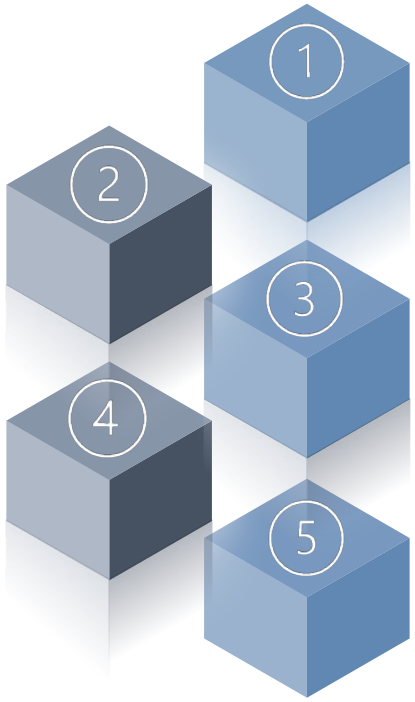
CAN WE REALLY BE AGILE WHILE WORKING REMOTELY?

A point of view that goes beyond the tools for those working in remote environments

@DipeshPala

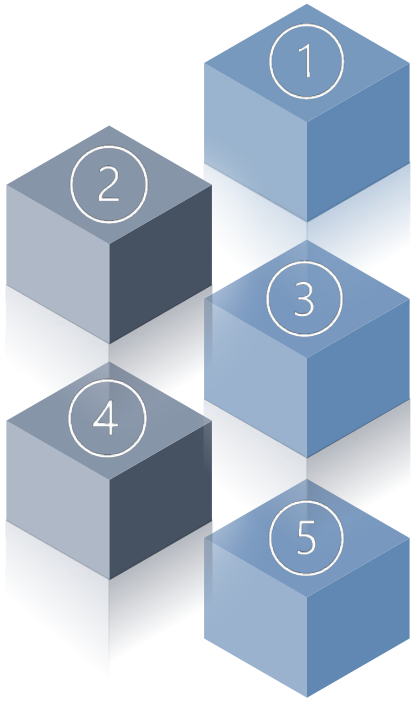
Do you agree with these statements?



Being seen at the desk in the office for long hours gives more credibility over working same hours remotely

Do you agree with these statements?

Remote teams are less productive and more difficult to oversee



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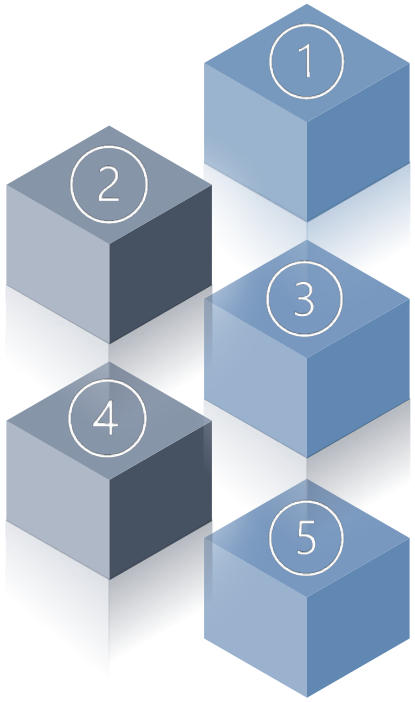
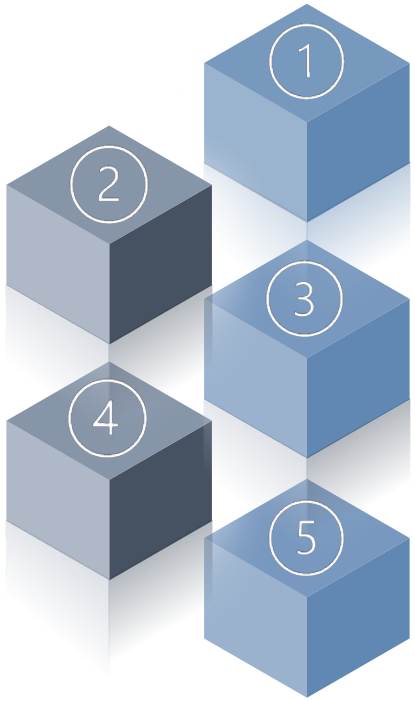


Remote workers advance slower and earn less money than their in-office peers

Do you agree with these statements?

Remote workers must make a lot of noise online to be noticed, to make sure everyone knows they are working hard



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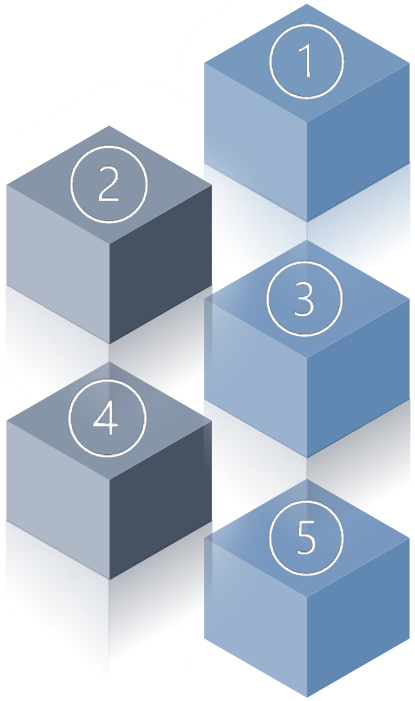
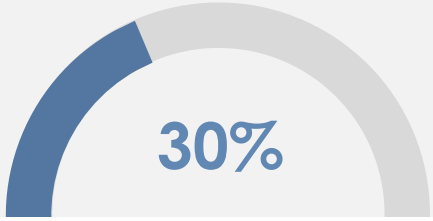


Remote workers can't easily network with other employees, including their bosses and senior executives

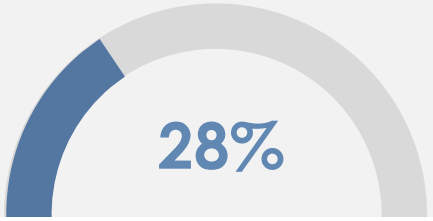
POLLING RESULTS

Do you agree with these statements?



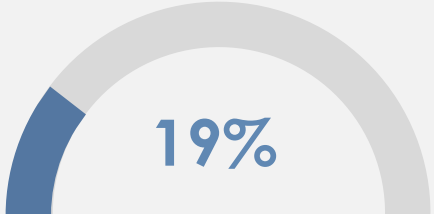
Credibility

Being seen at the desk in the office for long hours gives more credibility over working same hours remotely



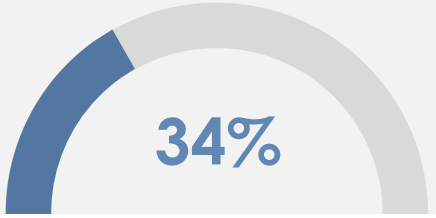
Management

Remote teams are less productive and more difficult to oversee



Earnings

Remote workers advance slower and earn less money than their in-office peers



Visibility

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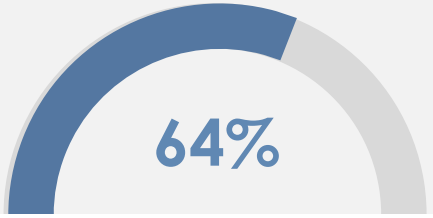

Networking

Remote workers can't easily network with other employees, including their bosses and senior executives

Polling included 200+ PMI members across Asia Pacific

The experience of remote working can lead to inefficiency and reduced cohesion.
Experience of remote work, % of respondents
80%
said they would have better relationships with more frequent team communications
43%
said that more face time would help them develop deeper relationships with team members
52%
said didn't feel as though they were treated equally by their colleagues
84%
said that workplace challenges or concerns dragged on for a few days or more
41%
believed that colleagues said bad things behind their backs vs 31% of co-located workers
Source: Harvard Business Review; Workplace Trends; Zoltán Lippényi and Tanja van der Lippe, "Co-workers working from home and individual and team performance," New Technology, Work and Employment, March 2020, Volume 35, Issue 1, pp. 60–79

Common Agile Values

Courage

The courage to take risks and to course correct as we learn

Openness

Openness means being inwardly receptive to new and differing ideas and being outwardly transparent with my team.

Remote Ways of Working Values

Trust

Enough trust to let self-directed teams find their own solutions

Respect

Respect for all voices as teams iterate toward greatness.

Empathy

Empathy, first for each other, then for our users.

Leaders who focus on building **trust**, **respect** and **empathy** into a remote workforce culture are helping their employees be the best versions of themselves, both physically and mentally.

Remote Ways of Working Values

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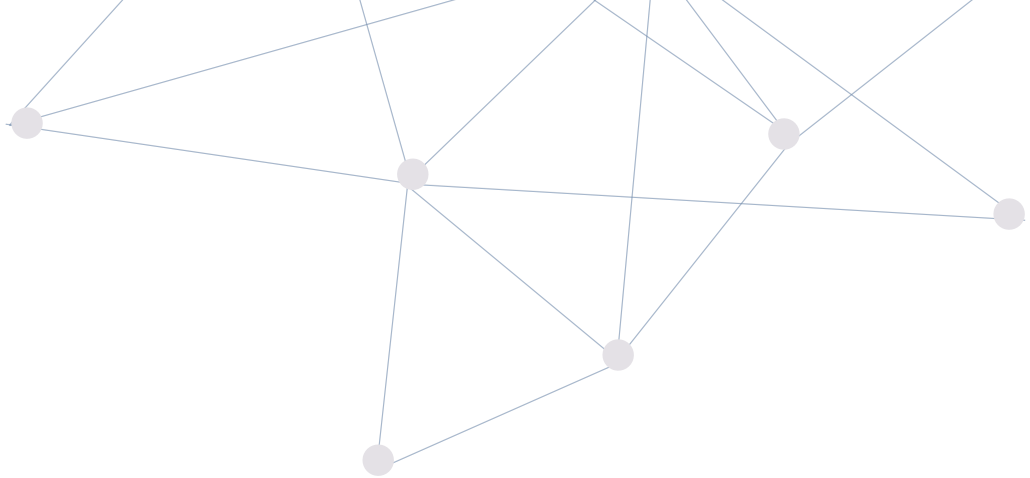
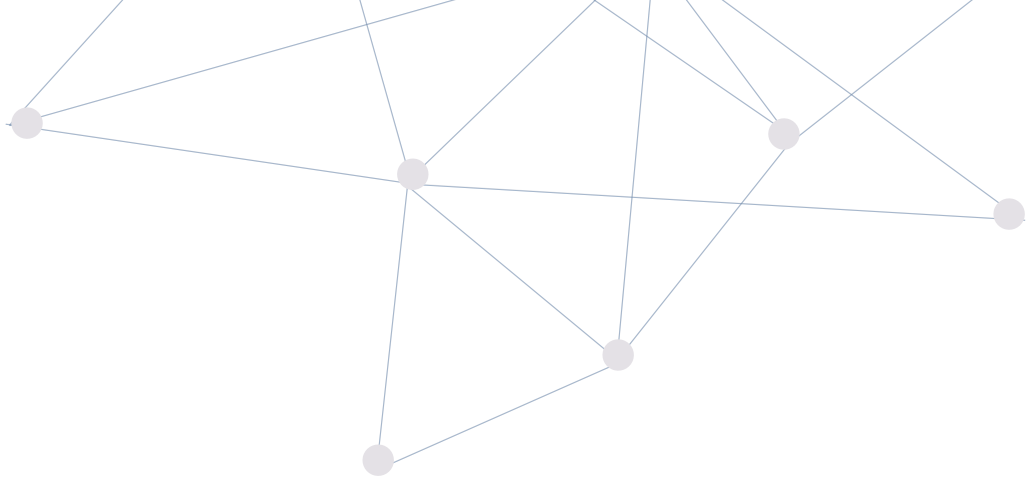


