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boris**gloger** consulting GmbH

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## Collaboration Hacks for Distributed Teams

Margarita Yonova-Popova, Alexandra Öllinger  
& Christoph Schmiedinger

13<sup>th</sup> of October 2020

# Who are we?

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**Margarita** Yonova-Popova

Agile Coach  
Erste Bank AG



**Alexandra** Öllinger

Agile Coach  
Erste Group IT



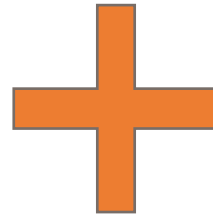
**Christoph** Schmiedinger

Executive Consultant  
borisgloger consulting

# Our session today

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**Input**



**Collective  
Intelligence**

- Intro            10 min
- Input            45 min
- Break-out       15 min
- Closing           10 min

➤ Be open & ready to share!

➤ Slides will be shared

➤ Inputs will be collected & shared as well!

# Mentimeter Session

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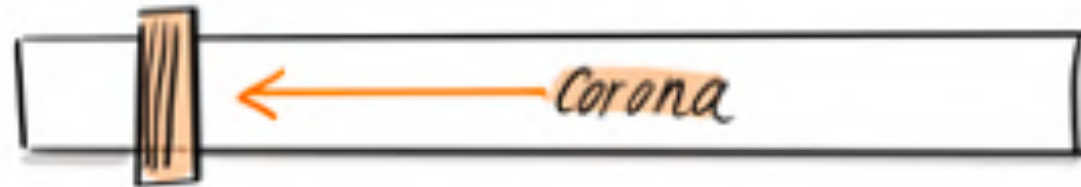
# The COVID-19 crisis changed the way we work...



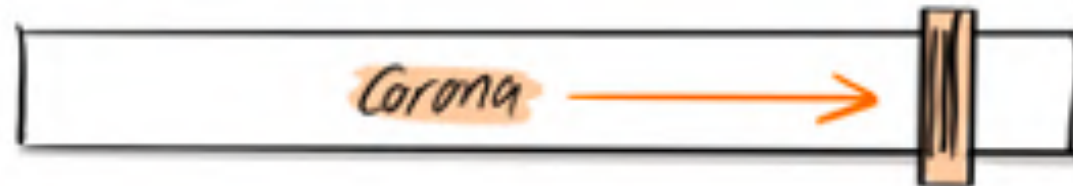
Mobility



Connectivity



Mobility



Connectivity

# Agile is about working together!

- “Task-Force“-mode
  - Strong focus
  - Close interaction & collaboration
  - Intensive synchronization
  - Haptic artefacts & visualization
  - Fast delivery of results



@luckybusiness @123rf.com

# But what if the team is distributed?



@decorwithme @123rf.com

## 2 major enablers

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**People &  
Processes**

**Tools &  
Infrastructure**



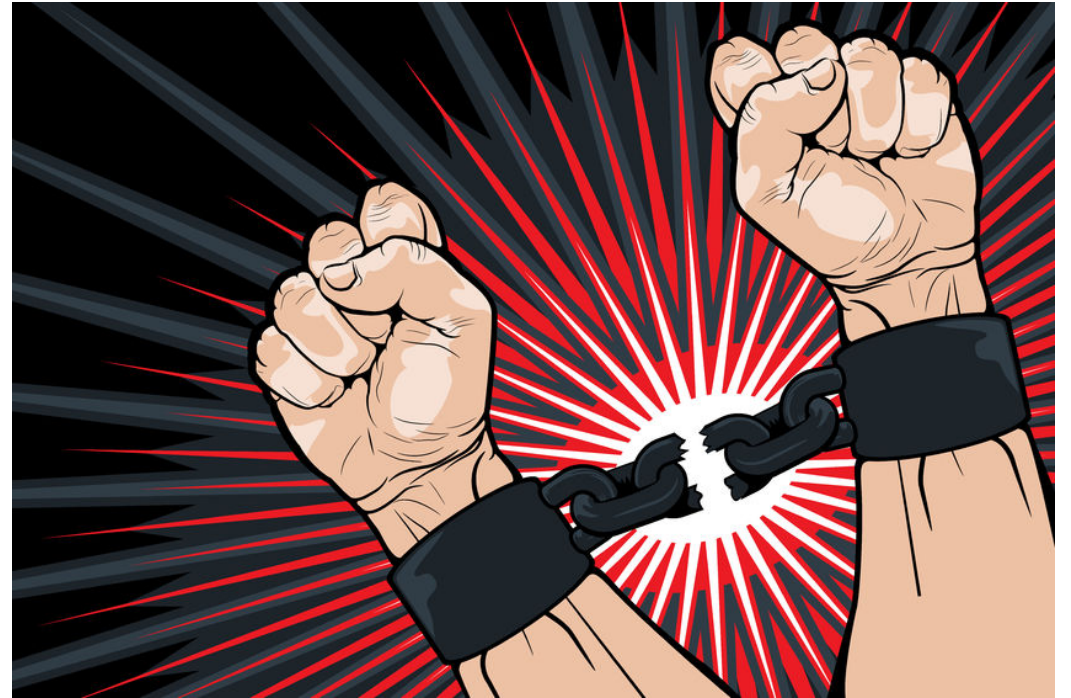


# PEOPLE & PROCESSES

# Self-confidence

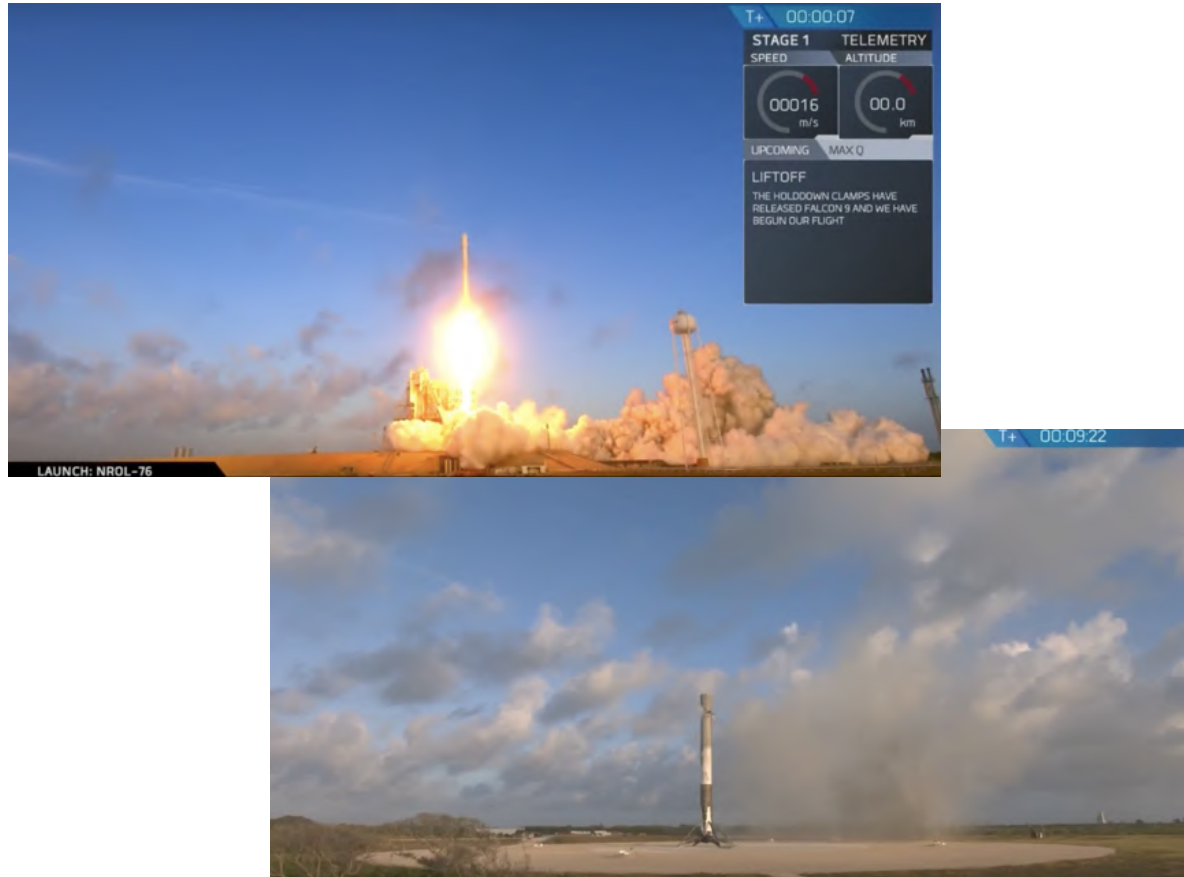
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- Claim autonomy for decisions
  - ... it is necessary to be successful anyway
- Define constraints with sponsors that have to be met/considered
  - ... which doesn't mean never challenging them again

