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**Lessons learned
while
collaborating
remotely in a
global pandemic**

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We've been embracing remote work for 16 years



XWiki helps teams capture & organize knowledge.



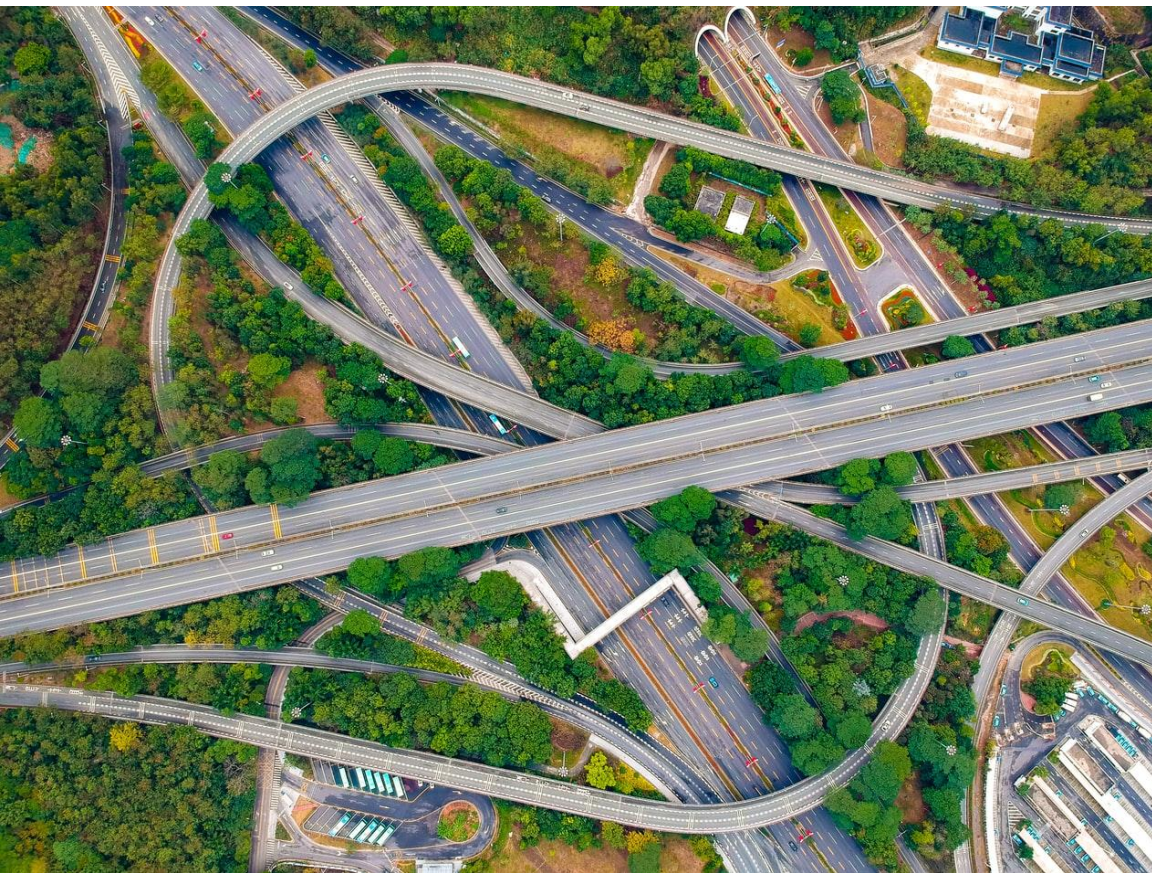
1. Create safe spaces

- Safe space = an environment where people feel supported & respected.
- Feeling like you need to have your guard up can be exhausting.
- It's a place where you can safely ask questions, challenge assumptions and be vulnerable.



2. Communicate & Reinforce goals

- Make the organization's goals as clear as possible.
- Help the team see how their personal goals fit in this big picture
- Share updates coming from all teams and the community.
- Ask the team for feedback, questions.