It is about **Outcomes**, not hours

- Set specific metrics, clarity of outcome
- Demonstrate Trust and Empathy
- Encourage open and clear communication
- Avoid continuous check-ins, track progress with asynchronous updates
- Provide actionable feedback on outputs, not hours



Lack of Trust promotes Electronic Presenteeism

Always being ‘on’ by answering emails or texts at all hours of the day, or always sitting in on as many zoom meetings as possible

49%

Almost half of Australian workers feel that only lip service and “box ticking” is being paid to their mental health by employers rather than concrete measures and genuine empathy.

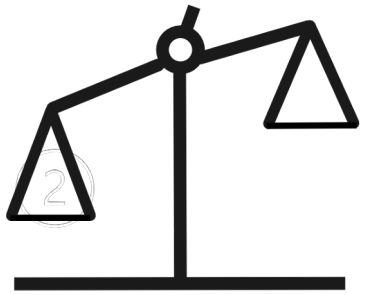
Survey conducted by Australian College of Applied Professions (ACAP), included 1000 Australians

The highest performing teams have one thing in common **– psychological safety.**

IBM Work from Home Pledge

I pledge to be Family Sensitive.
I pledge to support Flexibility for Personal Needs.
I pledge to support "Not Camera Ready" times.
I pledge to Be Kind.
I pledge to Set Boundaries and Prevent Video Fatigue.
I pledge to Take Care of Myself.
I pledge to Frequently Check In on people.
I pledge to Be Connected.

Being **kind** is doing what helps people get better tomorrow.

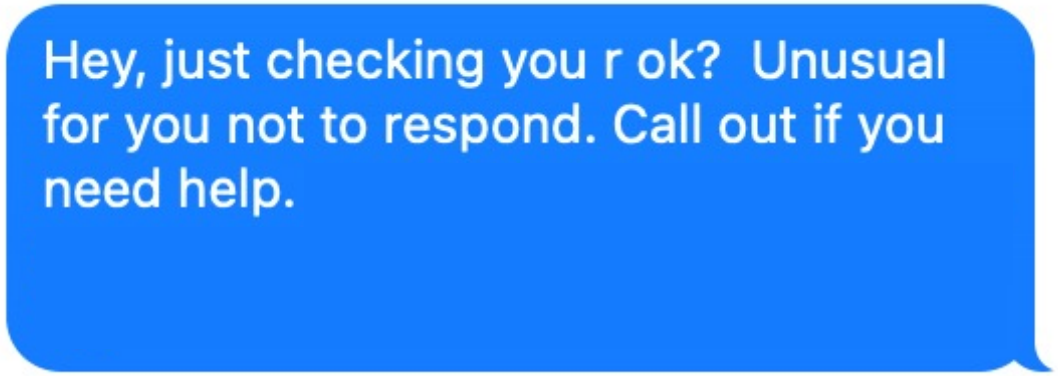


Being **polite** is saying what makes people feel good today.

It’s not just about exhaustion, it’s also about **loneliness**

Source: HBR

Check in, not check up



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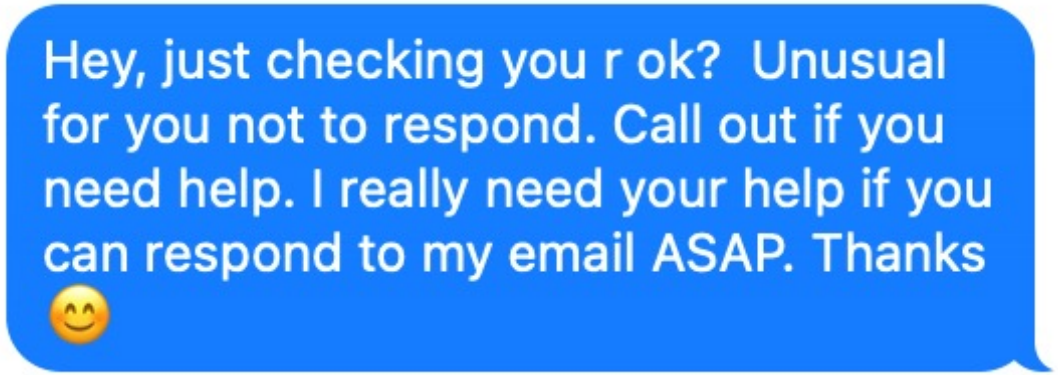

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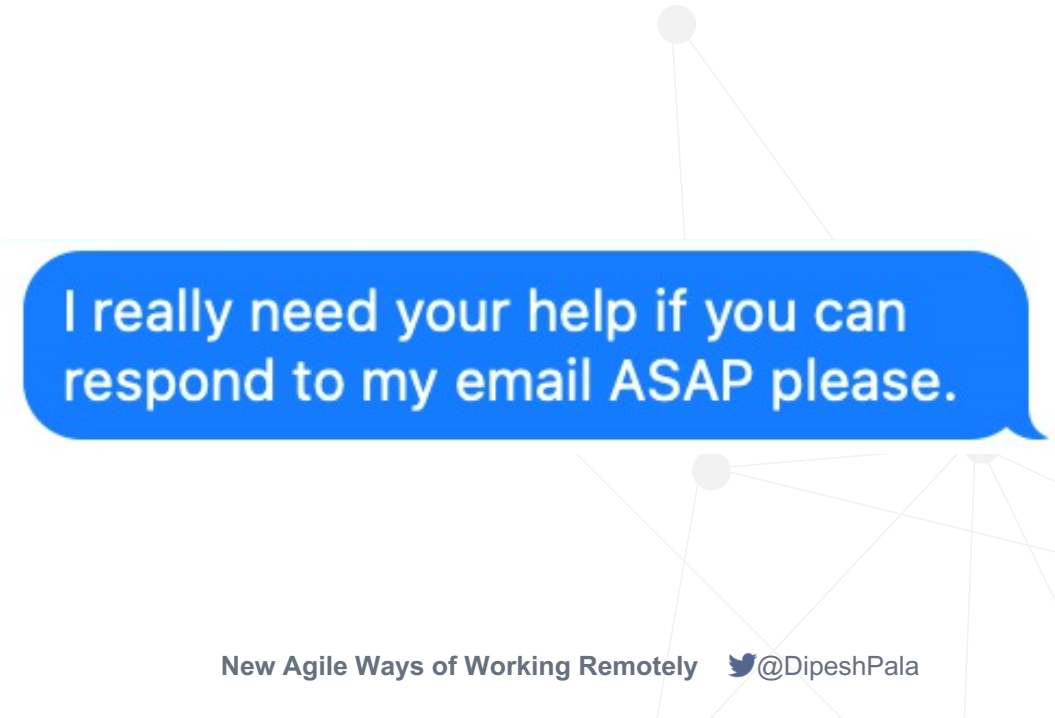

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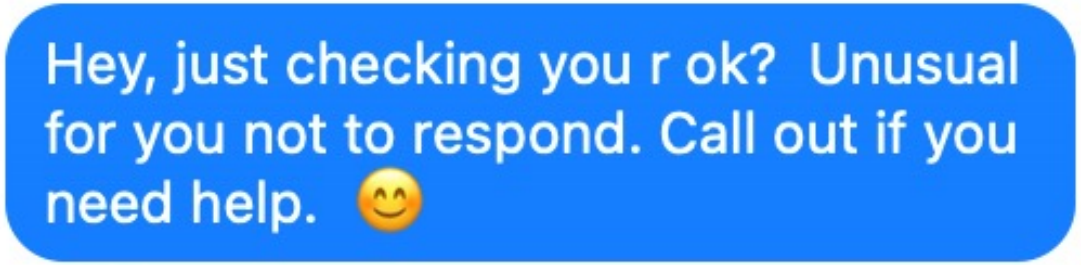
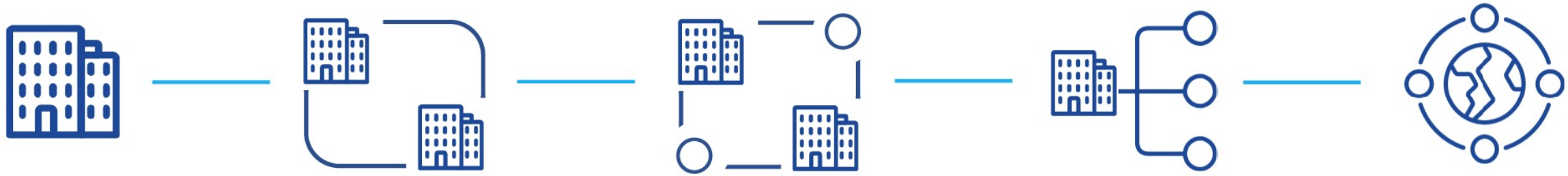
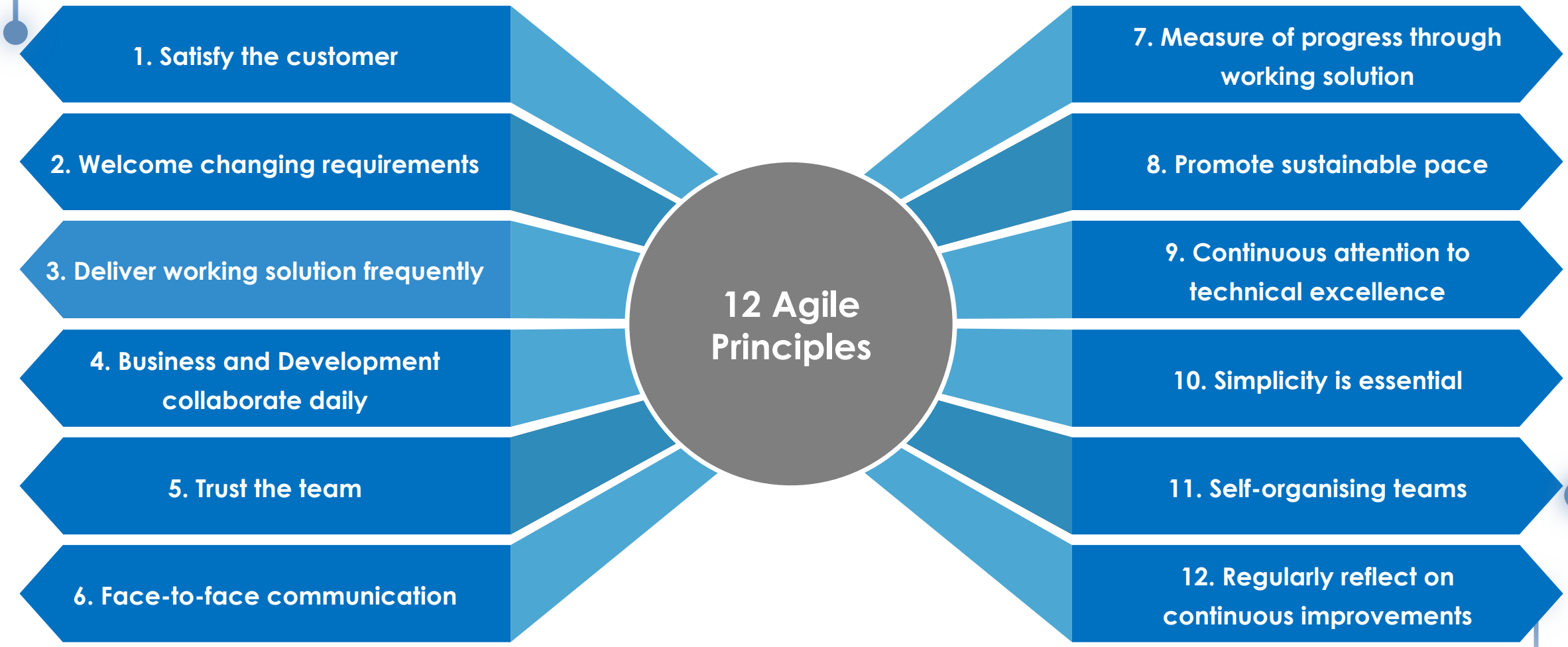