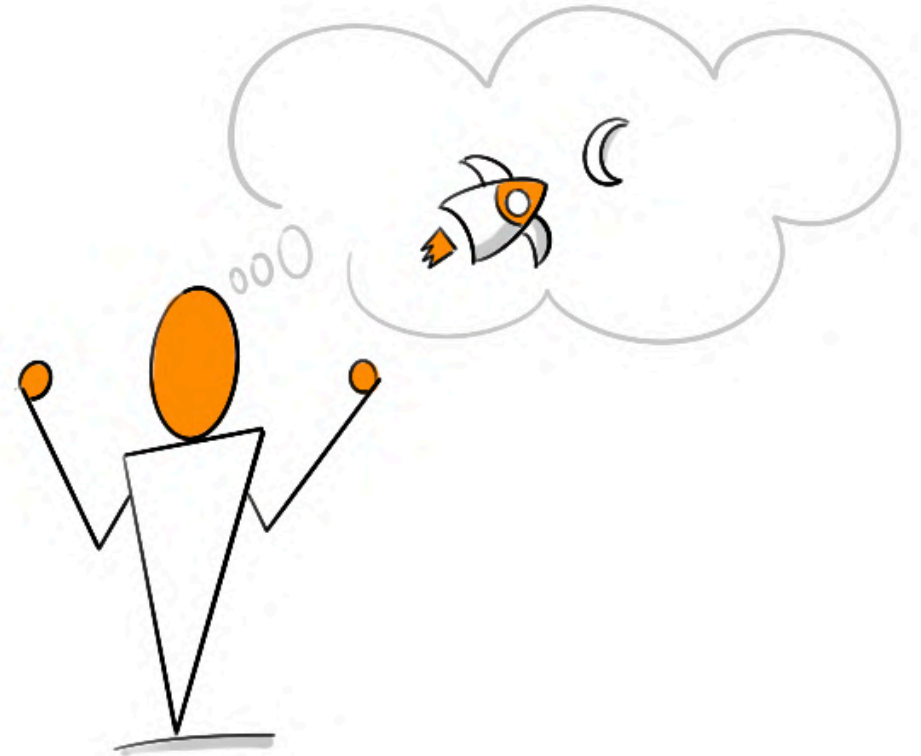


@porteador @123rf.com

# Strong and ambitious visions



Quelle: Space X (<https://youtu.be/GhaD8XLoO14>)



# Need for strong & inspiring leadership

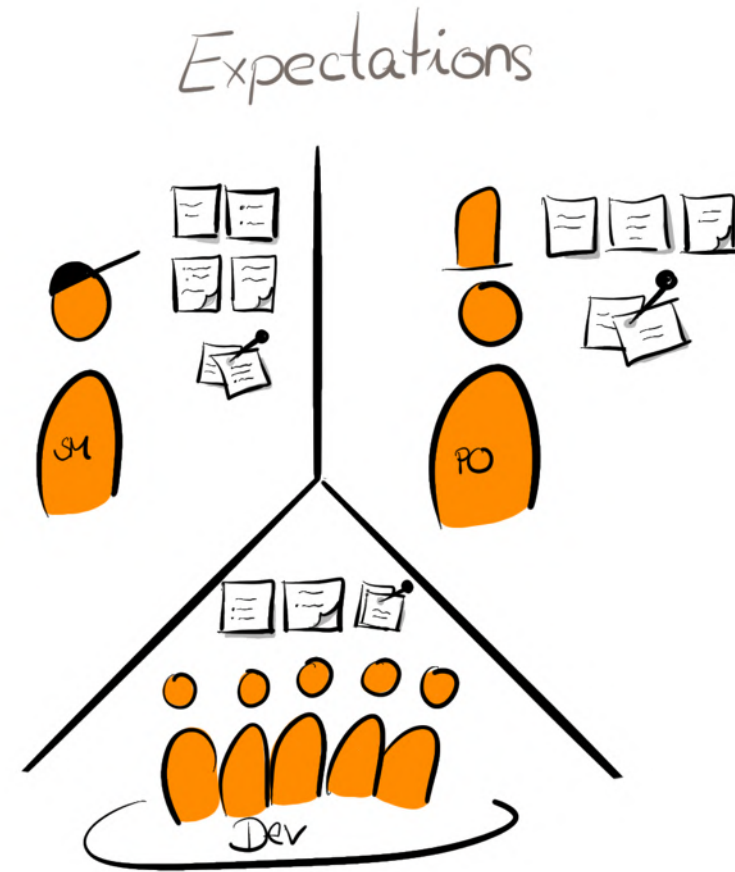
- Primary goal: Create a community
- Accelerate & increase communication
  - Informal ways/channels are less established
  - There is no “short conversation” in the coffee kitchen
- Reliability over procedure & processes
  - Visible and transparent daily routines
- Mutual appreciation
  - Express “Thank you” explicitly!



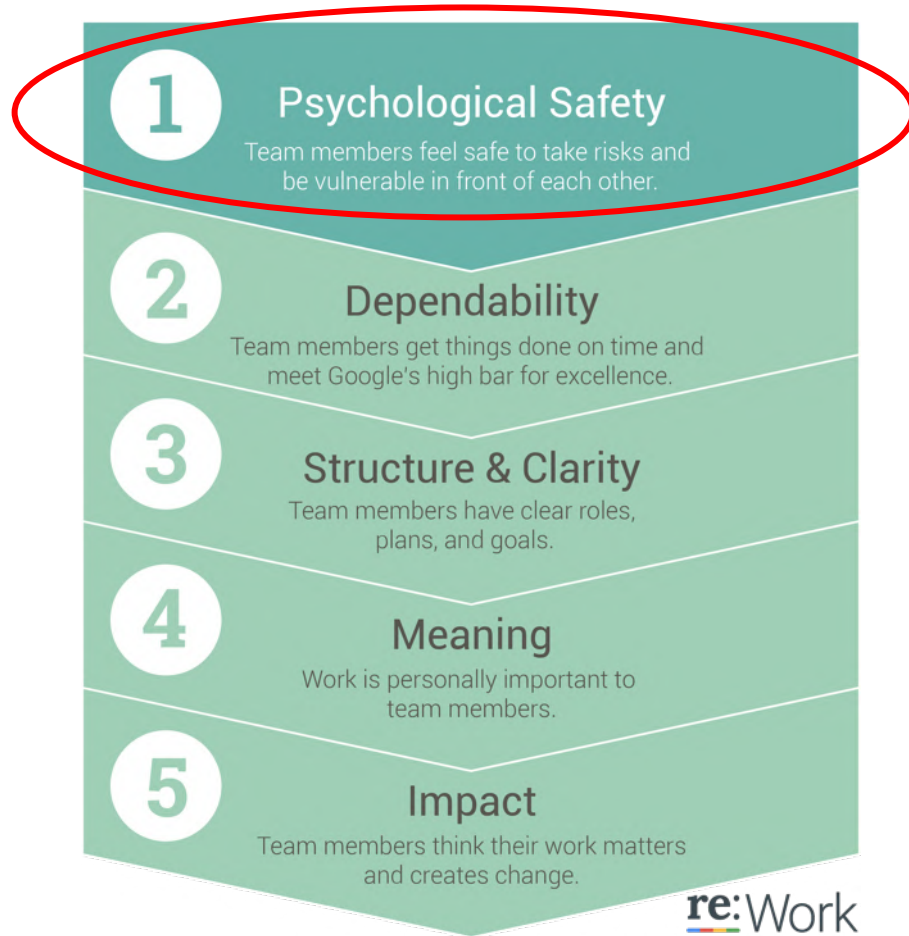


# Clear Roles & Responsibilities

- Clear definition up-front
- Common understanding
- Role and expectation workshops
- Create a team charter
  - Values, procedures and working model
- Talk about it on a regular basis



# Trust is Key!



... and it is so difficult to establish  
when the team is distributed...

