- Immediately
- Empathetically

Stay in beta

- “Always be shipping”
- Good is better than perfect
- “Half, not half-assed”

Appoint empowered owners

“Assign one leader and hold that person accountable.”

- *U.S. Digital Services Playbook*

Meet smarter

- Give meetings purpose
- Keep them short
- Limit attendance
- Update board(s) before ending

Do deep work

- Block extended, alone time
- Stay focused

Unblock

- Communicate blockers
- Break down tasks
- Create escalation process
- “Go where the water flows”

Think scale

- Document knowledge
- Templatize repeatable tasks
- Establish communities of practice

Acknowledge

- Wins
- Fails
- Appreciations

Hold retrospectives

- Blameless / recurring
- What worked / didn't
- How do we improve?

Spark joy

- Be human
- Connect beyond business
- Don't be so serious

Rest

- Detach (unplug / meditate)
- Walk
- Sleep
- Move

Condition yourself

- Self-reflect/retrospect
- Cultivate a growth mindset
- Remind yourself of and follow your purpose

Reading

- *The Effective Executive*, Peter Drucker
- *Open Organization*, Jim Whitehurst
- *Getting Real*, Fried/Heinemeier Hansson
- *It Doesn't Have to Be Crazy at Work*, Fried/Heinemeier Hansson
- *Distributed Teams*, John O'Duinn
- *Deep Work*, Cal Newport
- *Rest*, Alex Soojung-Kim Pang

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