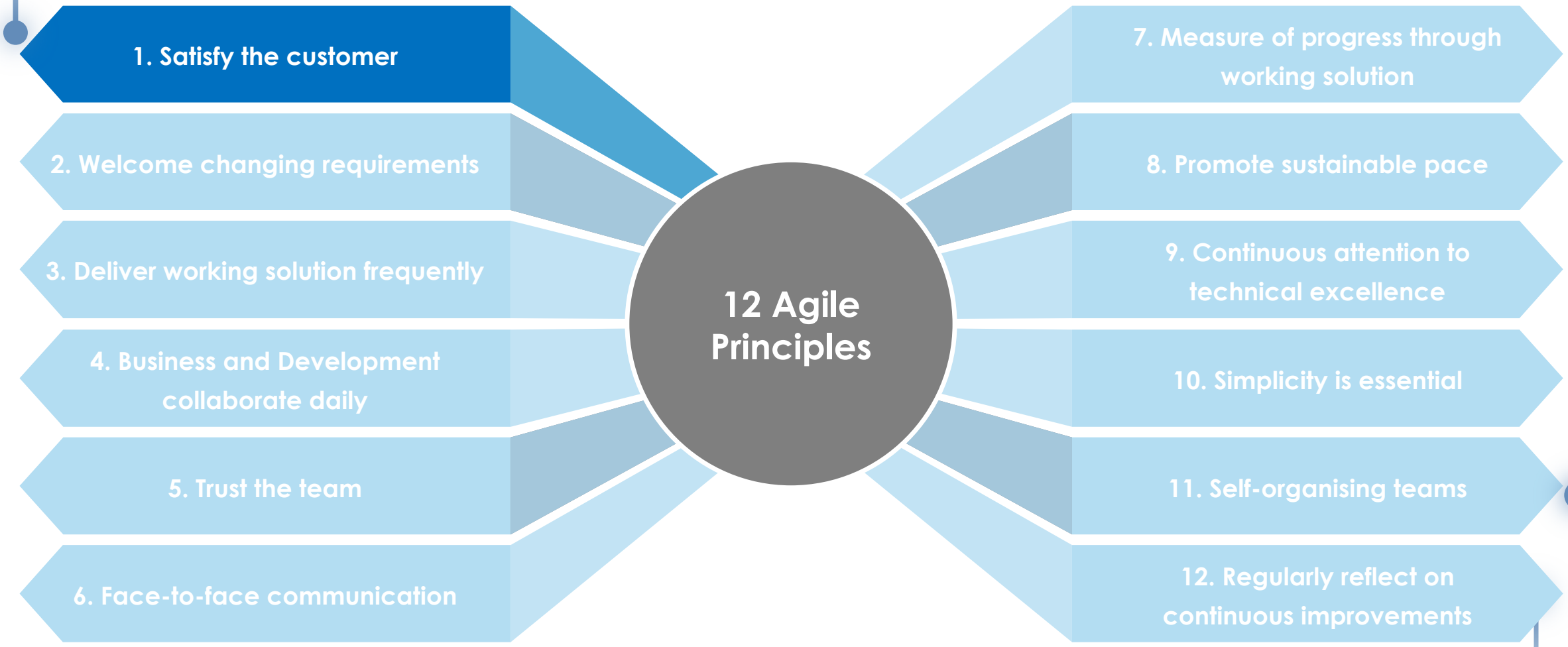

Co located
Distributed
Remote Allowed
Remote biased
All-remote

Which of these principles are easy to apply when working remotely?



Source: www.agilemanifesto.org

Is it easy to apply this Agile principle when working remotely?



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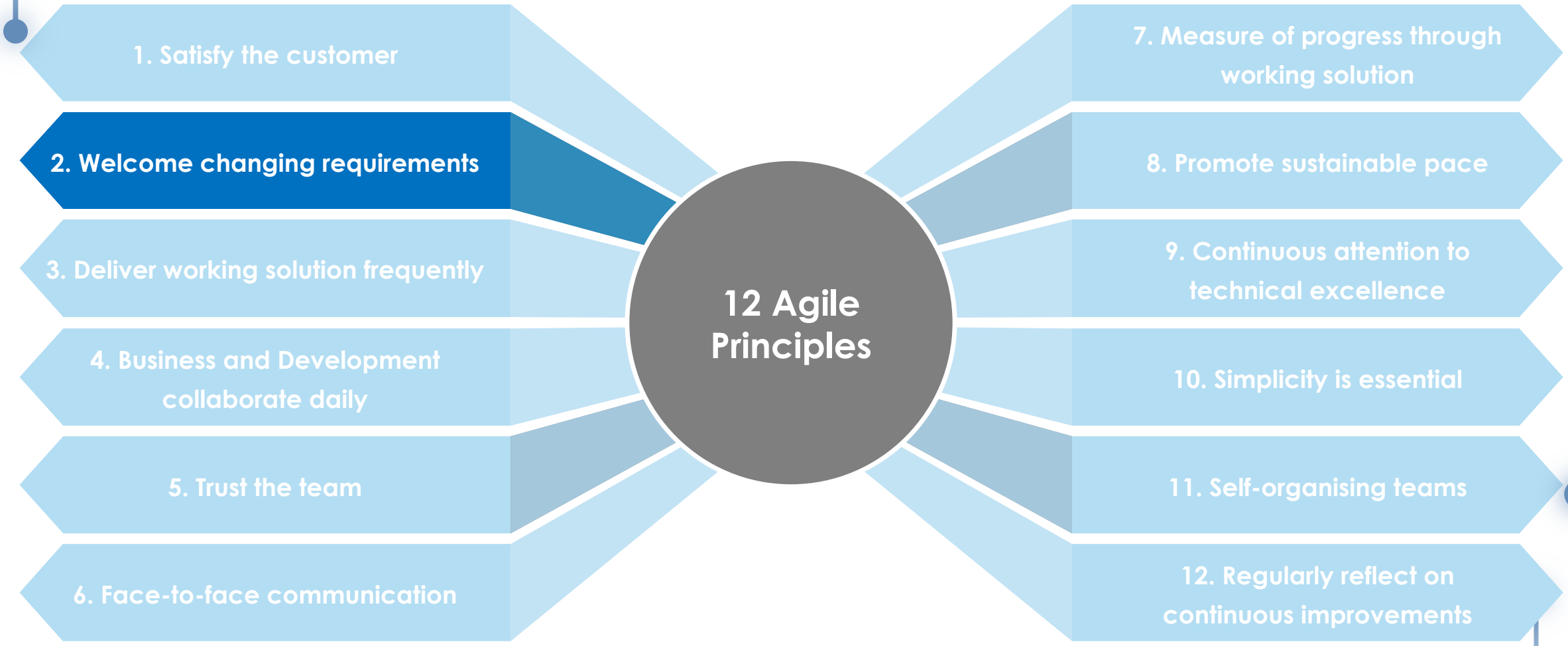

