



APPLYING OPEN CULTURE PRACTICES ACROSS DISTRIBUTED TEAMS

Katrina Novakovic
Business Architect at Red Hat

ABOUT ME

Katrina Novakovic
Business Architect
Red Hat EMEA Office of Technology

Works with organisations to strategically use Open Source software and methodologies and to establish communities.

Passionate about sharing best practices around the people, process and cultural aspects of Open Source.



 [linkedin.com/in/katrina-novakovic/](https://www.linkedin.com/in/katrina-novakovic/)

 [@KatNovakovic](https://twitter.com/KatNovakovic)

AGENDA

01



What is a
distributed
team?

02



Common
challenges
distributed
teams face

03



Applying
Open Source
principles

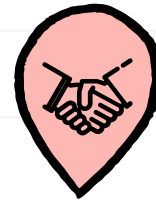
WHAT IS A DISTRIBUTED TEAM?



**DIFFERENT
OFFICE**



HOME



**OUTSOURCED
COMPANY**



SAME OR DIFFERENT COUNTRY

COMMON CHALLENGES DISTRIBUTED TEAMS FACE

PRODUCTIVITY

CHANGING PRIORITIES

GOALS

TECHNICAL CONNECTIVITY

SHARED ENVIRONMENTS

(MIS)COMMUNICATION

KNOWLEDGE SHARING

TRANSPARENCY / VISIBILITY

ACCESSIBILITY

SILOS

ACCOUNTABILITY

CULTURE + LANGUAGE

CONTROL

ISOLATION

BALANCE + BURNOUT

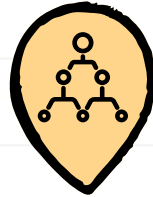
“People are looking for solutions without asking, why do I have the problem in the first place?”

Peter Crone

CULTURE



A GROUP
OF PEOPLE



SUB
CULTURES



UNIQUE

A group of people form certain **MINDSETS, BEHAVIOURS, HABITS** and **VALUES**, which influence how we act, including how we communicate and collaborate

VALUES OF OPEN SOURCE COMMUNITIES

- Accountability
- Adaptability
- Automation
- Collaboration
- Community
- Consistency
- Freedom
- Inclusive
- Innovation
- Meritocracy
- Open Exchange
- Passionate
- Release Early & Often
- Sustainability
- Transparency
- Trust

2 TYPES OF COMMUNICATION

SYNCHRONOUS

Real-time, immediate response
Eg. phone/video call &
face-to-face

- For complex discussions & socialising
- Quick feedback
- Constant interruptions
- Hard to focus & context switching

ASYNCHRONOUS

Non-real-time, intermittent
response
Eg. email & GoogleDoc
comments

- Control when communicate
- Thoughtful & high quality (vs reactive)
- Misinterpretation

TIMEZONES



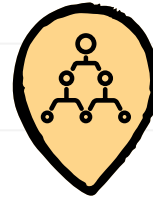
- 40 timezones [1]
- Is there bias toward one time zone?
Is it causing an issue?
 - Change or rotate meeting times
 - Host several meeting at different times/dates
 - Seek input prior to meeting & record meetings
- Plan ahead & avoid single point of failures
 - It's an issue when something is needed now and the people who can help aren't available

[1] https://forbrains.co.uk/international_tools/earth_timezones

WELLBEING AND INCLUSION



ISOLATION

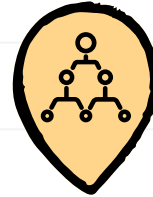


BURNOUT

WELLBEING AND INCLUSION



ISOLATION

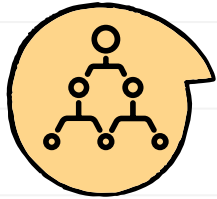


BURNOUT

Is synchronous working necessary?

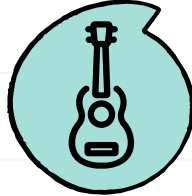
Share your online calendar. Set your working hours and indicate when you're busy and available

COMMUNITY - DO YOU KNOW EVERYONE?



