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# Making Remote Work

## How to master the new normal

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# Hello and welcome!



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# The Remote Playbook

from the largest All-Remote company in the world

- Tips for making remote work
- Tactics for remote transition and fluency
- The most comprehensive remote work guide







**Remote is not a challenge to overcome...**

*...being forced into a foreign environment is.*



## Remote realities

### **This isn't remote**

This is crisis-induced work-from-home

### **Ambiguity is OK**

We're all iterating and figuring this out as we go

### **Home looks different**

We have kids at home and new stress triggers

### **This is a transition**

It's not uniform, it's not fair, but it's not over

# The foundational elements



## Workspace

*“What if your home isn’t designed to be an office?”*

## Comms

*“We never thought about structuring our communications. Now it’s an urgent need.”*

## Mindset

*“How, but, what, who, uh...?”*

**Break all the rules. It’s going to seem awkward until it doesn’t.**

***P.S. — Don’t assume that remote happens overnight.  
It’s a journey of iteration.***

# Support from a Remote Leadership Team



## Why:

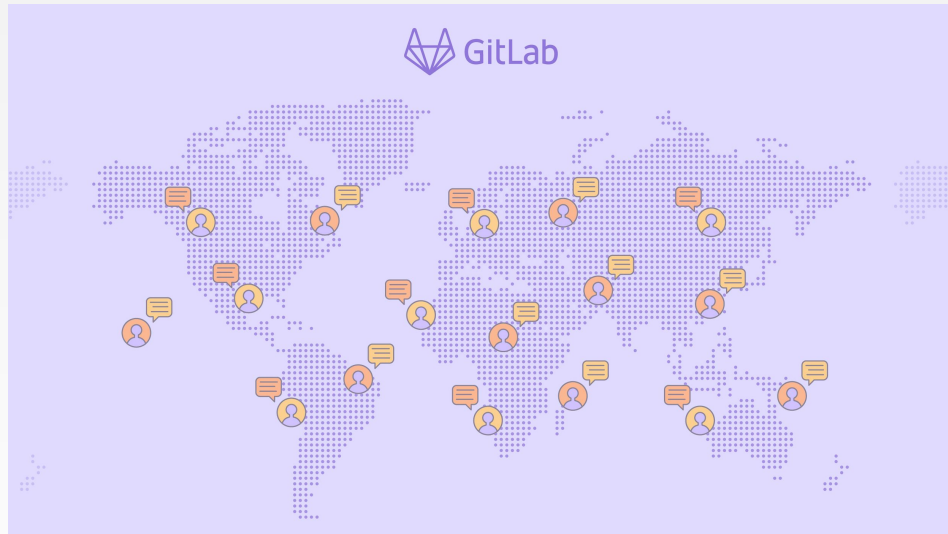
Shifting to remote triggers a **shockwave of change**. Cultural buy-in from leadership is essential to adoption. Leadership must lead with empathy and a willingness to iterate.

## What:

A remote leadership team will need to document challenges in real time, transparently prioritize those, and assign DRIs (**directly responsible individuals**) to find solutions.

## How:

Evaluate current managers and rally a team of experts who have remote work experience, and are able to communicate nuances and serve as resources to those who will inevitably have questions.







## 5 things you can implement today in your journey to remote

- Carve out a dedicated workspace
- Separate work from life
- Don't stop engaging with people
- Respect the routine, but experiment with change
- Roll with the changes



# Carve out a dedicated workspace



## Why:

Help yourself to achieve focus. Where you work is as important as what you work on and who you work with.

## What:

For a more detailed list of considerations, visit GitLab's [guide to a productive home office](#)

## How:

If you're able to use a dedicated space or room purely for work, that is ideal. If not, even a simple curtain to block off a place of work may usher you into a place of focus. Try not to compromise on comfort.



# Separate work from life



## Why:

Preventing burnout is key. When there's no physical office to leave from, it's tempting to work longer than is expected (or healthy).

## What:

You should have a dedicated conversation with family, helping them understand that just because you're home, doesn't mean you're available.

## How:

A shortcut to boundary setting is this: "If it's important enough that you'd commute to my usual office and come to my desk, then it's important enough for you to visit my home workspace." You may also consider a busy/available indicator.