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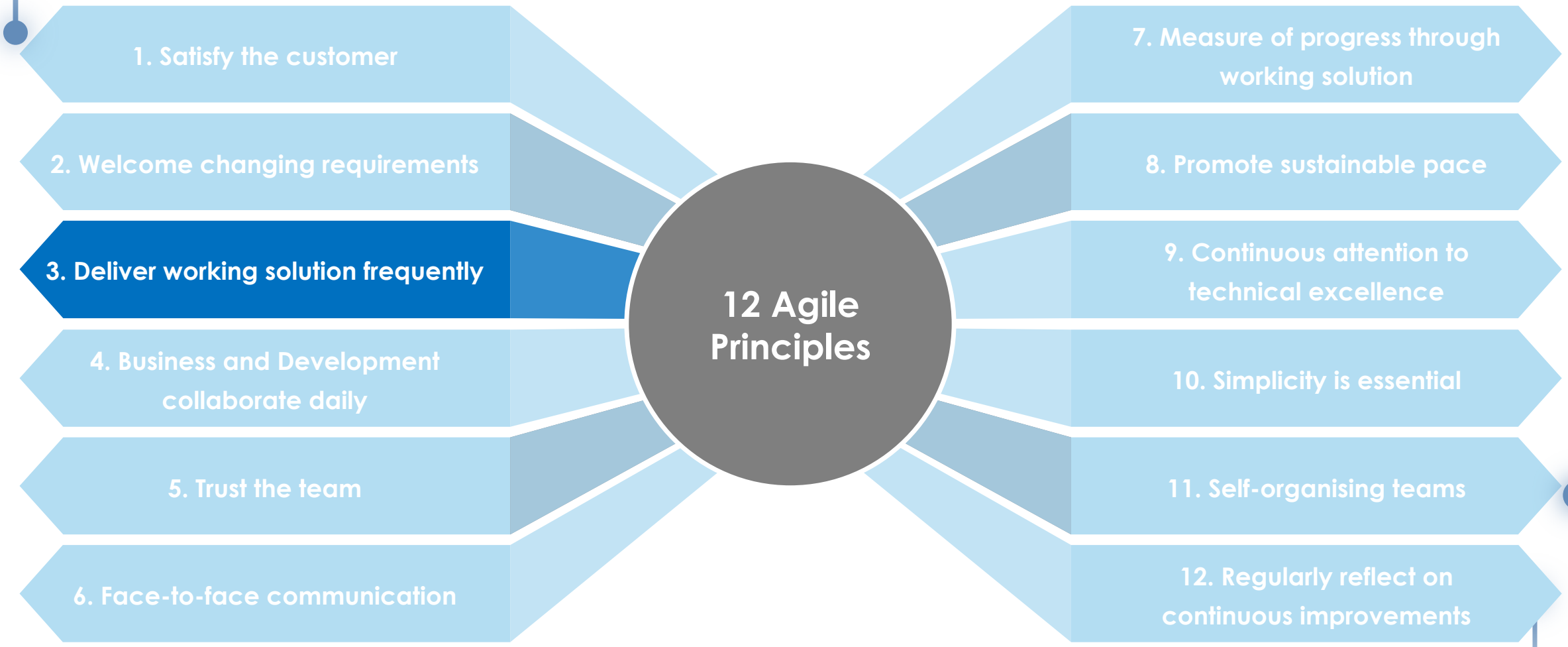

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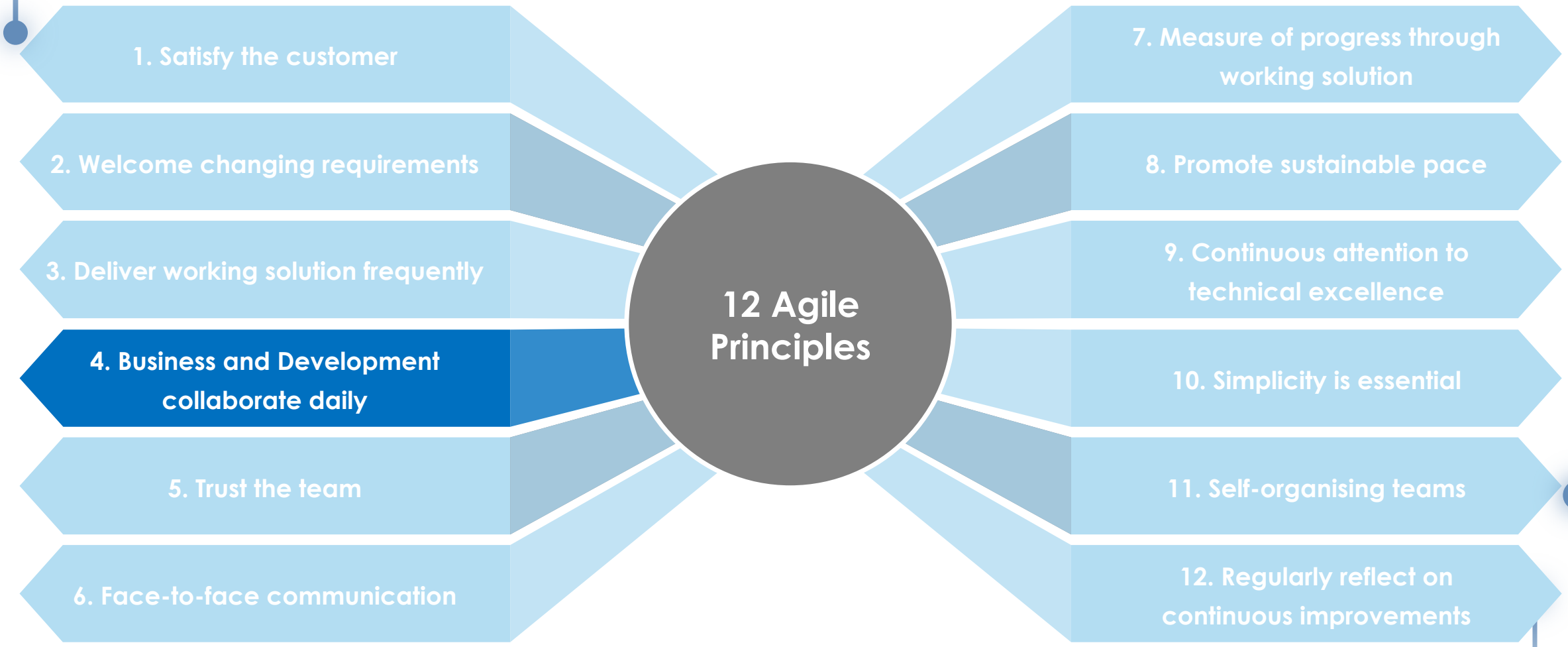

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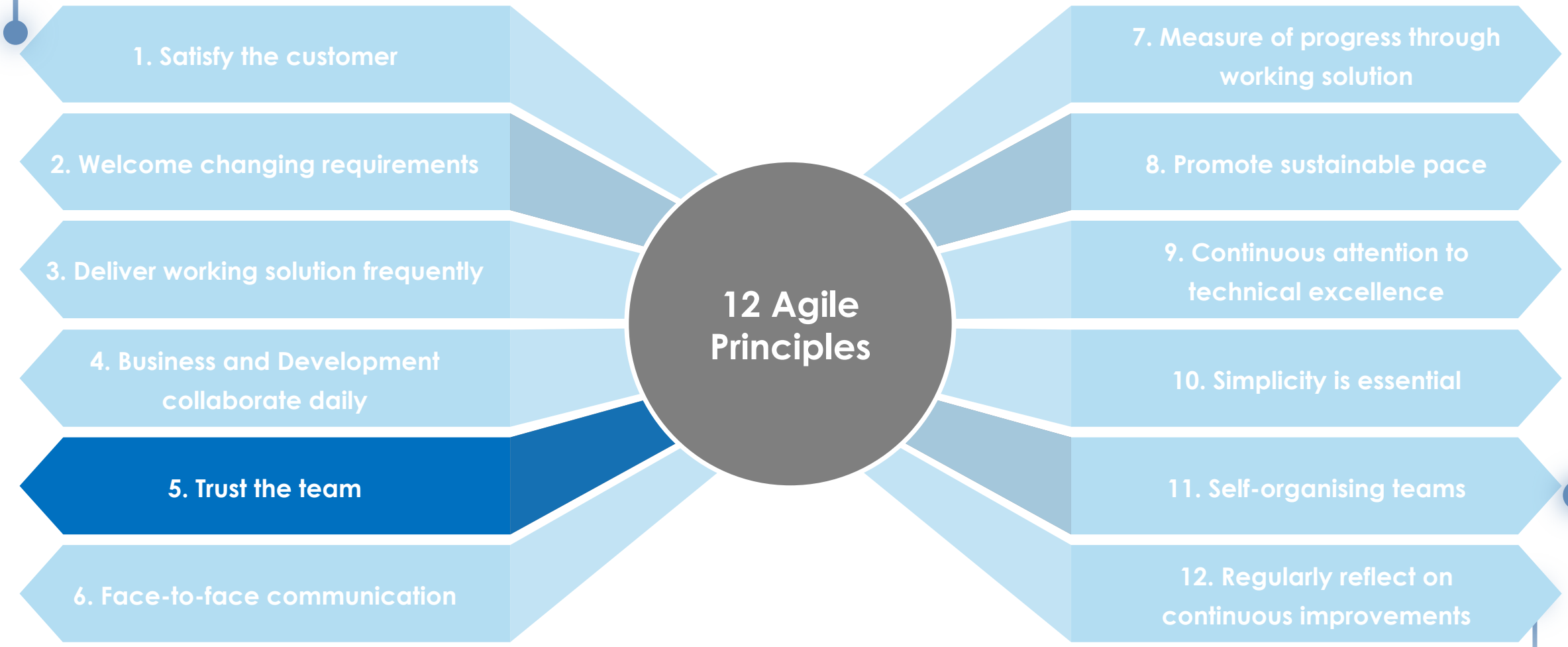

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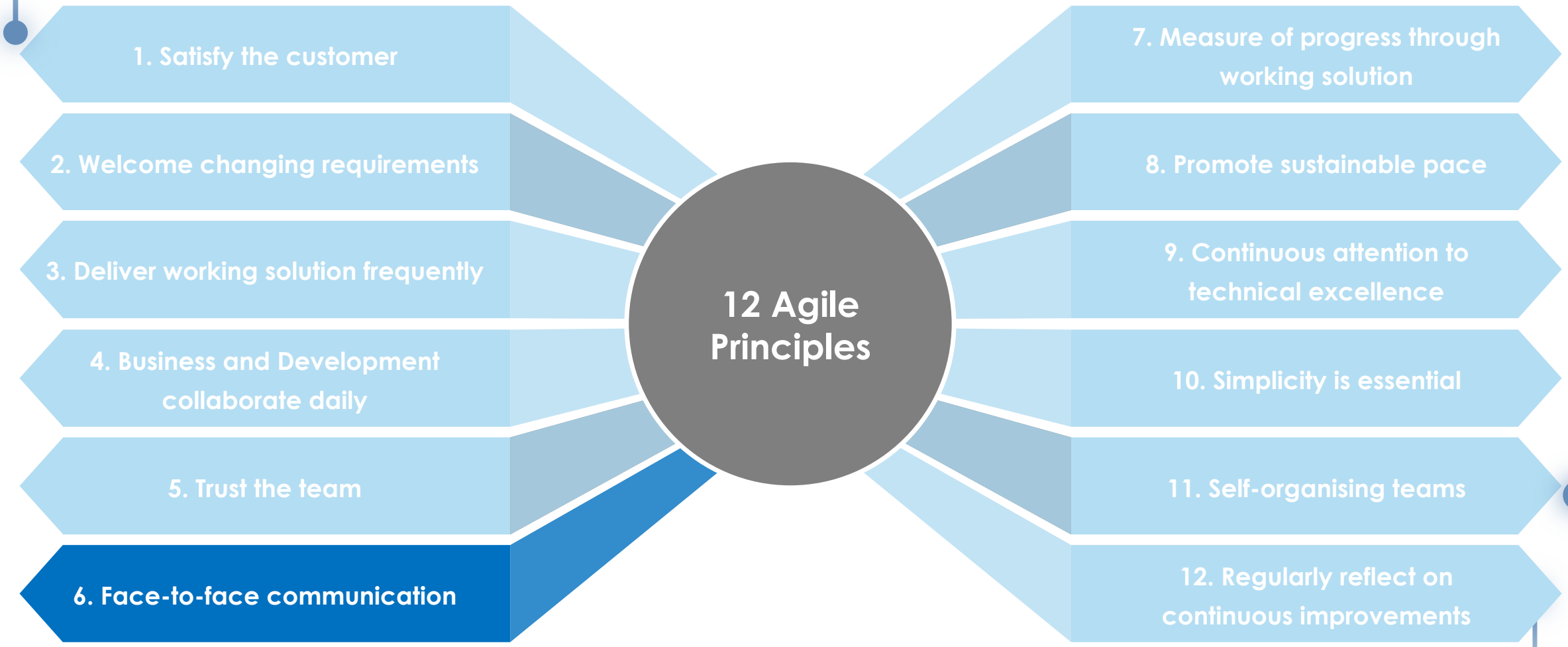