# Communication is essential

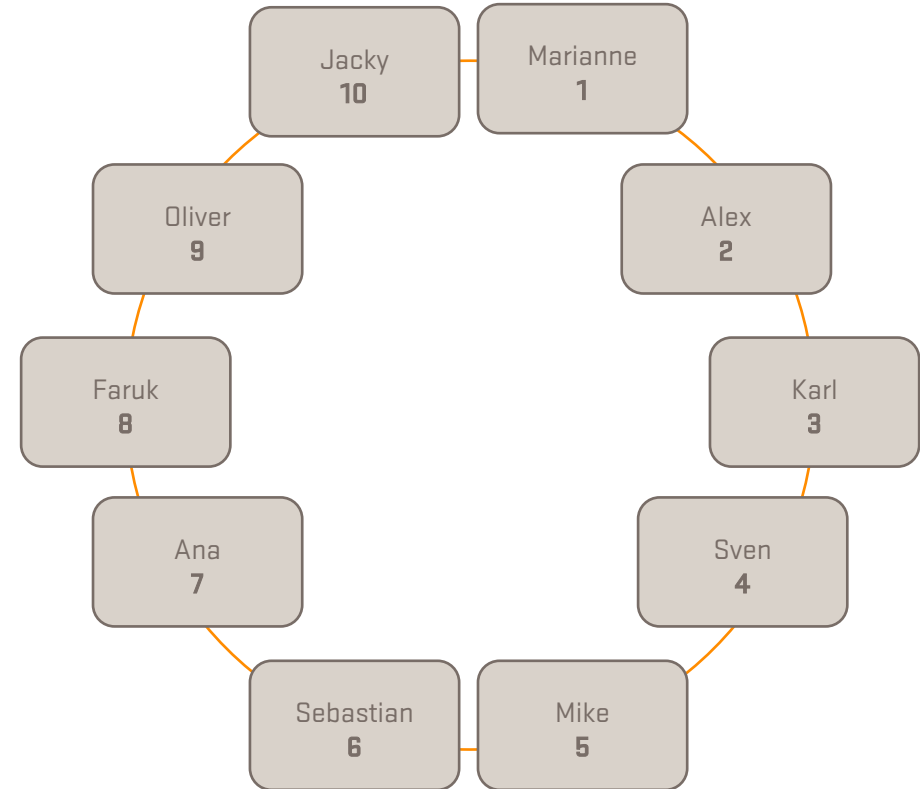


- Open questions (try to avoid yes/no questions)
- Include quiet people (that don't talk if not asked)



© rawpixel @123rf.com

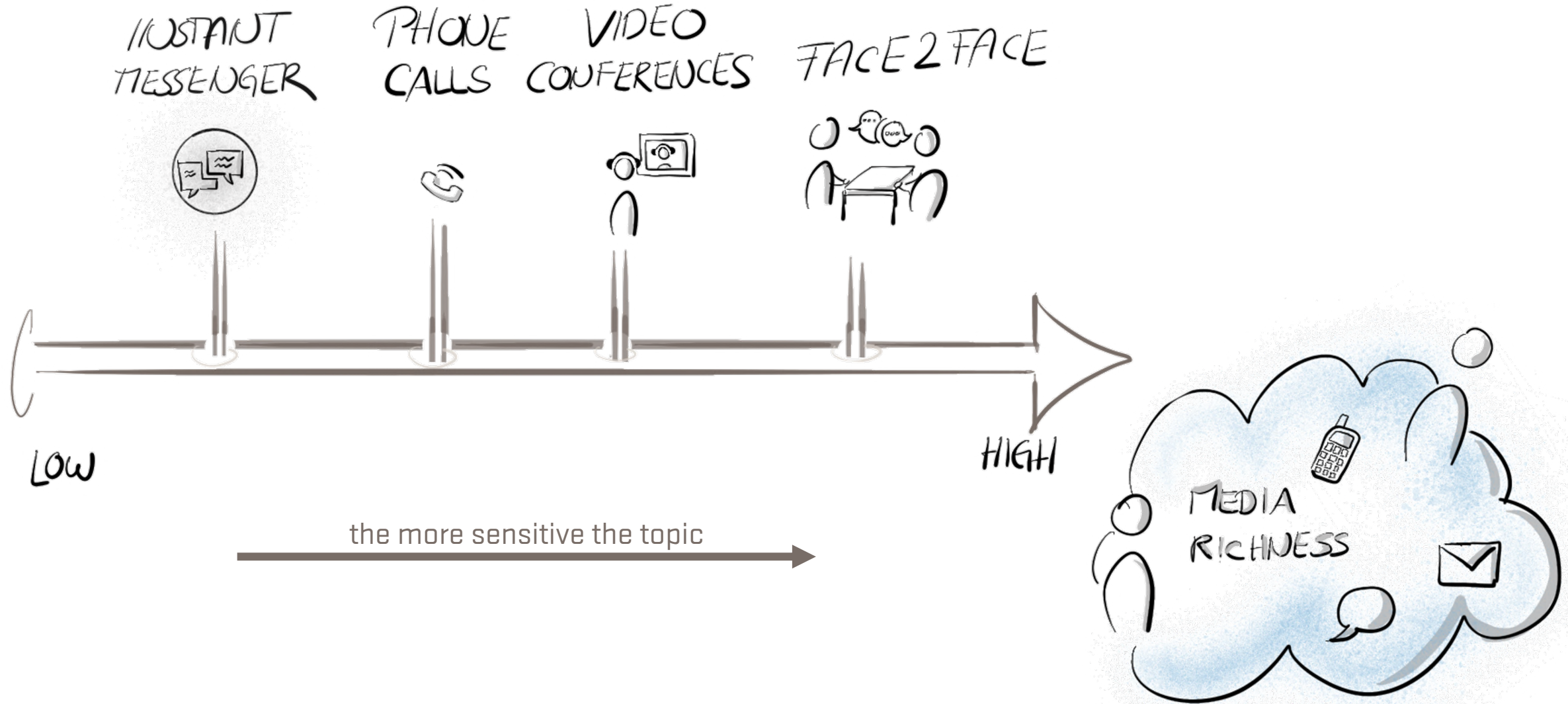
# “The circle way“ as communication process in your meetings



Use check-in and check-out processes including personal questions



# Media richness



# Heartbeat

Videoconferences (Weekly)  
Face to face Meeting (Monthly)

  
Discussion



Working session  
of 

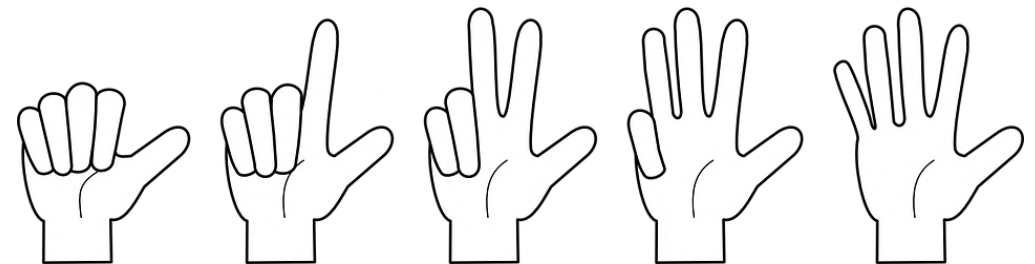
Credits for this idea to Tobias Leisgang (companypirate.de)

# Use participative decision-making processes

➤ Everyone should have a voice



[acceptify.at](https://www.acceptify.at)



Fists of Five

# Remote-”Pairing”

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- Common achievement of a task
  - Intensive collaboration
  - Knowledge transfer
- Regular rotation
  - Spread knowledge
  - Bond with each other