# Establish a handbook



## Why:

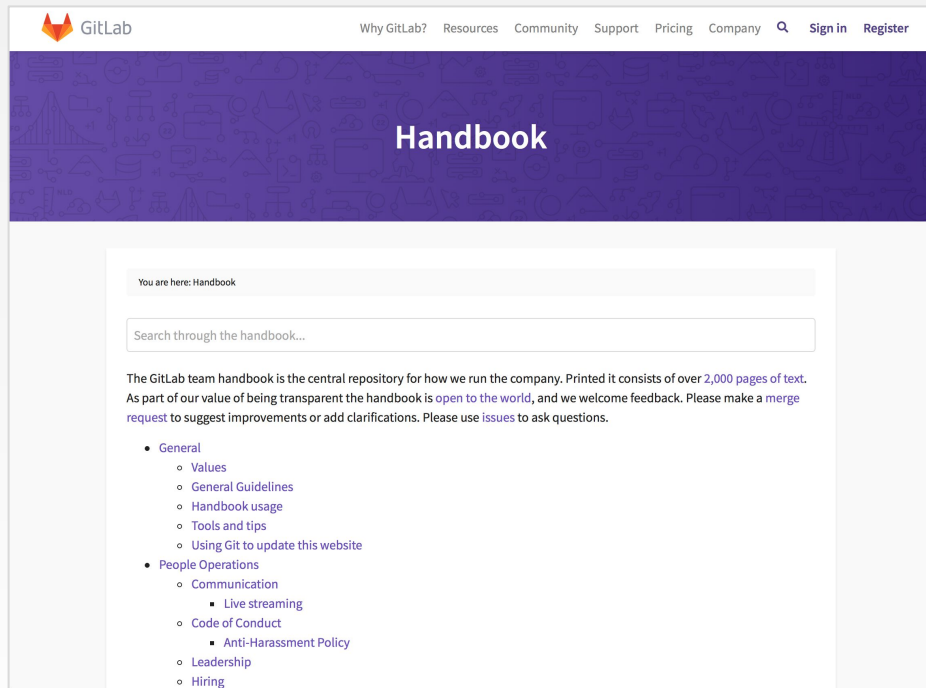
Create a [single source of truth](#) for more pressing questions to minimize [confusion and dysfunction](#).

## What:

One of the most sizable challenges when going remote is keeping everyone informed in an efficient way.

## How:

Systematically document important process changes in a central place. Communicate this company-wide, and update it continually with DRIs for common questions around tools and access.





# Don't stop engaging with people



## Why:

Avoid loneliness if you usually enjoy spontaneous **informal communication**. You must be intentional about weaving it into your day.

## What:

Connect with family and community AND colleagues. Look for opportunities to build bonds with family and **community**.

## How:

- Schedule regular **coffee chats**
- Experiment with video-based chat tools like **Yac**.
- Create an always-on video conferencing room that your team can work from. (And remember, in a remote setting, **it's OK to look away!**)

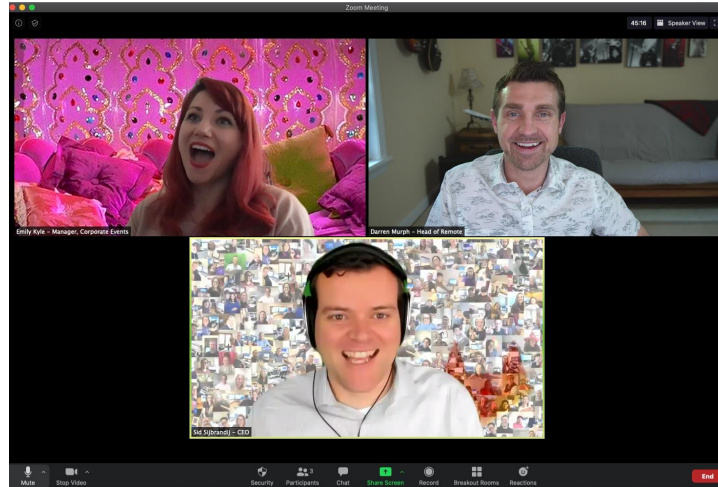




# GitLab's Tricks of the Trade

**Staying connected and building rapport**

- Talent shows
- Coffee chats
- Show & Tell sessions
- Team DJ Zoom rooms
- AMAs (Ask Me Anything)
- Global pizza parties
- Virtual trivia
- Juice box chats
- Scavenger hunts



# Respect the routine, but experiment with change



## Why:

Not everyone shares the same peak hours of energy and focus.

## What:

While embracing **asynchronous workflows** is a significant benefit of an **all-remote** team, finding structure may help to achieve balance.

## How:

Formulate a routine that closely aligns with your prior routine. Aim for using your previous commute time to make yourself **healthier**.





# Roll with the changes



## Why:

Learning to embrace iteration is hard, but as stated earlier, transitioning to remote takes time.

## What:

Relax: you aren't born knowing how to work from home. Remember that transitioning to remote, even if temporary, is a *process*. You cannot *copy* an in-office environment and paste it into a remote one and expect everyone to function as usual.

## How:

It's important to over-communicate as you adjust. Speak up about issues. Offer solutions and seek advice.





## GitLab Remote Work Report

*Understanding what makes remoters tick, and where leaders can help*

# The Remote Work Report by GitLab: The Future of Work is Remote

March 2020








# Everyone can contribute

GitLab's Guide to Remote Work is public.

- ⚡ [allremote.info](https://allremote.info) ⚡

We believe in a world where **everyone can contribute**.

- Join the #allremote conversation
- Get in touch with Darren, Head of Remote — @darrenmurph 







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**Let's open it up for Q&A**



**Thank you!**