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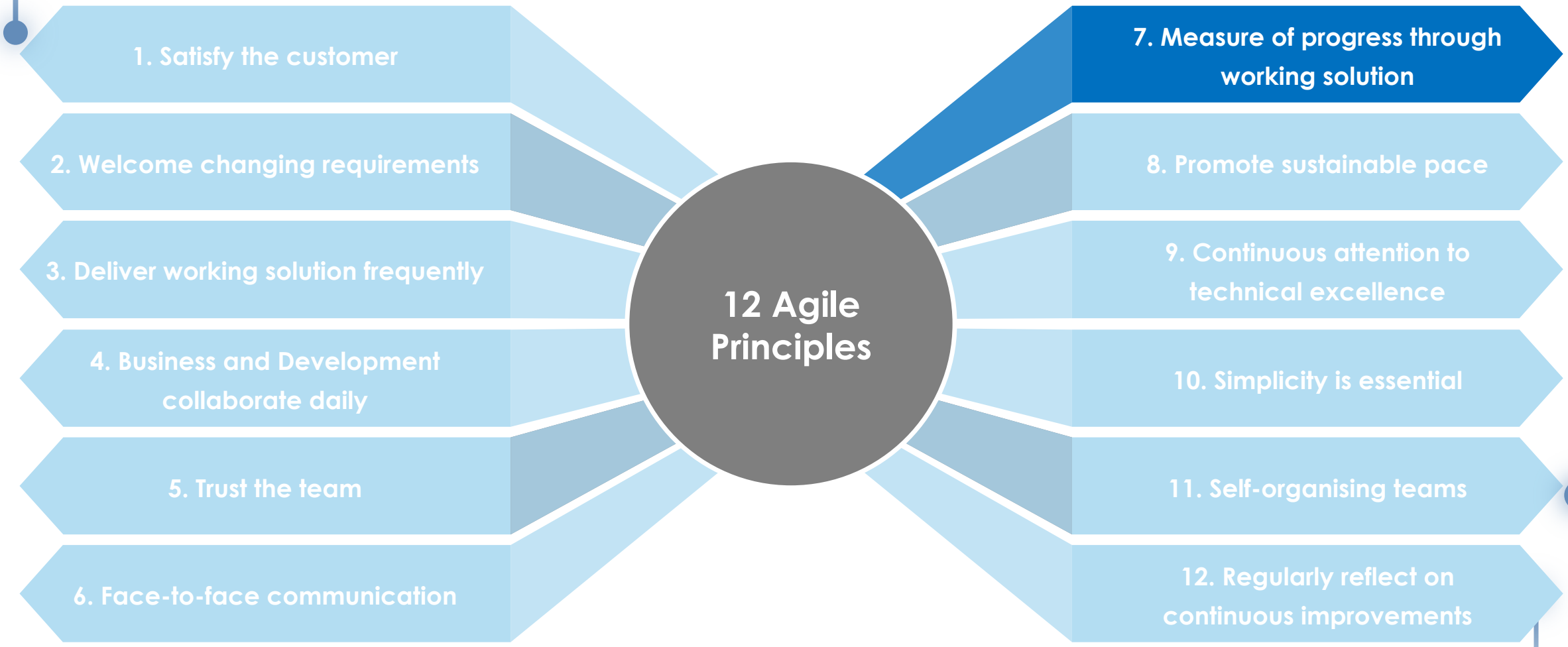

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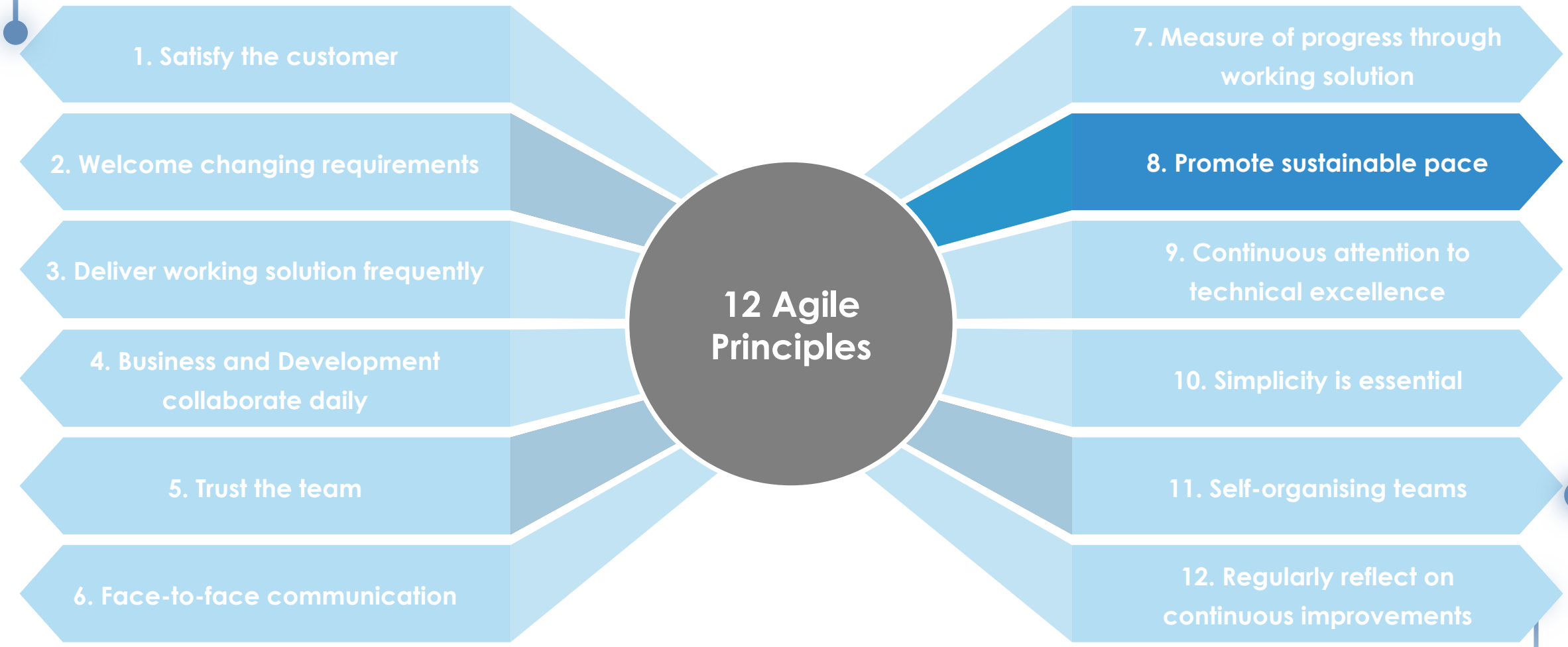

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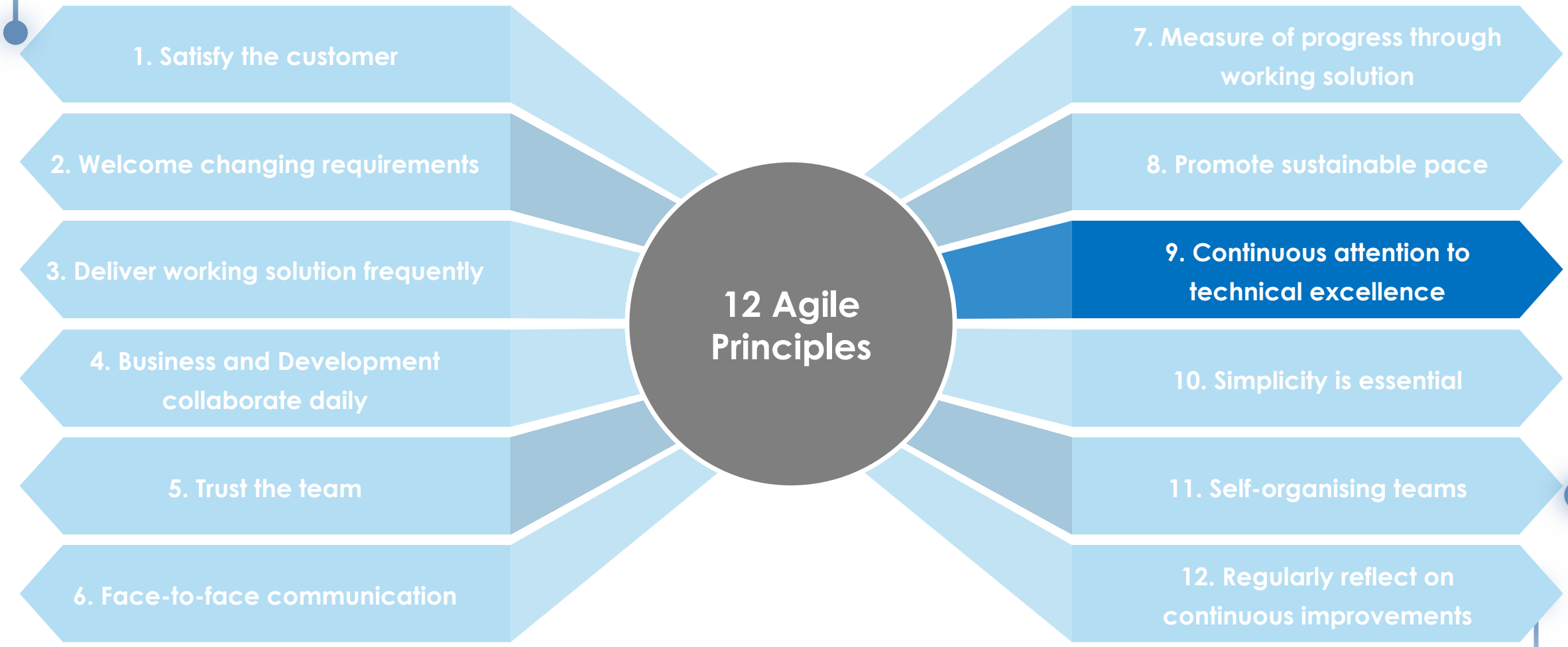