@gstockstudio @123rf.com

# Team mood

## Daily Happiness Metric



@greyjj @123rf.com



# Give kudos!

**KUDOBBOX**

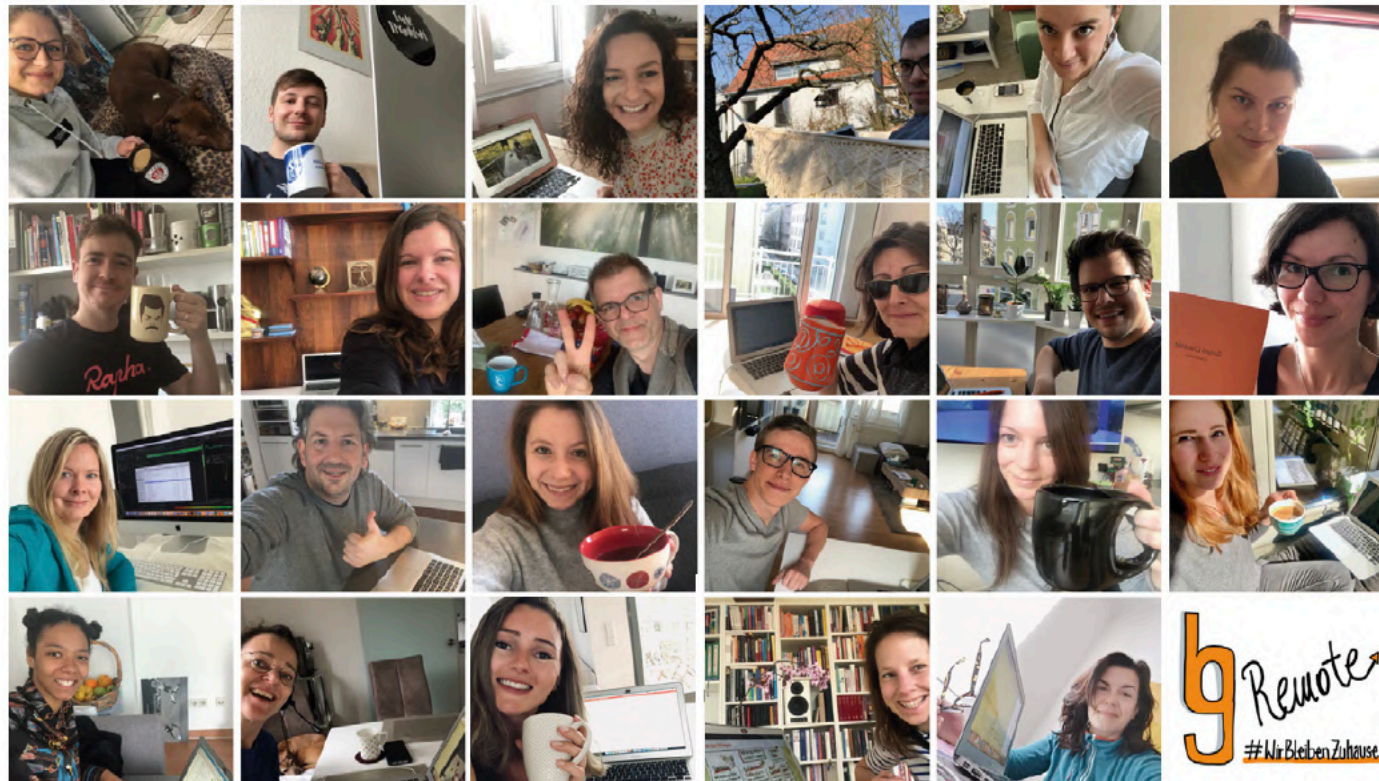
<http://kudobox.co/>



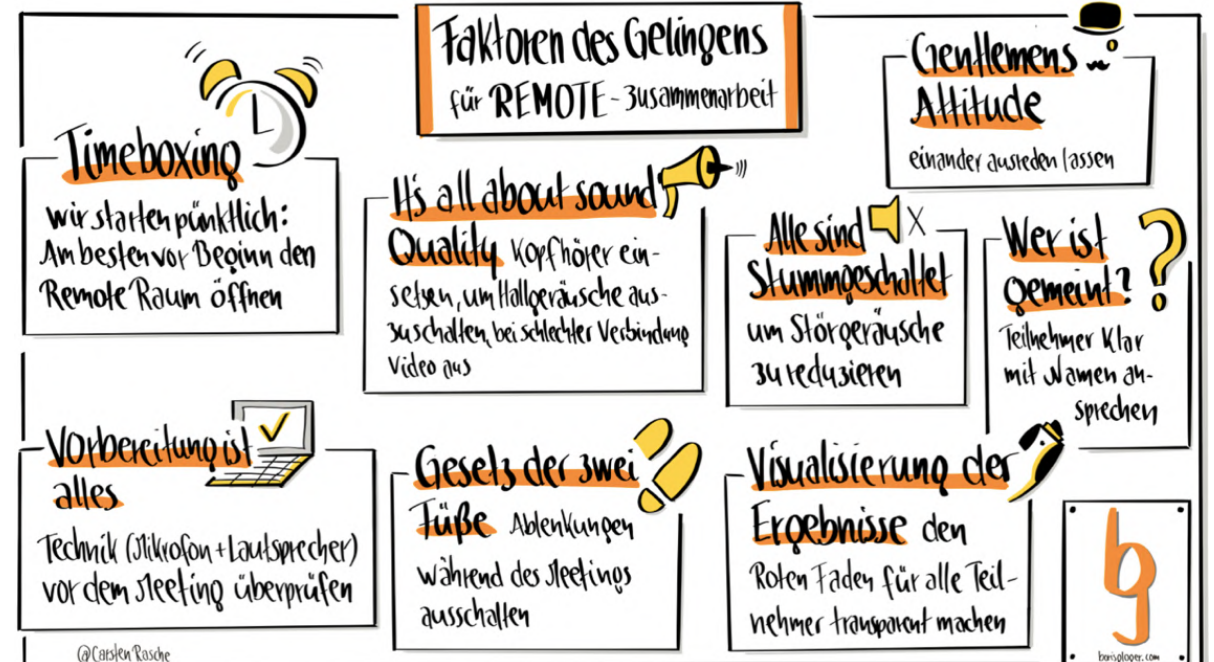
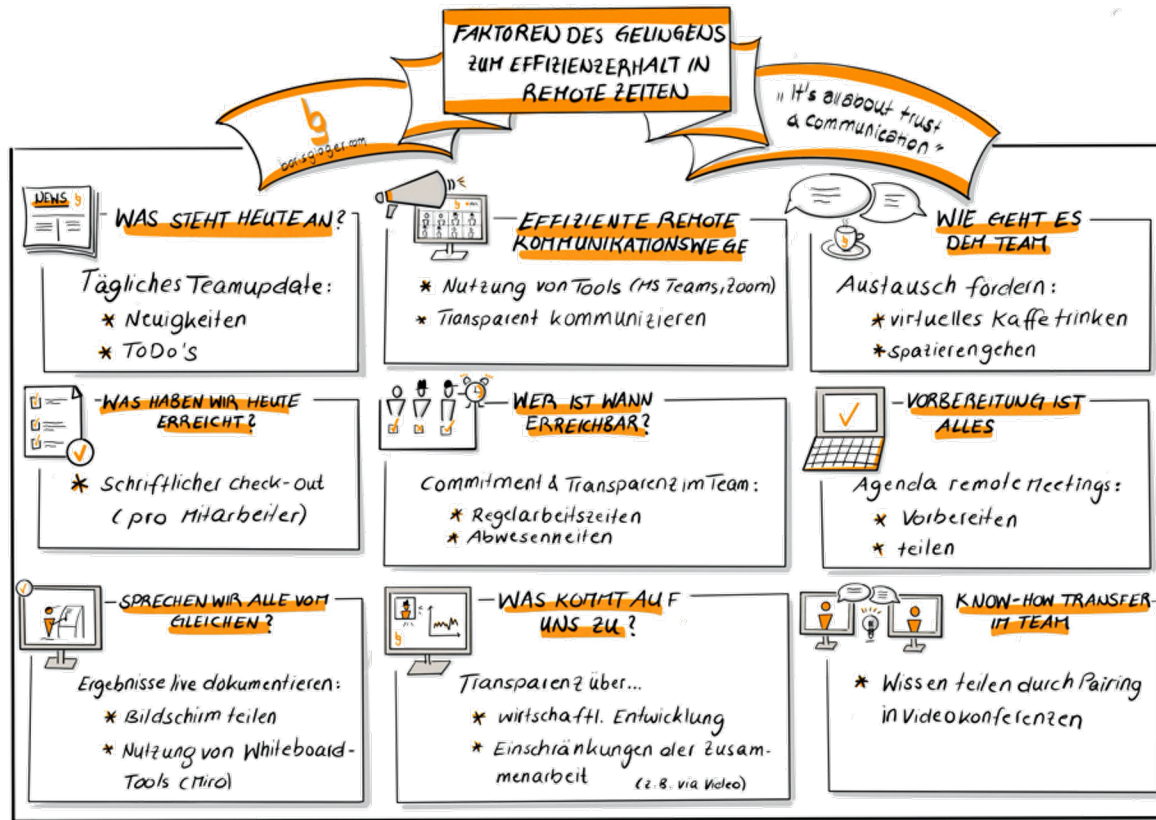
# Remote coffee-break / Remote after-work beer

Before Corona this was rather strange ...

