

# THE EFFECTIVE REMOTE DEVELOPER

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# 4+ YEARS REMOTE

- 3RD DEVELOPER AT STITCH FIX
- WORK DAILY WITH DEVELOPERS, USERS, BUSINESS PEOPLE, VENDORS
- 80+ DEVELOPERS: MOST WORK REMOTELY

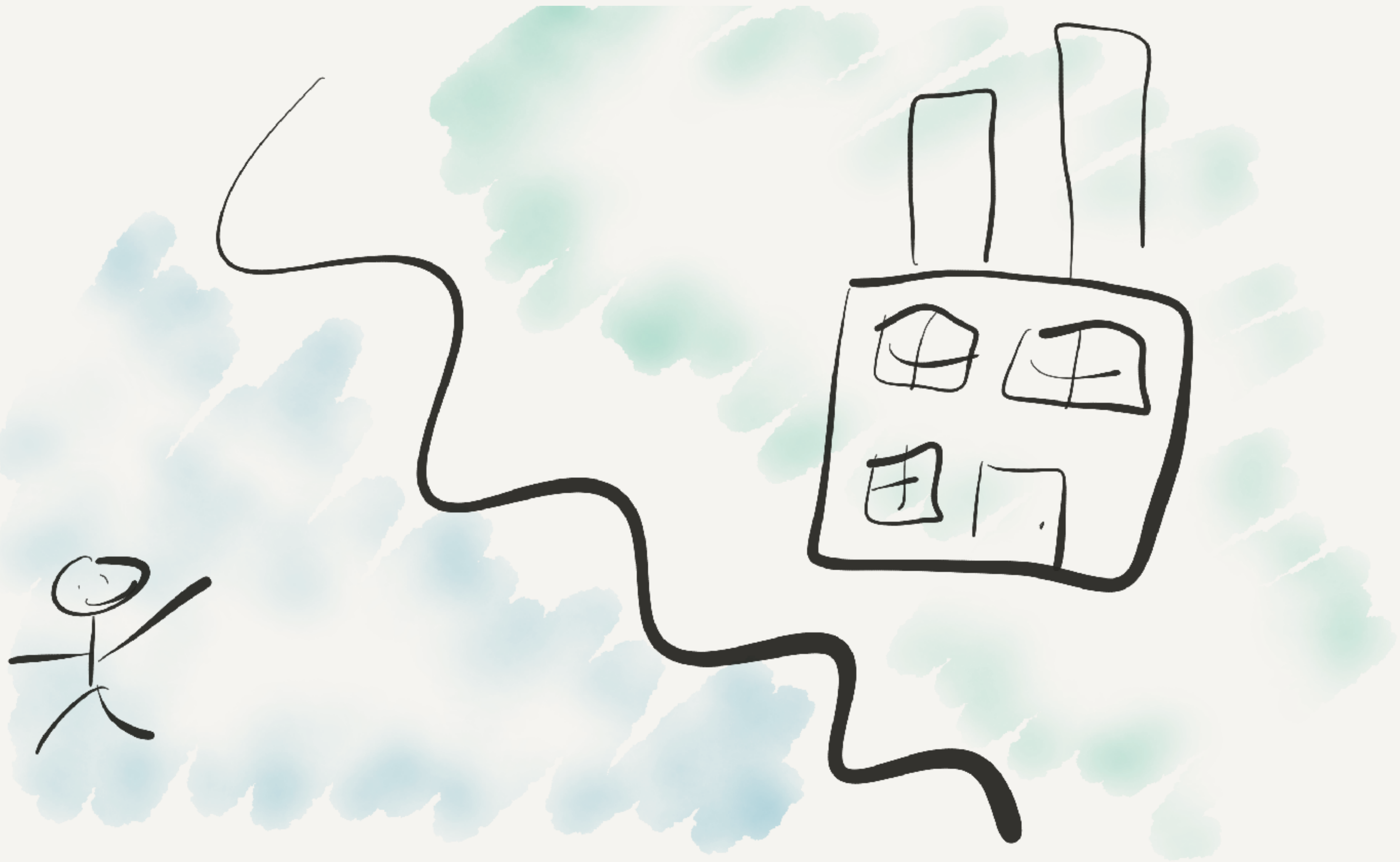


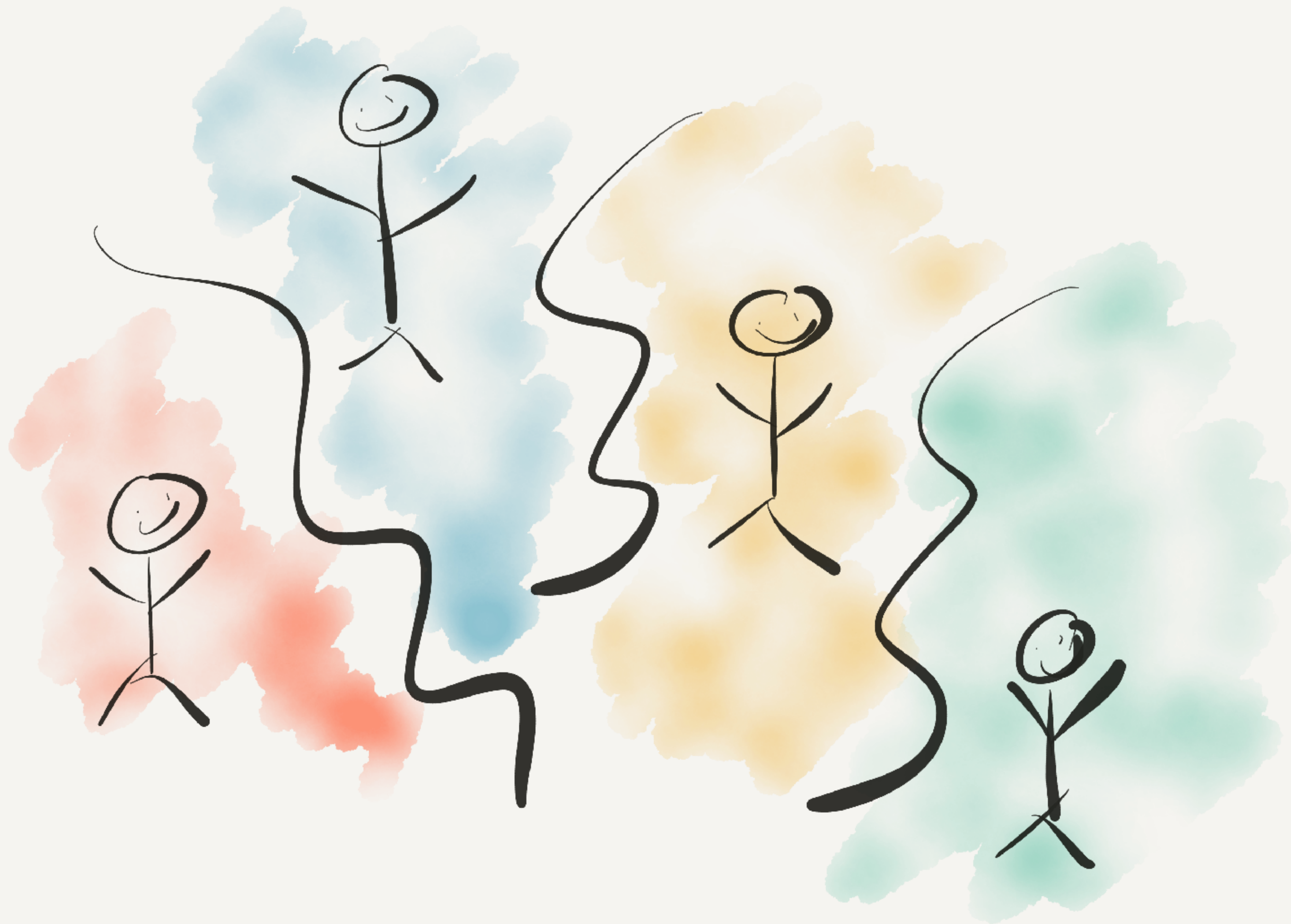
STITCH FIX

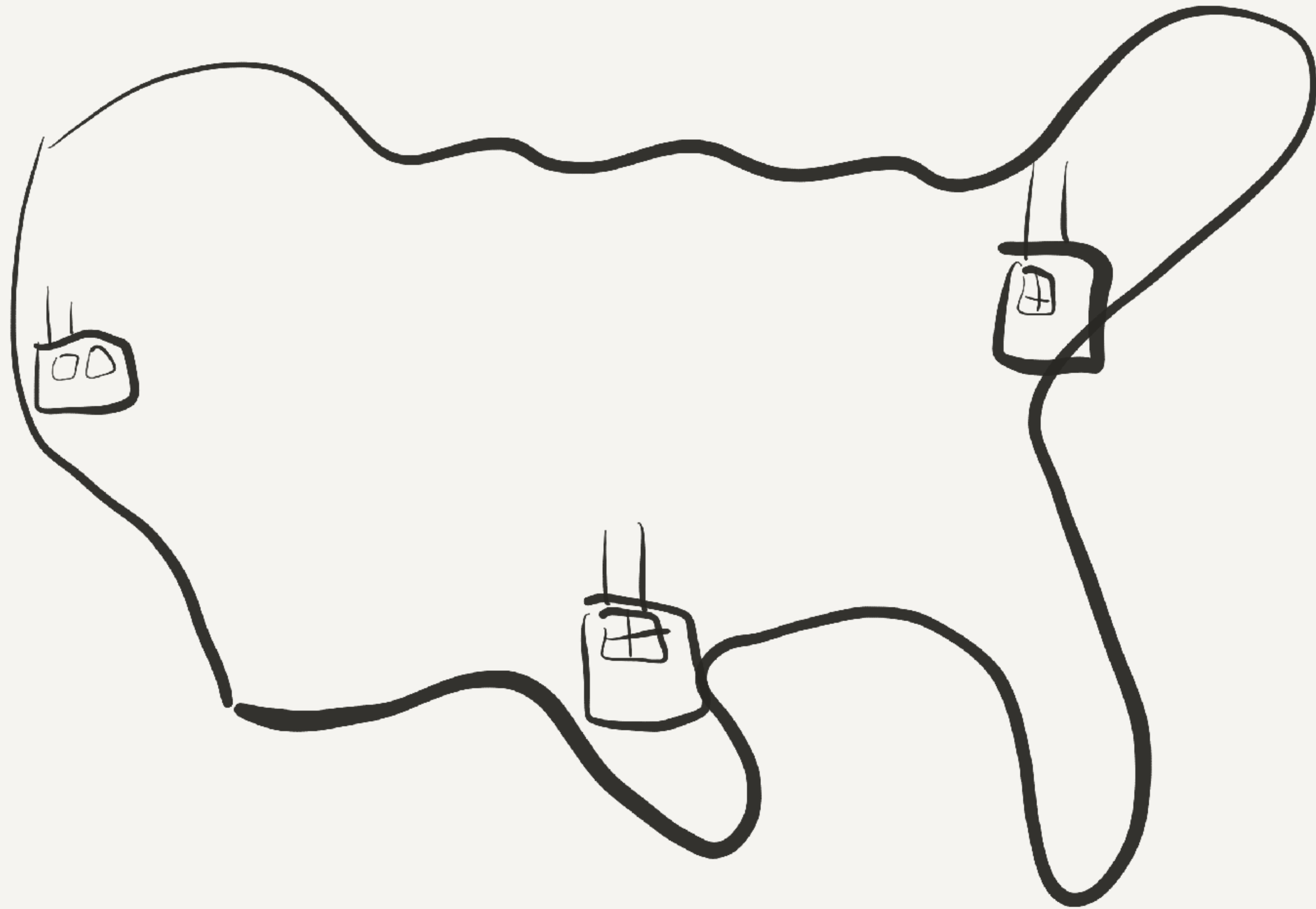
WHAT DO WE MEAN

“REMOTE”?

"YOU DO NOT OFTEN INTERACT  
FACE-TO-FACE WITH THE  