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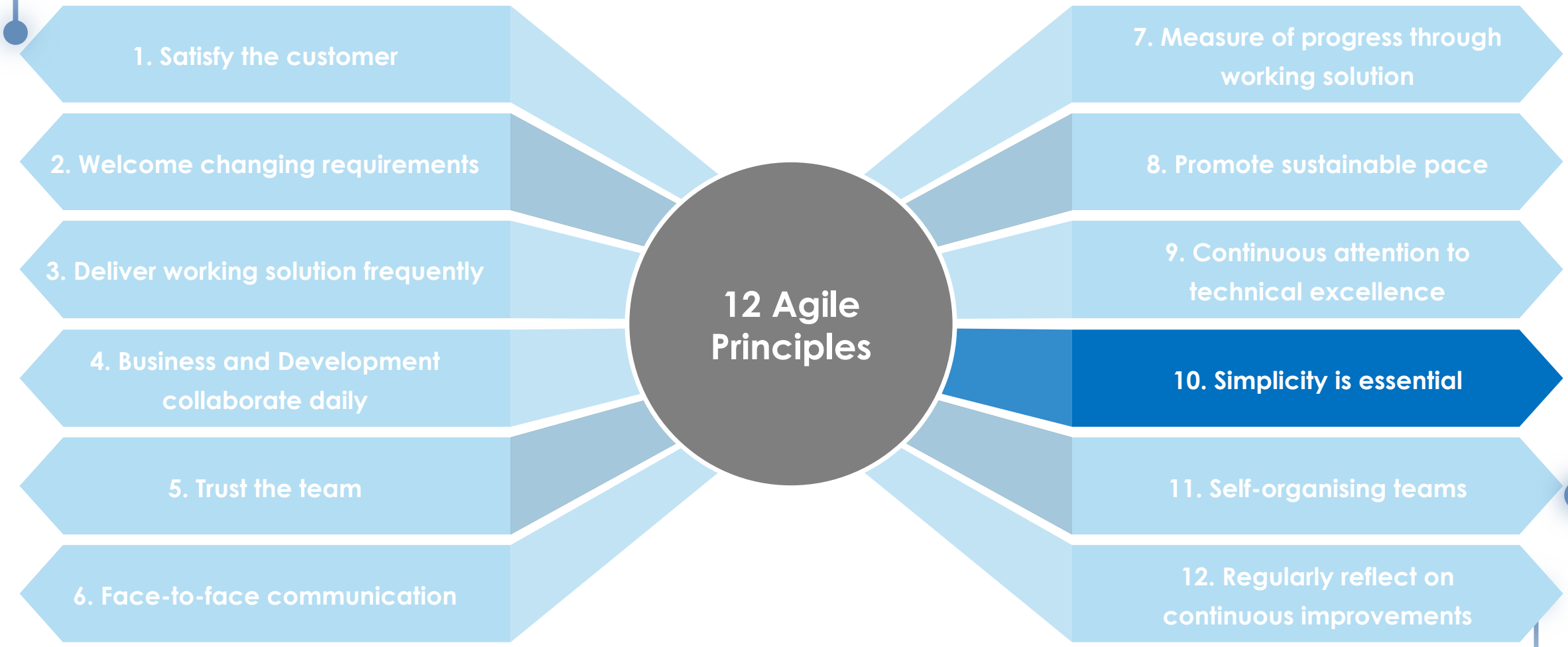

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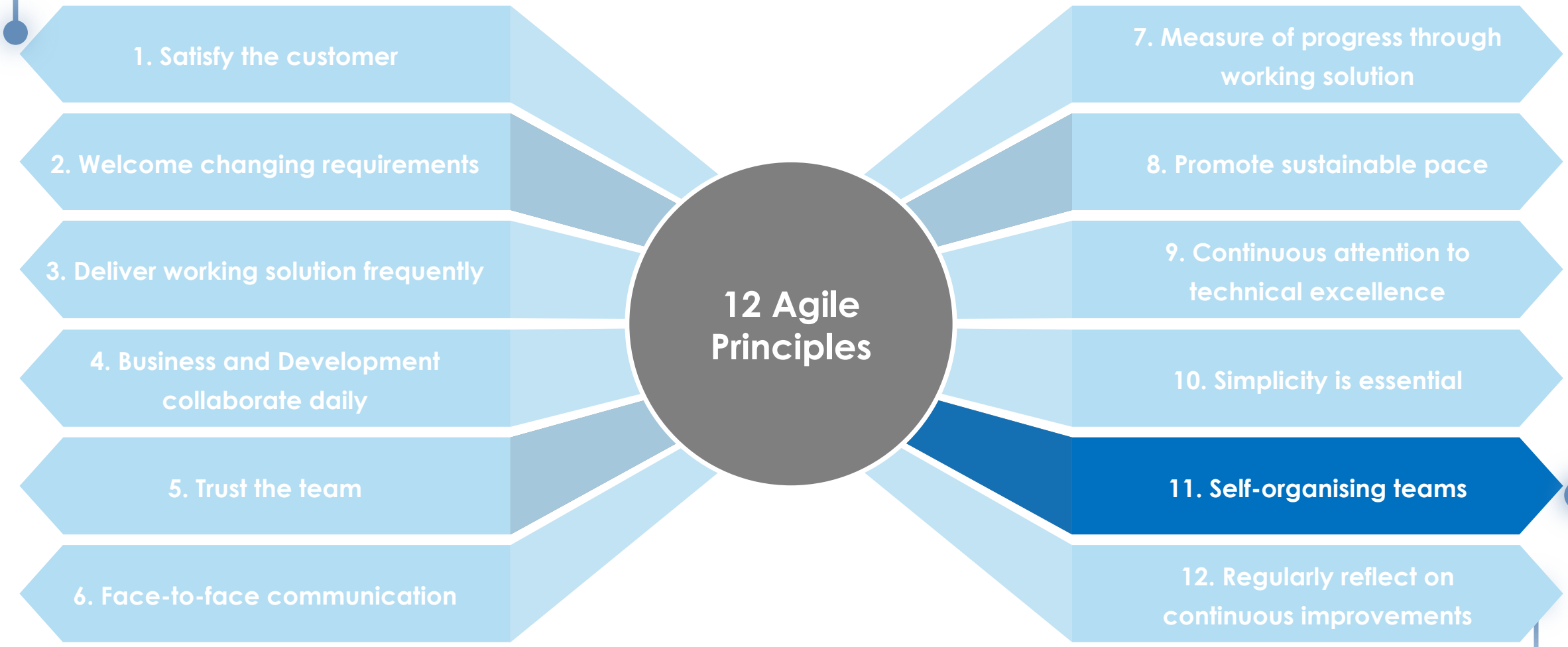

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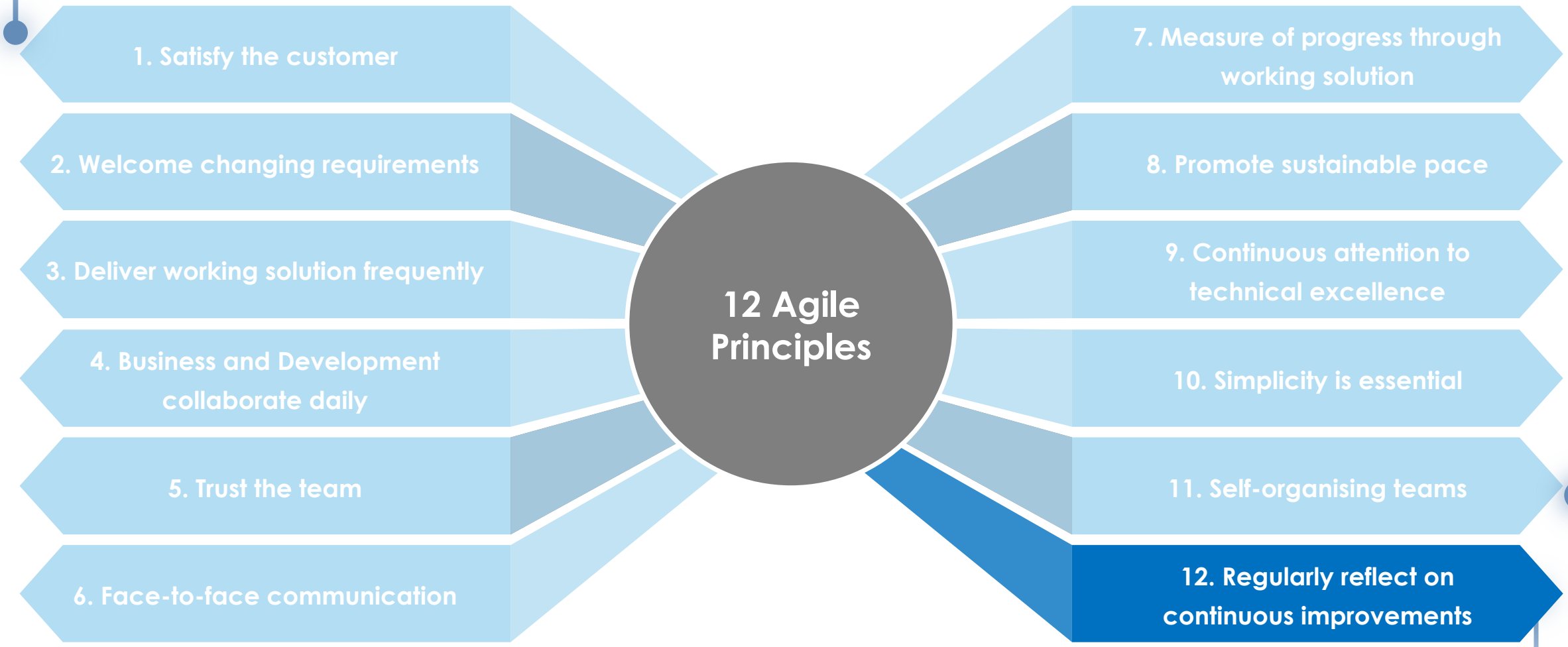