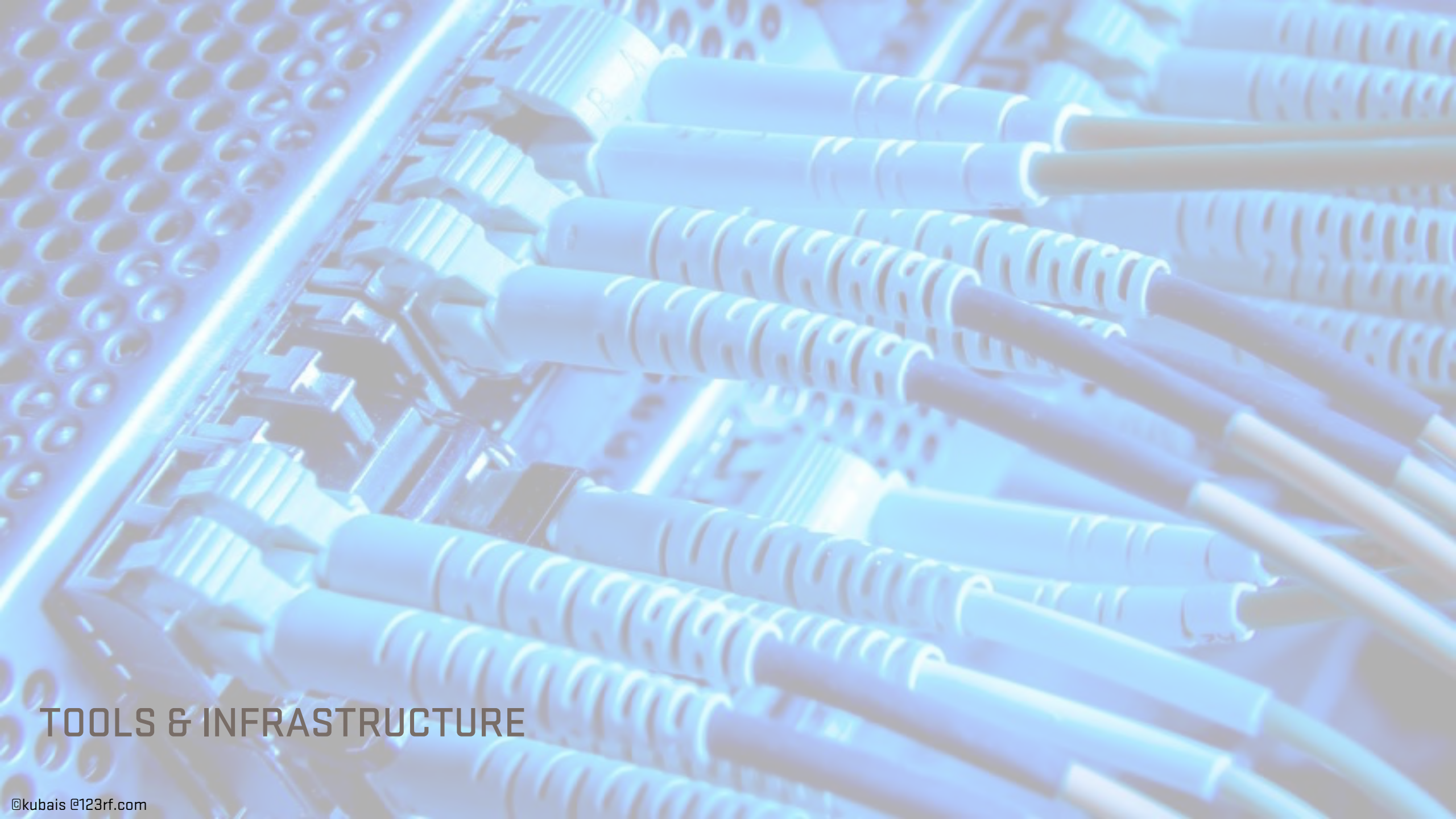
... now more and more people get used to it 😊.



# Factors of success for virtual collaboration & meetings







# TOOLS & INFRASTRUCTURE

# Infrastructure is key!

- Professional videoconferencing & screen sharing
- Lightweight chat tools
- Tools for visualization of the progress
- Possibility to work from everywhere with internet access



@dotshock @123rf.com

- *Slack, Atlassian Hipchat, Microsoft Teams, Mattermost, ...*
  - Organization in channels (principle of voluntariness)
  - Elimination of “internal only“-mails
  - Open APIs for further integration possibilities

**Example:** borisgloger consulting's use of Microsoft Teams



# Electronic TaskBoards



The screenshot shows a Trello board for a kitchen renovation project. The board is organized into four columns: 'Ideen', 'To Do', 'Im Gange', and 'Fertig!'. Each column contains task cards with progress bars, due dates, and attachments like photos and floor plans. The 'Ideen' column lists tasks such as buying a new hanging rack and replacing cabinet knobs. The 'To Do' column includes setting water pressure, removing old appliances, and installing a new sink. The 'Im Gange' column shows selecting countertop colors and buying a new cart. The 'Fertig!' column lists calling a contractor and finding a faucet. A right-hand sidebar shows the board's menu, members, and activity log.

**Umgestaltung der Küche** ☆ Öffentlich

**Ideen**

- Einen neuen Querbehang kaufen, der zu den Schrankfarben passt
- Topfaufhängung über der Kücheninsel anbringen
- Schubladenkäufe durch antike Knäufe ersetzen

**To Do**

- Wasserdruck des Spülbeckens einstellen
- Alten Kühlschrank und Herd entfernen
- Neues Spülbecken einbauen
- Neuen Fußboden verlegen
- Kaufen Sie Farbe für Schränke

**Im Gange**

- Farben der Arbeitsplatte auswählen
- Neuen Servierwagen kaufen
- Neue Küchenzeile entwerfen

**Fertig!**

- Beauftragte Firma anrufen
- Wasserhahn aussuchen, der zum neuen Spülbecken passt

**Menü**

**Mitglieder**

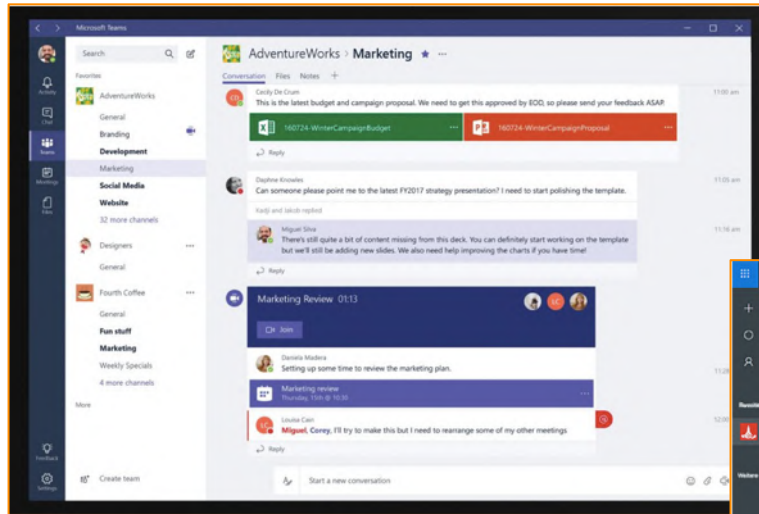
**Aktivität**

- Taco hat Drill some holes in the wall auf Topfaufhängung über der Kücheninsel anbringen abgeschlossen
- Taco hat Drill some holes in the wall auf Topfaufhängung über der Kücheninsel anbringen als unvollständig markiert
- Taco hat Fyza Hashim zu Topfaufhängung über der Kücheninsel anbringen hinzugefügt
- Taco hat Fyza Hashim zu dieses Board hinzugefügt
- Taco hat Checklist zu Topfaufhängung über der Kücheninsel anbringen hinzugefügt