PEOPLE YOU WORK WITH"







# WHAT IS "EFFECTIVE"?

PRODUCING VALUE

AGENCY

INCLUSION

REWARDING



YOU DON'T GET THESE FOR

FREE BEING CO-LOCATED

BUT THEY ARE HARDER TO ACHIEVE WHEN REMOTE.

IT'S NOT EASY—IT

TAKES CONSTANT UPKEEP.

BUT, IT'S WORTH IT.

FREEDOM & FLEXIBILITY

COMPANY HAS ACCESS TO

A WIDER POOL OF

TALENT

BUILD & MAINTAIN

TRUST

“THE HALF-LIFE OF TRUST IS SIX WEEKS”

(IT MUST BE CONSTANTLY REPLENISHED)

[http://www.construx.com/10x\\_Software\\_Development/  
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# FOUR MINDSETS TO BUILD & MAINTAIN TRUST

COMMUNICATE FREQUENTLY & CLEARLY

BE RESPONSIVE, BUT SET BOUNDARIES

ASSUME GOOD INTENTIONS

HELP OTHERS HELP YOU



BASE LEVEL OF

TECHNOLOGY

CHAT SYSTEM THAT'S

EASY TO USE

(SO...NOT IRC)

VIDEO CONFERENCE THAT  
SUPPORTS MULTIPLE PEOPLE

(WEBEX MEETS THIS STANDARD :)

NON-SHITTY MICROPHONE

(YOUR LAPTOP'S MIC IS SHITTY)