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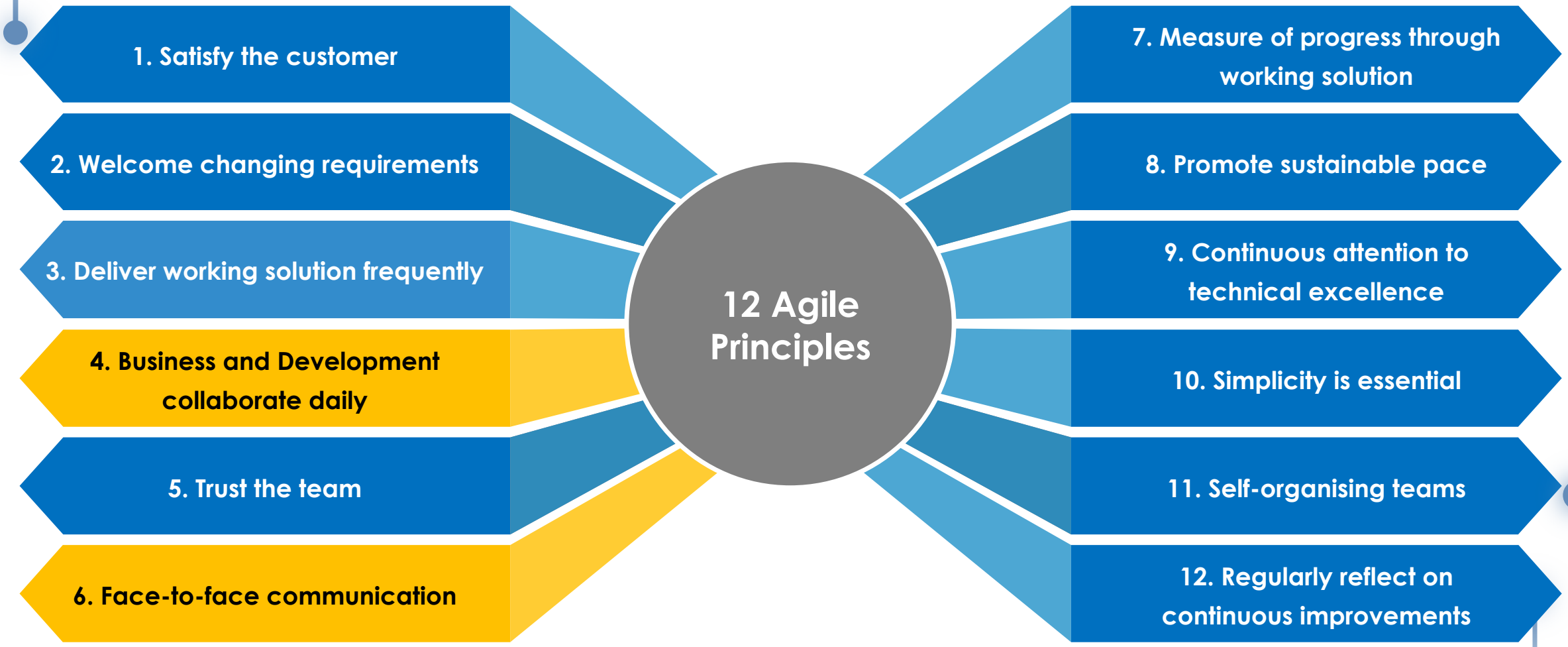


Source: www.agilemanifesto.org

Which one of these came first?