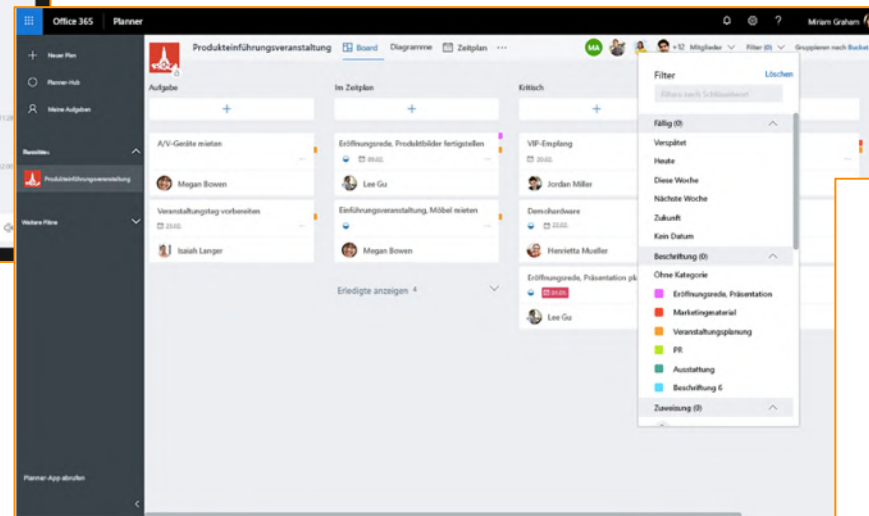
@trello.com

# All in one - Microsoft Office 365

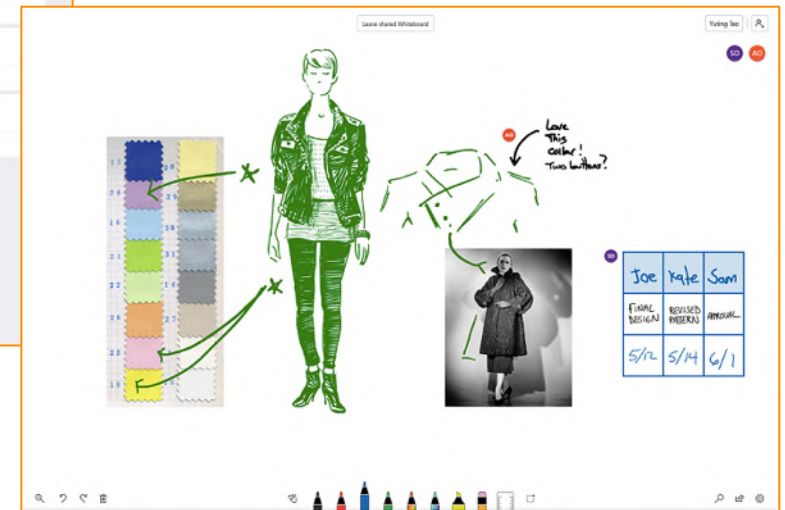
Microsoft Teams



Microsoft Planner



Microsoft Whiteboard



@microsoft.com

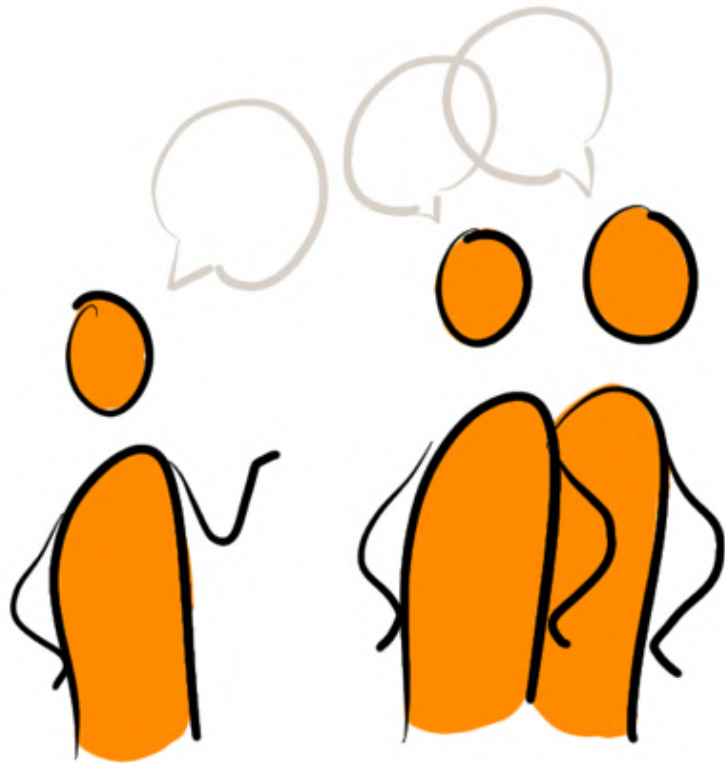
# Video Conferencing

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- Built-in
  - Microsoft Teams
  - Slack
  - Mattermost
- Zoom
- Jitsi



# Smart Boards



Story	To Do	In Progress	To Verify	Done

 Jamboard



**SAMSUNG**  
Flip

@abluecup, neyro2008 & stterryk @123rf.com

# Remote collaboration

- Online corkboards/  
whiteboards
  - [pinup.com](https://pinup.com)
  - [note.ly](https://note.ly)
  - [rooms.sh](https://rooms.sh)
  - [Jamboard \(Google\)](https://jamboard.google.com)
  - [Awwapp](https://awwapp.com)
  - [whiteboardfox.com](https://whiteboardfox.com)
  - [scrumblr.ca](https://scrumblr.ca)
  - [mural.co](https://mural.co)
  - [miro.com](https://miro.com)





# Remote Retrospectives Templates



<https://www.teamretro.com/>



<https://funretro.io>



<https://retrospected.com>



What went well?

+ [Yellow sticky note with smiley icon]

We delivered at the end of the sprint 😊

Collaboration



What went less well?

+ [Yellow sticky note]

IT Infrastructure was unstable

[Red sticky note]

[Red sticky note]

[Red sticky note]

[Red sticky note]



What do we want to try next?

+ [Yellow sticky note]

Pair-Programming

[Blue sticky note]

[Blue sticky note]

[Blue sticky note]

[Blue sticky note]



What puzzles us?

+ [Yellow sticky note]

Users had puzzling feedback

[Orange sticky note]

[Orange sticky note]

[Orange sticky note]

[Orange sticky note]