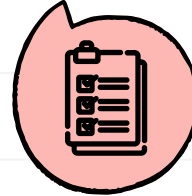
ORG CHART

- Name
- Job role
- Expertise
- Location /
timezone /
working hours



PERSONAL

- Hobbies
- Pets
- Holiday plans
- Workplace setup



GOALS

- Common
Shared Purpose
- Individual Goals



SOCIALISE

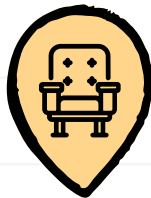
- Virtual coffee
break
- Book club
- 30 day fitness
challenge

VIDEO CALLS



BENEFITS

- Explain purpose & benefits
- Friendlier
 - Builds connection
 - Interaction
 - Observe body language



COMFORT

- Ask in advance for a specific call
- Eg. first 15 mins
- On is preferred
- Consider circumstances



COLOCATION + REMOTE

- Everyone dial in & use own equipment?
- Depends
 - Are there any issues?

OVER COMMUNICATE

DOCUMENT

Share drafts (not just final version)

DETAILS + CONTEXT

Don't assume

REGULAR UPDATES

Know people's workloads

SET EXPECTATIONS

Provide deadlines & response times to ensure progress

SELF-SERVICE

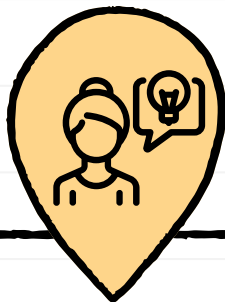
Know where to look

STRUCTURE

Eg. meeting agenda & outcome



TRANSPARENCY



DECISION MAKING

- Clarify how decisions are made
- When to seek input
- Document along the way
- Trust the decision

Open Decision Framework:
[opensource.com/open-organization/
resources/open-decision-framework](https://opensource.com/open-organization/resources/open-decision-framework)

MERITOCRACY + CAREER DEVELOPMENT

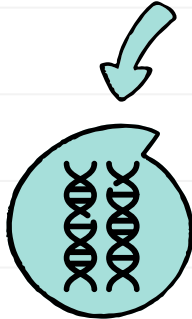
- Participate
- Share input
- Seek input
- Let others know of your ambitions

HOW TO IMPLEMENT CHANGES - FAIL FAST CULTURE



SAFETY

- Blame free environment
- No fear of negative consequences



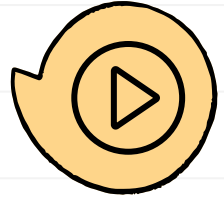
STRUCTURE

- Ways to improve



MINDSET

- Perceive failure as fine-tuning




JUST START

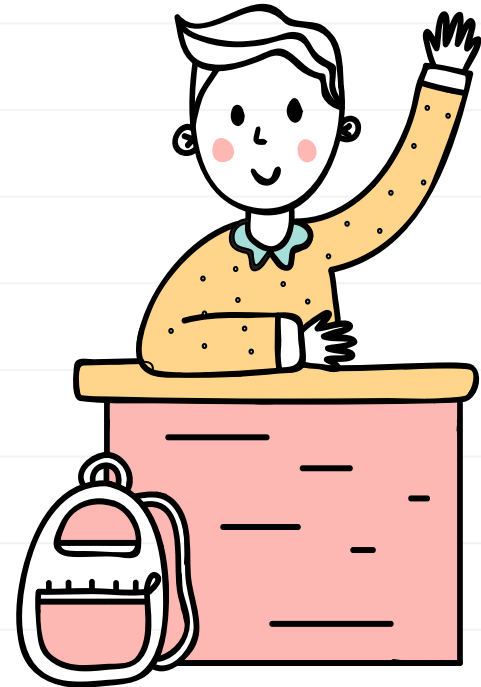
- Work in iterations
- Fail fast & fail small

THANKS!

Do you have any questions?

 [linkedin.com/in/katrina-novakovic/](https://www.linkedin.com/in/katrina-novakovic/)

 [@KatNovakovic](https://twitter.com/KatNovakovic)



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