Facebook

Skype

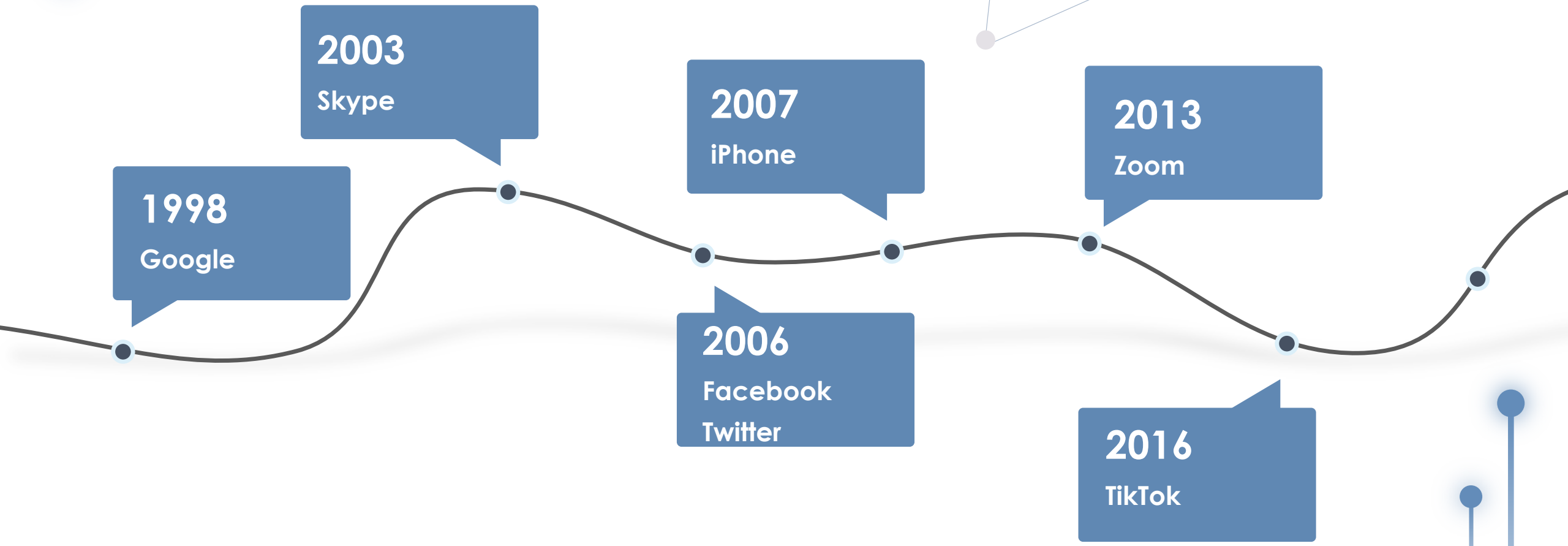
Zoom

Agile Manifesto

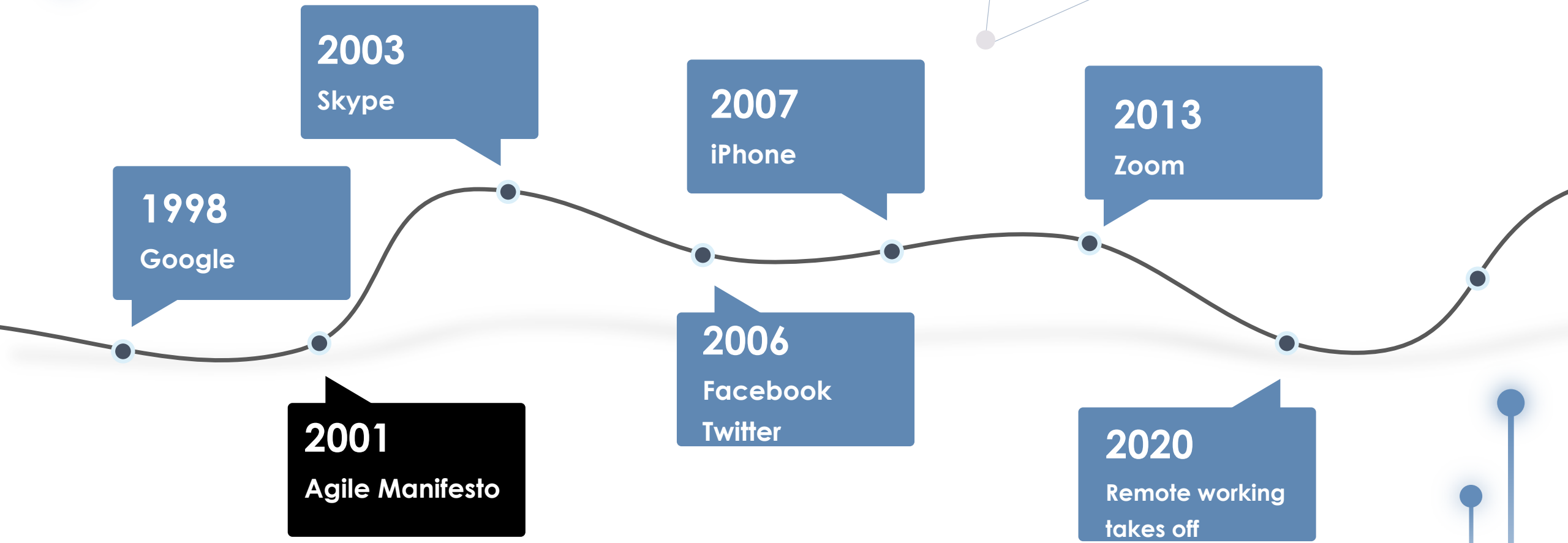
Google

iPhone

Emerging Technology Trends



Emerging Technology Trends



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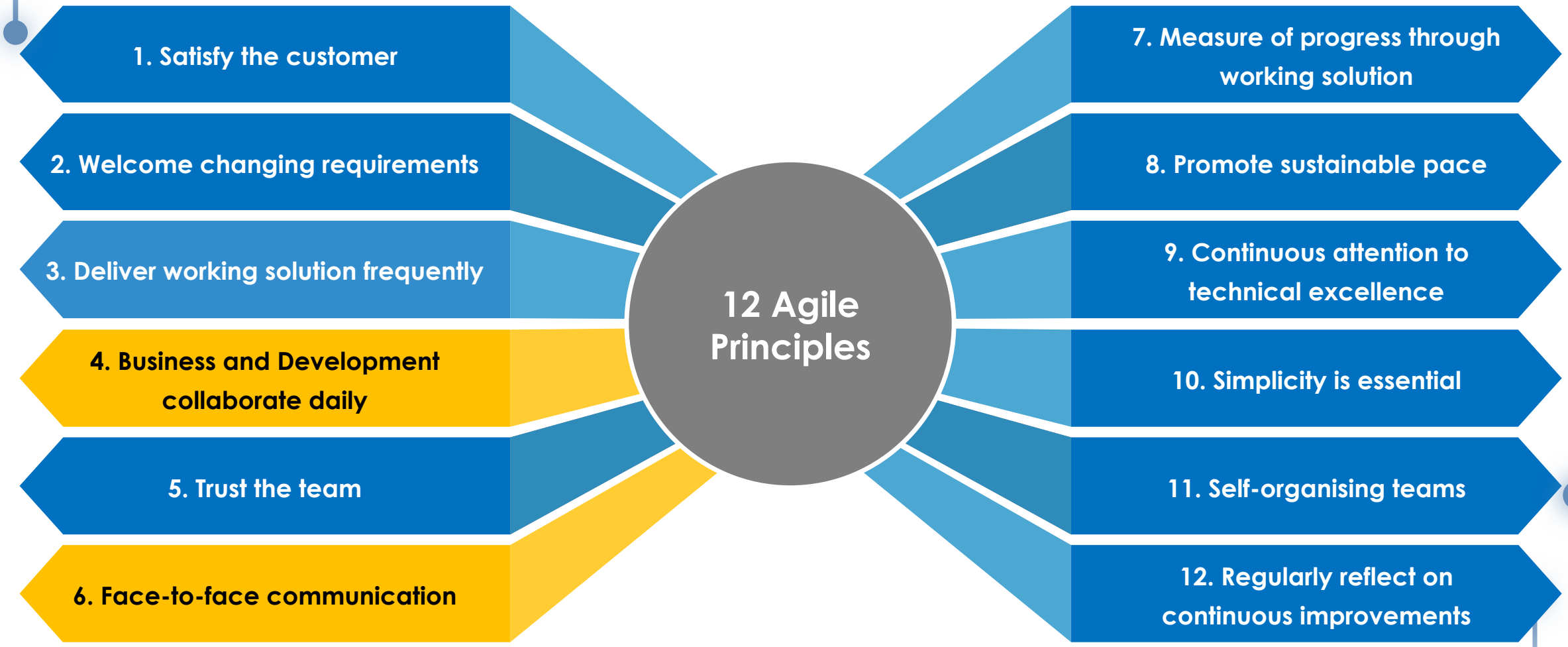


Source: www.agilemanifesto.org

Let's measure what matters most in Remote Agile Teams

Teams writing more Lines of Code

92%

Teams Releasing less frequently

63%

Increase in Average Release Size

64%

Decrease in Total number of Releases

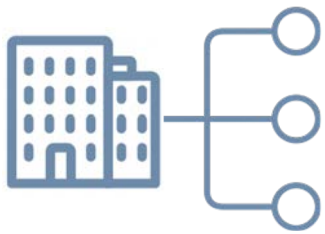
21%

Increase in Average Cycle Time

45%

Rise in Production Issues and Defects

7%



Source: https://www.gartner.com/smarterwithgartner/6-best-practices-for-remote-work-by-agile-software-development-teams

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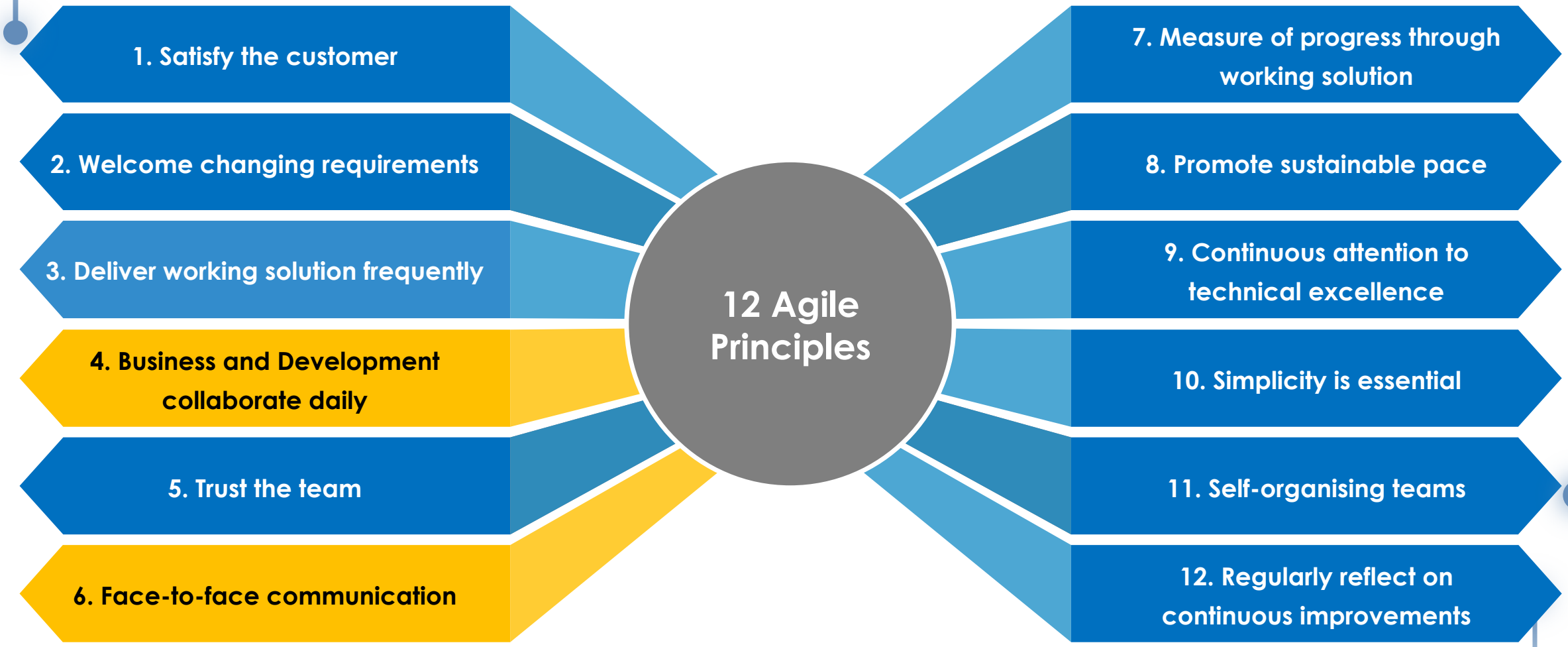

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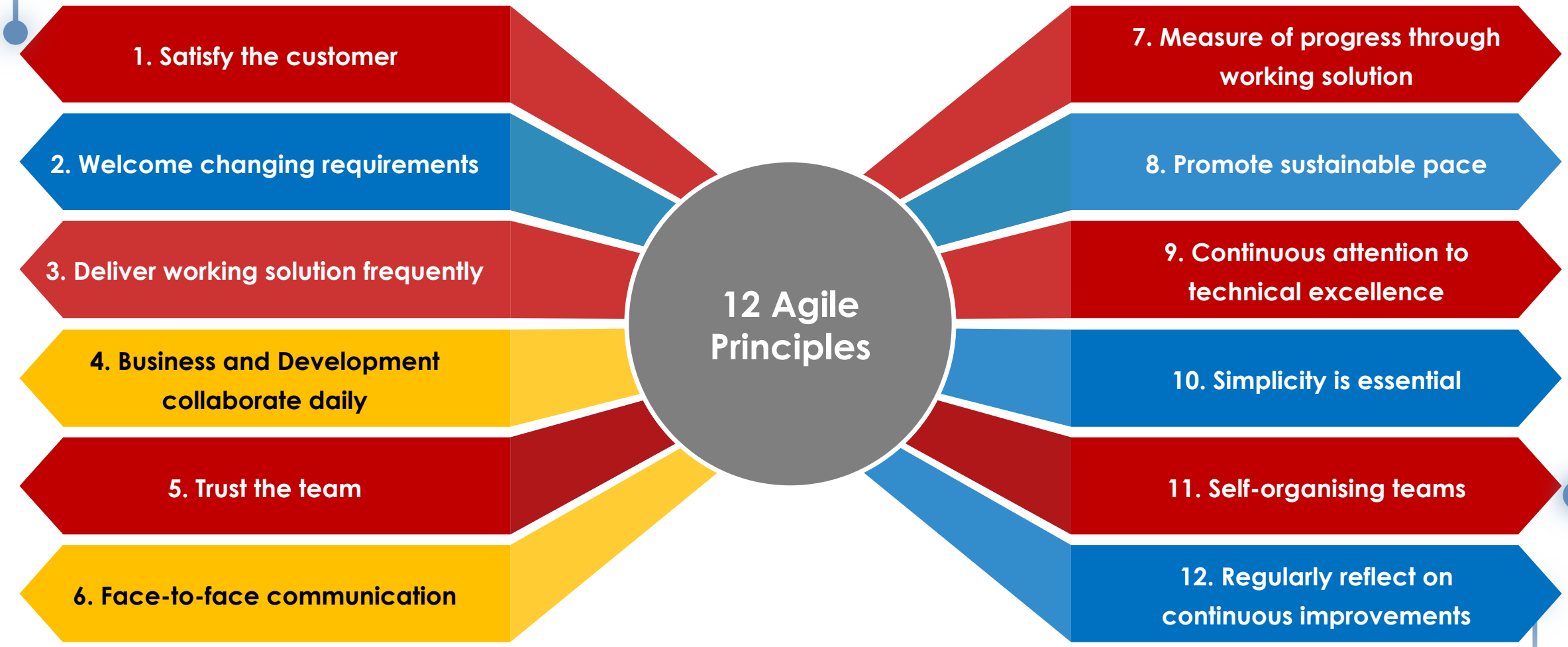


Legend:
- With more focus on New Remote WoW Values, Remote Agile teams will be able to follow this principle
- With modern tools, Remote Agile teams will be able to follow this principle
- Remote Agile teams will be able to follow this principle with some or no additional effort

Source: www.agilemanifesto.org

Key considerations for organisations embracing the Remote WoW

Organisational Values

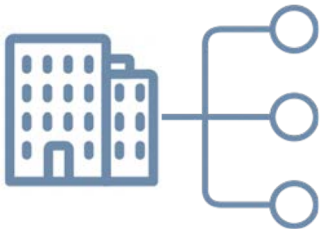
New Remote WoW Champions

Consistent Messaging on the New WoW

Don't try to replicate the 'In-office' experience

Communication, Communication, Communication

Don't Introduce All New Tools at Once



People will forget what you **said**, people will forget what you **did**, but people will never forget how you made them **feel**.

- Maya Angelou

Make Me Feel Important

* Inspired by Mary Kay Ash

Download your copy
https://bit.ly/AgileRemoteWoW

Seven key takeaways

that will help any organisation wanting to unleash the full potential of their remote employees

1. Kindness over Politeness
2. Invest in People, Process and Technology
3. The Agile Manifesto is still relevant
4. Three Key Values:
   - Trust
   - Respect
   - Empathy
5. Physical and Psychological Safety
6. Check In, not Check Up
7. Use the Power of Words

Download your copy
https://bit.ly/AgileRemoteWoW

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slideshare.net/DipeshPala
au.linkedin.com/in/dipeshpala