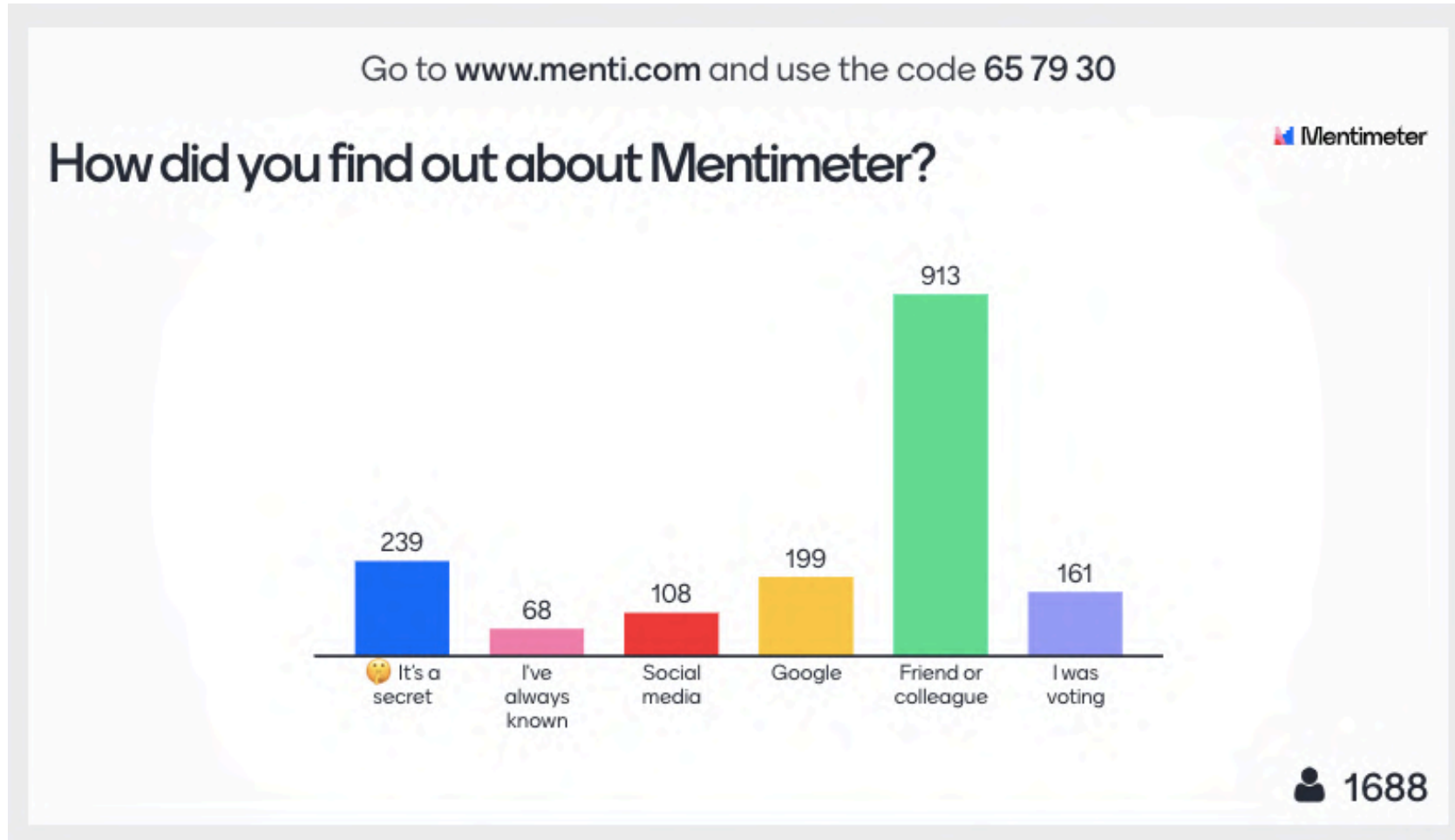
# Use polling tools



<https://www.mentimeter.com>



<https://polleverywhere.com>



# Even for the most comprehensive visualization artefacts there are tools available!



Value Stream Mapping



Ishikawa Diagrams



Visible Planning



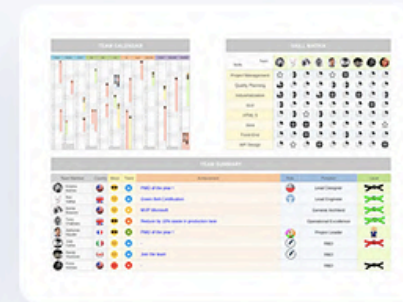
Lean Business Canvas



Project Team Dashboard



A3 Problem Solving



Team Board

From video conferencing to asynchronous information flow?



i done this

17 Antworten von Ihnen, Greta, Maria und 9 anderen

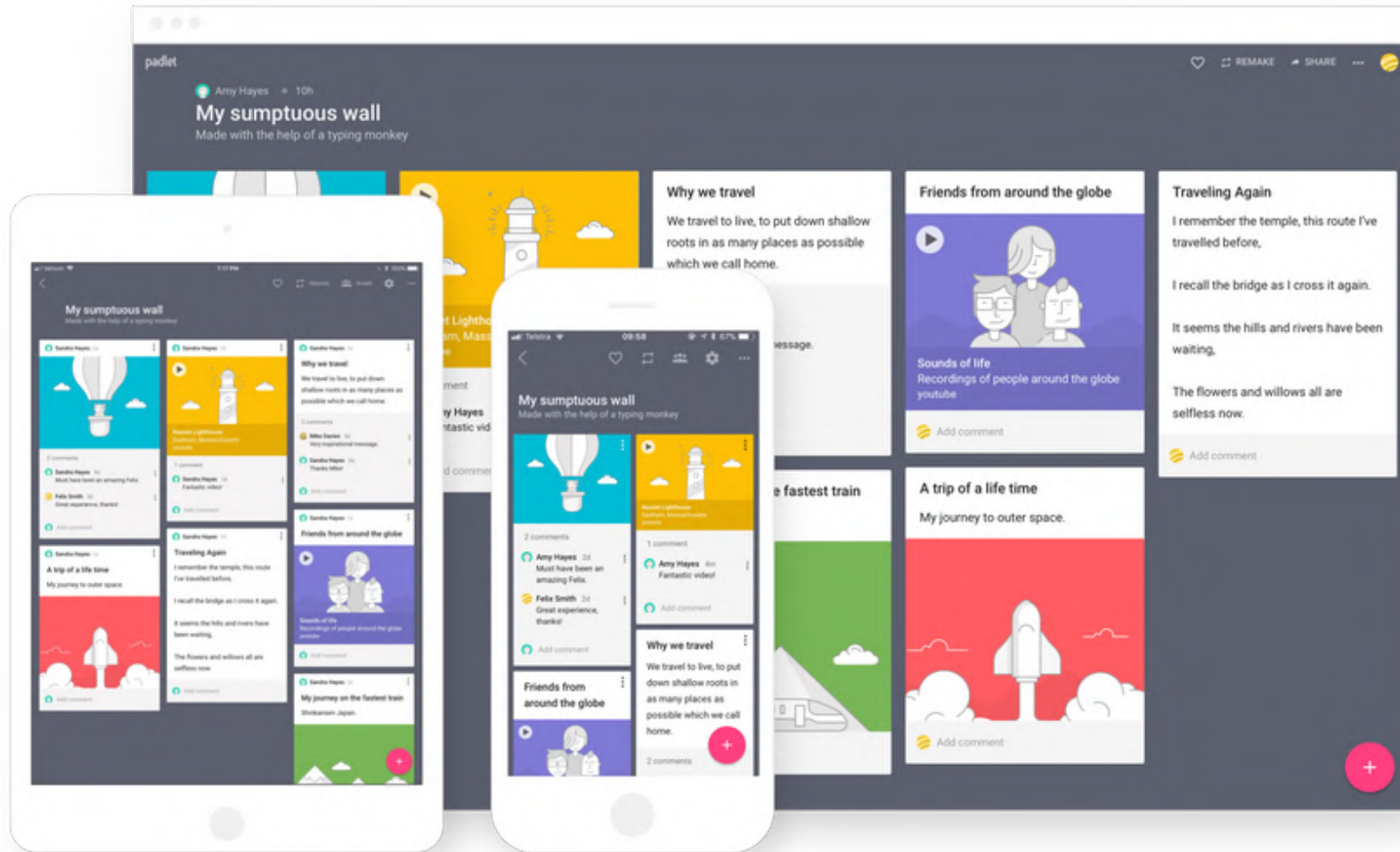
Alle reduzieren

**Greta** 26.03 17:41 👍 1  
#DailyCheckOut  
-ein gutes Feedback-Gespräch mit Anita und Boris gehabt  
-von Andrea gezeigt bekommen, wie die Beiträge im Blog online gestellt werden  
-meinen Workflow mit dem Planner verbessert  
Mein Text erstellt und abgelesen  
Mehr anzeigen

**Maria** 26.03 18:41 Bearbeitet 👍 1  
#DailyCheckOut  
-Remote Sales Mail an 15 unserer Trainingsstammkunden verfasst und versendet, weiterhin Nachfrage für einen 2. Durchgang der AC Ausbildung vorhanden **Kathrin** 😊 (wenn auch erst später aufgrund der Umstände)  
-Technisches how to für das tool Miro für die Remote Trainings vervollständigt  
Mit meiner Location, Anbietersystem, Public Trainingstelefonat und weiteren Schritte bearbeitet  
Mehr anzeigen

**Helene** 26.03 18:47 👍 2  
#DailyCheckOut  
Sooo schön eure Engel zu sein 😊  
• Pricing für Rahmenvertrag [redacted]  
• 2. Call mit [redacted] (Senior für Hamburg)  
• Mentoring Gespräch  
Mehr anzeigen

**Lena** 26.03 19:11 Bearbeitet 👍 2 ❤️ 1  
#DailyCheckOut  
• Erster [redacted] mit neuem Team/Projekt: gaaaaanz viel Arbeit 😊  
• Lieferung: Infrastruktur Remote Collaboration Workshop 🙌  
• Lieferung: Remote-Moderation-Workshop für [redacted] 🙌





# Even more tools, tools and tools

- <https://www.collaborationsuperpowers.com/tools/>
- <https://www.thecouchmanager.com/the-ultimate-list-of-virtual-team-technology-tools/>
- <https://proagile.de/remote-guide-fuer-agile-teams/#remote-tools>



@istock/demaerre

## ... and yes, many of those tools cost money

- ... but again, if teams are unproductive, this will cost a lot more
  - Difficulty is that these costs are not as visible as a monthly pass of \$9 per team member



@istock/PeopleImages

## Breakout Session (15min)

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>> Do you have other good practices in mind that deal with people and processes used for distributed and remote teams?

