

Communication and Empathy across Remote and Distributed Teams

Laura Santamaria
Developer Advocate



Pulumi

The Basics



3 kinds of distributed teams



What is empathy?



Empathy is a
two-way street.



Empathy is the
bedrock of all
high-functioning
teams.



Being remote is different



Language



Communication mediums and meaning



Timezones and culture



Family and other distractions



Great
communication is
the foundation of
teamwork, no matter
where you are.



General notes



Start at common ground



Build from a position
of positive intent



Listen radically...



... and show
vulnerability.



Talk less; listen more



Aim for clear and
concise



Give and get
constructive
feedback constantly



Respect everyone's
experience and
views



Aim for team wins
over personal wins
in conflict



Building
communication and
empathy in distributed
teams takes
work--more so than
with in-person teams.



Special considerations



Overcommunicate



Be present



Encourage casual
communication (if
folks are
comfortable)



Ask first



Avoid sarcasm in
text



Set communication expectations



Set Slack statuses



Try working a day in
someone else's
timezone



Use public channels
over private comms



Use video
conferencing
liberally



Run effective
meetings, and meet
(quickly) often



If you don't remember anything
else, remember this...



Listen.
Reframe.
Engage.

(Thanks)

<https://nimbinatus.com>
<https://pulumi.com>



Pulumi