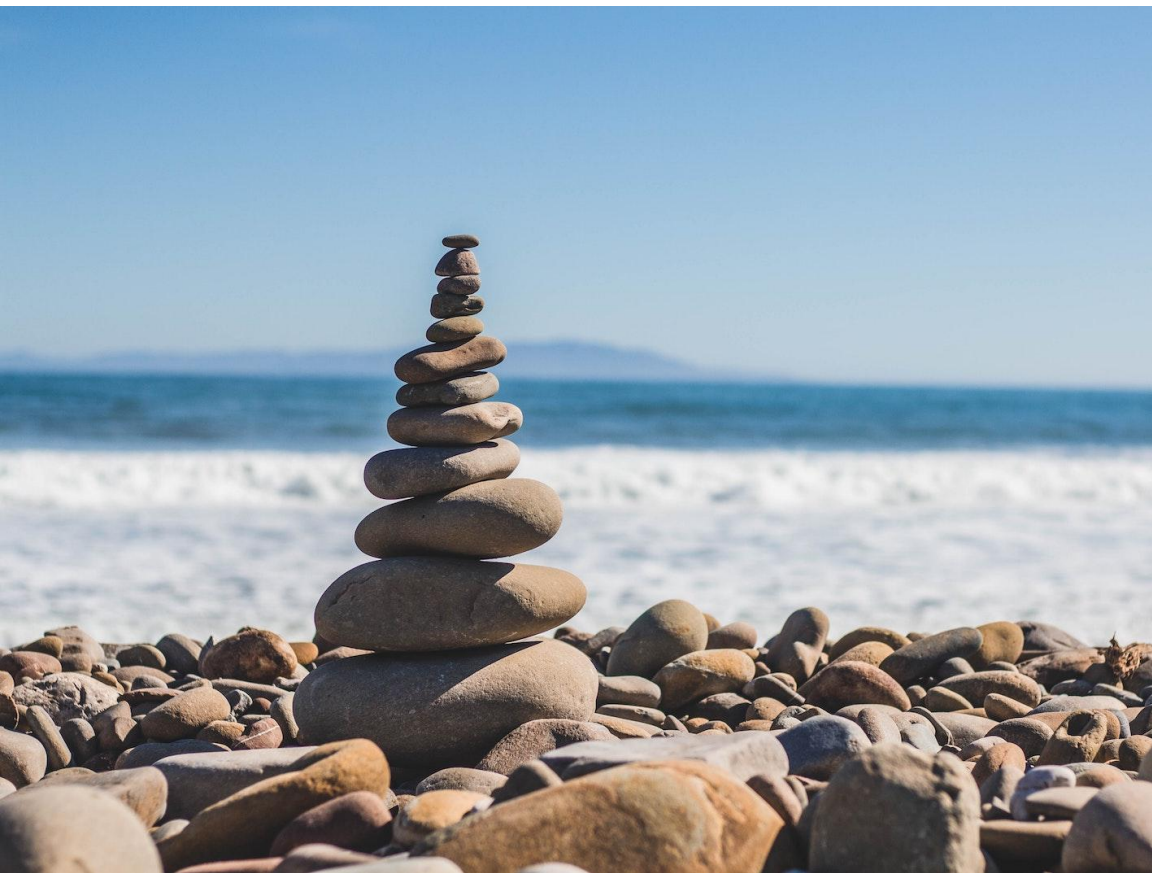
3. Be mindful of common issues

- There may be challenges affecting multiple people inside the team like caregiving, homeschooling and the increasing needs of home life.
- Onboarding new people in a fully virtual environment can also be challenging.



4. Stay connected with 1 on 1s

- Taking time for one on one discussions is essential.
- Everyone's personal circumstances are unique.
- Avoid oversimplification and putting people in fixed boxes.



5. Be flexible, but avoid the trap of “always on”

- Flexibility can lead to living in a 24/7 workplace
- Some things we’ve implemented: core hours, calendar, using the wiki to document work and stay organized, trying to balance sync & async communication.



6. Tools are important

- A good computer with a working internet connection and other essential equipment
- Software that allows teams to store and organize knowledge, plan their work & communicate.



7. Be respectful of privacy

- Monitoring can take various forms from reading emails, to webcam surveillance
- At home, there is a naturally increased expectation of privacy
- Give objectives and trust the team to do their best work
- Evaluate based on results



8. Doing performance reviews is very hard

- How do you stay fair when everyone's circumstances are so different?
- Can we reasonably ask people to fully meet targets that were assigned before the crisis?



9. Get together and celebrate

- For us it was really important to continue doing team building activities
- Tuesday virtual coffees and *Thirstday* drinks
- Events are opt in
- In sync and async



10. We need to take care of our health

- The demands and concerns of lockdown life are taxing
- Anxiety and depression can be common
- You could feel you don't have the mental headspace to take on more projects or do creative work
- Health comes first.

Seems obvious, right? It is. But it's often the evident things that get overlooked and can damage collaboration.



10+1. Remembering and honouring open values

- Community
- Trust
- Transparency
- Open dialogue & feedback
- Meaning
- Growth
- Learning
- Resilience



Thank you!
(Any questions?)