>> Do you know other useful infrastructure/tools that help to boost team productivity?

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# Break-out Sessions

In which **month** were you born? Go to your corresponding break-out session!

Break-out 1: JANUARY	<a href="https://bit.ly/2GK2ams">https://bit.ly/2GK2ams</a>
Break-out 2: FEBRUARY	<a href="https://bit.ly/34xVXCw">https://bit.ly/34xVXCw</a>
Break-out 3: MARCH	<a href="https://bit.ly/2I8EGrX">https://bit.ly/2I8EGrX</a>
Break-out 4: APRIL	<a href="https://bit.ly/36J7PUU">https://bit.ly/36J7PUU</a>
Break-out 5: MAY	<a href="https://bit.ly/3d7qued">https://bit.ly/3d7qued</a>
Breakout 6: JUNE	<a href="https://bit.ly/3d7sxPv">https://bit.ly/3d7sxPv</a>
Breakout 7: JULY	<a href="https://bit.ly/3d74LDd">https://bit.ly/3d74LDd</a>
Breakout 8: AUGUST	<a href="https://bit.ly/36GtmgU">https://bit.ly/36GtmgU</a>
Breakout 9: SEPTEMBER	<a href="https://bit.ly/2GNOKpo">https://bit.ly/2GNOKpo</a>
Breakout 10: OCTOBER	<a href="https://bit.ly/3lqjH2g">https://bit.ly/3lqjH2g</a>
Breakout 11: NOVEMBER	<a href="https://bit.ly/3lpoXDg">https://bit.ly/3lpoXDg</a>
Breakout 12: DECEMBER	<a href="https://bit.ly/33DvnZa">https://bit.ly/33DvnZa</a>

After the Break-out Session,  
please return back here  
**to the main room**

<https://bit.ly/3iGMb5R>

Go to [www.menti.com](https://www.menti.com)  
and use code **13 81 15 2**

# Remote Collaboration for Agile Teams



## 1-DAY REMOTE TRAINING

- How to design effective remote meetings?
- How to ensure the same productivity in the home office?
- How to implement agile collaboration in the virtual office from the living room?
- How does the roles of ScrumMaster, Product Owner and DevTeam change in a remote context?
- Which tools and tricks can improve remote collaboration and keep team spirit high?



[training@borisgloger.com](mailto:training@borisgloger.com)

# New Whitepaper: Agile Banking Status Quo

The speed of agile transformation projects in banking is increasing rapidly. This also increases the demand for agility in other areas than product development such as sales, audit or risk management.



Download Whitepaper for free:

[www.borisgloger.com/whitepaper](http://www.borisgloger.com/whitepaper)



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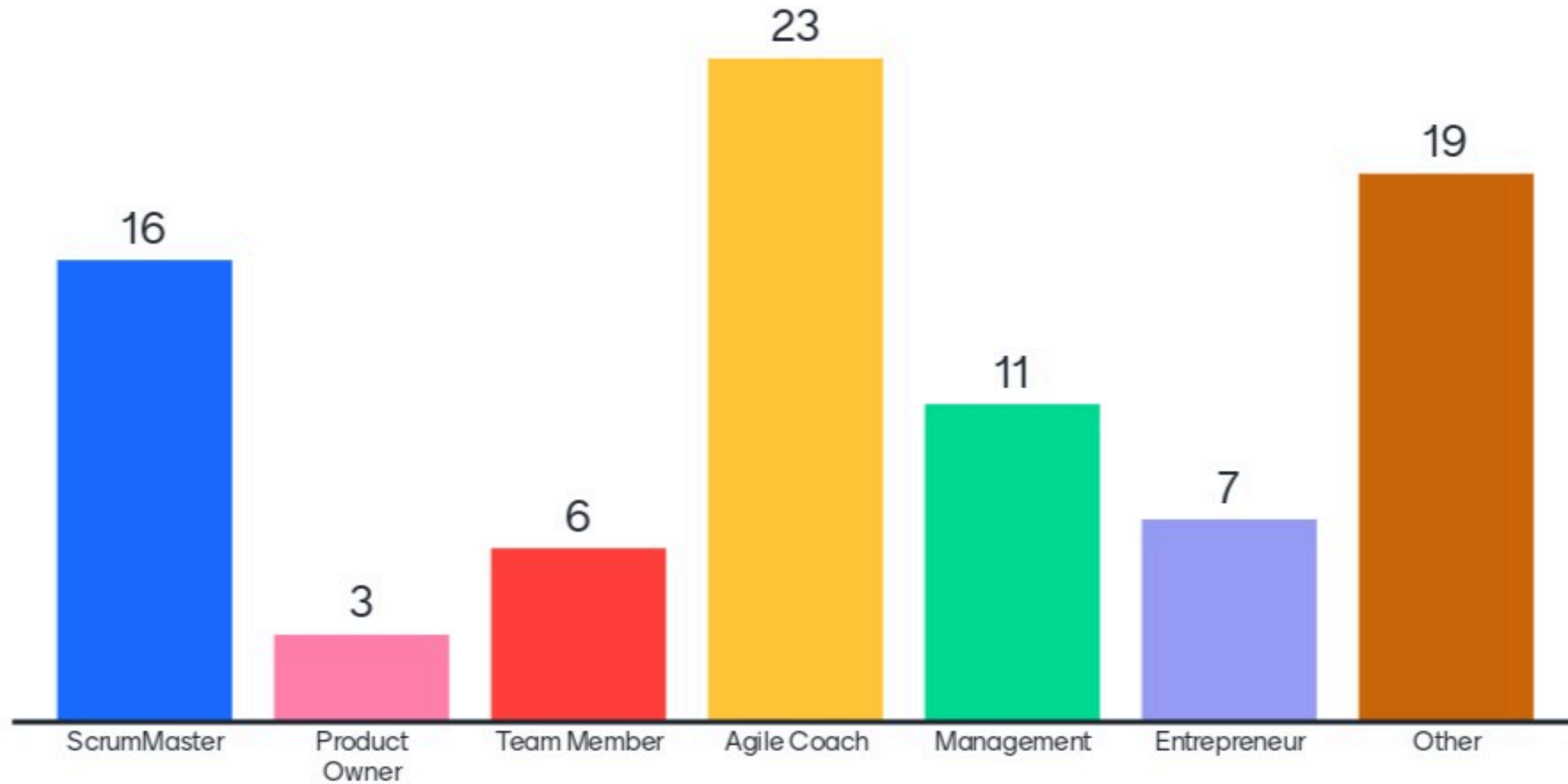
 SlideShare

# From where do you connect?





# What is your current role in your company?



# What other tips and recommendations do you have?

kahoot.com

Timebox

For Retrospectives use a tool like Parabol.

Utilize the Polling feature of Zoom

Organize lean coffees from time to time to give a hub to bring up the topic at heart.

Timeboxing: show large countdown or red-yellow-green signal

Krisztina Preklet: Online Team-building games. I have used one requires 0 preparation, spreading quite fast in the company

make sure you have a seperate technical moderator

Use the Background of MStTeams as an ELMO Card

# What other tips and recommendations do you have?

use video (not only pictures)

Start sending post cards to your colleagues

Slido for live polls

Create an online dashboard that shows news, achievements and KPIs etc.

Use check-in for "check-in" and "check-out" in meetings

Have a "parking lot" to put outside topics and questions

Do not distribute the sources of documentation too much. We may have project: Teams Chat + Groups, Confluence, Jira, Written Docs (eg. AsciiDoc), still Lync, Sharepoint company: Sharepoint Space Using all is not manageable by anyone.

Have shorter meetings with healthy breaks - avoid full day workshops

Always do a check-in when starting a meeting. It often helps to start off positive- so think about positive questions (what made you most happy, what great experience do you have made etc.)

# What other tips and recommendations do you have?

<https://retrotoolio/>

be open minded - have fun

Check Miroverse from Miro - full of games, icebreakers, templates for meetings which you can readily use

<https://appconceptboard.com/board/b11g-tyu3-ykxd-20cc-o8g4#>

Be open for experiments. Try out new tools not to get bored.

insist on video where possible

Team agreements for successful meetings - e.g. How do we decide?

Organize regular remote teambuilding workshops to keep the team connected and motivated.

Keep it damn simple - everything what can go wrong will go wrong!

# What other tips and recommendations do you have?

Train leaders

Breakout rooms with team was a horror trip