OK, BACK TO TRUST

CODING

ASYNCHRONOUS

SYNCHRONOUS

SOCIALIZING

CODING

# COMMUNICATE FREQUENTLY & CLEARLY

- TURN BIG PROJECTS INTO SMALLER ONES
- SMALLEST VIABLE CHANGE
- WRITE GREAT CHANGE REQUESTS
- LEARN TO SCREENCAST, LEARN TO DIAGRAM



# BE RESPONSIVE, BUT SET BOUNDARIES

- PUBLICIZE YOUR WORKING HOURS
- WATCH FOR FEEDBACK...AND RESPOND!
- AVOID SPENDING HOURS HEADS-DOWN—DEVELOP SLAS FOR ALL FORMS OF COMMUNICATION AND RESPONSIVENESS

# ASSUME GOOD INTENTIONS

- CODE REVIEW COMMENTS ARE COLD & HARSH
- THE REVIEWER IS JUST TRYING TO HELP

# HELP OTHERS HELP YOU

- GO TO CHAT OR VIDEO
- COMMUNICATE HOW THEY COMMUNICATE BEST
- BE SPECIFIC IN WHAT FEEDBACK YOU WANT

ASYNCHRONOUS

COMMUNICATION

# COMMUNICATE FREQUENTLY & CLEARLY

- PROVIDE MORE CONTEXT
- READ WHAT YOU WRITE, LEARN TO REVISE (AT LEAST ONCE!)
- TYPOGRAPHY **Matters**
- LEARN (AGAIN) HOW TO DIAGRAM

# BE RESPONSIVE, BUT SET BOUNDARIES

- ENGAGE AND GIVE FEEDBACK
- FEEDBACK LEADS TO AGENCY AND CULTIVATES LEADERSHIP
- DON'T FORGET AFFIRMING FEEDBACK!

# ASSUME GOOD INTENTIONS

- ASSUME EVERYONE IS GOOD AT THEIR JOB

# HELP OTHERS HELP YOU

- BE SPECIFIC IN WHAT FEEDBACK YOU WANT



SYNCHRONOUS

COMMUNICATION

# COMMUNICATE FREQUENTLY & CLEARLY

- BE PREPARED
- USE NOUNS INSTEAD OF PRONOUNS
- PAUSE AND ASK FOR FEEDBACK

# BE RESPONSIVE, BUT SET BOUNDARIES

- PAY ATTENTION—DON'T MULTITASK
- JUMP IN WHEN YOU HAVE SOMETHING TO SAY—DON'T BE AFRAID TO BACKTRACK
- YIELD THE FLOOR TO OTHERS EXPLICITLY
- DON'T BE A JERK. BE SELF-AWARE AND GET FEEDBACK OFFLINE

# ASSUME GOOD INTENTIONS

- NON-REMOTES AREN'T ACCUSTOMED TO THIS
- DON'T FORGET: COMPUTERS ARE TERRIBLE AND NOTHING WORKS

# HELP OTHERS HELP YOU

- POINT OUT A/V PROBLEMS, AND BE DIRECTIVE WITH SOLUTIONS
- ESTABLISH AN ALLY OR REGULAR BACKCHANNEL

SOCIALIZING

# COMMUNICATE FREQUENTLY & CLEARLY

- MAKE SMALLTALK
- HAVE 1-1'S WITH NO AGENDA

# BE RESPONSIVE, BUT SET BOUNDARIES

- ESTABLISH CLEAR TRAVEL EXPECTATIONS
- PUSH YOURSELF TO TRAVEL TO MEET OTHERS IN PERSON



# ASSUME GOOD INTENTIONS

- IGNORANCE ISN'T A LACK OF CONSIDERATION
- LEARN TO BE OK MISSING HAPPY HOURS

# HELP OTHERS HELP YOU

- SUGGEST WAYS FOR REMOTES TO SOCIALIZE
- ARRANGE FACE TIME OR MEET UPS—BRING YOUR BOSS A PLAN THEY JUST HAVE TO SAY “YES” TO.

TRUST

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HELP OTHERS HELP YOU

# THANKS!

- WORK THIS WAY: [HTTP://MULTITHREADED.STITCHFIX.COM/CAREERS](http://multithreaded.stitchfix.com/careers)
- CONTACT ME: @DAVETRON5000  
[HTTP://WWW.NAILDRIVING5.COM](http://www.naildriving5.com)
- LEARN MORE NON-CODING DEVELOPER LIFE SKILLS: [HTTP://SWENG.ME](http://sweng.me)