

Leadership in a Decentralized Workplace

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Why am I here?





A world map with a dark blue background and a lighter blue map outline. Seven orange starburst icons are placed on the map to indicate staff locations: two in North America, three in Europe, one in the Middle East, and one in East Asia.

24/7

Staffing

6

Languages

24/7

Staffing



A world map in shades of blue with six orange star markers placed across the continents: two in North America, one in South America, one in Europe, one in Africa, and one in Asia.

6

Languages

24/7

Staffing

10

Time Zones
Between Leads



6

Languages

24/7

Staffing

4

Countries

10

Time Zones
Between Leads



6

Languages

24/7

Staffing

4

Countries

93%

REMOTE TEAM

10

Time Zones
Between Leads

Remote work is already happening

70%

of people globally work from
home at least one day a week

The Office Space





What does **remote working** look like?





LOHA FROM
HONOLULU













Advantages and Challenges



Challenges

- Time zones
- Dependent on technology
- Always On
- Water cooler chats
- Internal vs. Remote Experience

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- Time zones
- Dependent on technology
- Always On
- Water cooler chats
- Internal vs. Remote Experience
- Meetings/Collaboration
- Maintaining Full Context
- Reduced Exercise/Movement
- Mental Health
- Distractions and Blurred Lines

Advantages

Employee

- Quiet, Control Over Distractions
- Productive
- Life/Work Balance
- No Commute
- Comfort
- Flexibility
- More Time for Focus
- Suits Unique Needs

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Business

- Significant Savings
- Reduced Absenteeism
- Larger Candidate Pools
- Increased Potential for Diversity
- Reduced Localized Risks
- Driven, Self-Starters
- Flexibility in Coverage
- Scalability
- Reduced Attrition



**Remote workforce and
remote culture are not
synonymous.**

Perceptions of Risk

Remote Enhances Communication

83%

of employees said their ability to
communicate and collaborate
was same or higher

Remote Reduces Attrition and Increases Job Satisfaction

91%

of employees said the ability to work
remotely is somewhat or very
important to overall satisfaction

Remote Improves Quality of Work and Life

75%

timeliness of work improved

67%

quality of work improved

80%

improved quality of life

Remote Enhances Productivity

91%

of those surveyed believe they
get more done working remotely

Shopify Remote Culture

almost
50%

of Shopify employees
work remotely

7M+

Slack messages per
month

more than
80%

of remote employees
work in support roles

85%

growth of remote-first
support team since 2014



Pillars for Success

TRUST

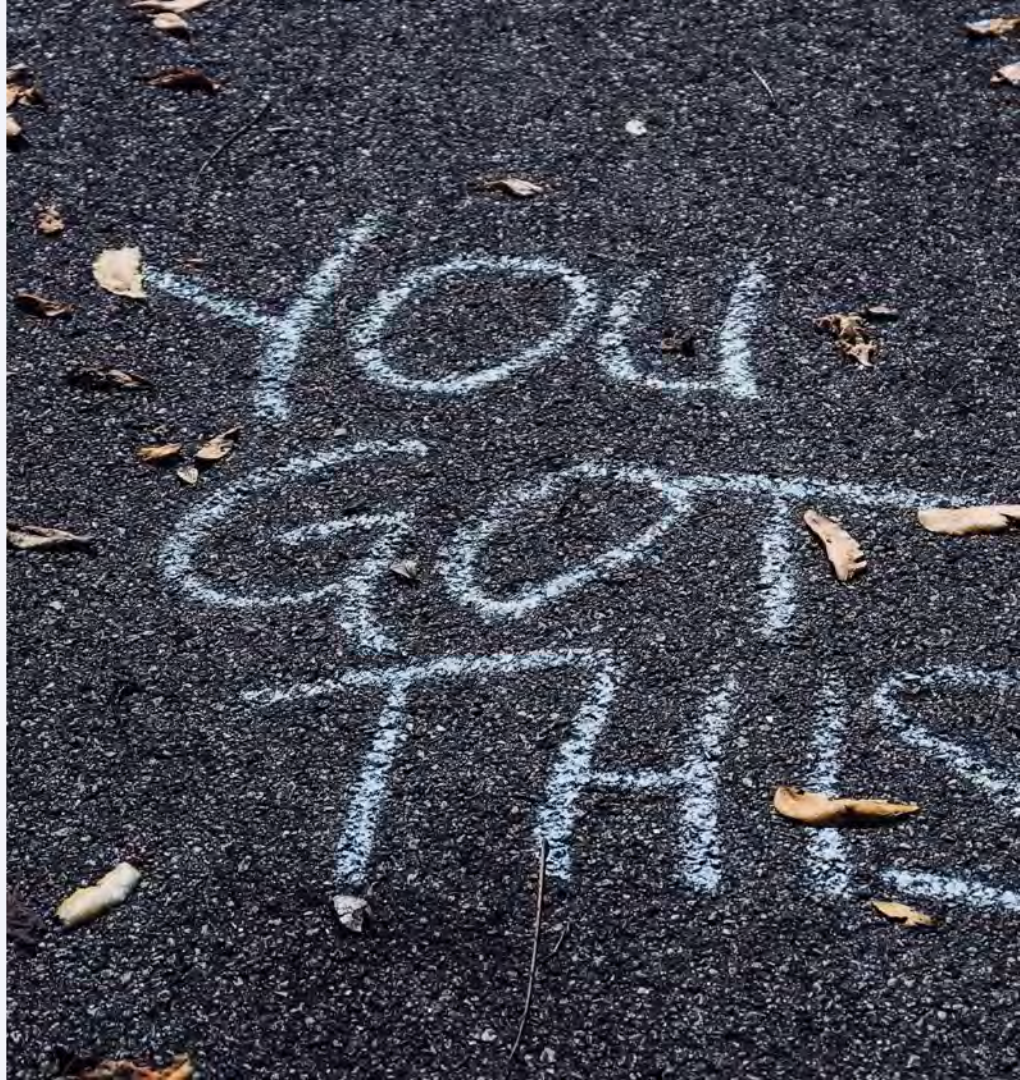


The image features a dark blue background. On the left side, there is a large, vertical white rectangle. Inside this rectangle, the word "TRUST" is written in a bold, dark blue, sans-serif font. To the right of the white rectangle, there are three smaller, horizontal rectangles arranged in a row. From left to right, they are colored teal, red, and yellow. All three of these smaller rectangles are significantly shorter in height than the white rectangle above them.

Trust

- Present Doesn't Equal Productive
- Trust, Don't Track
- Get Out of the Way
- Hire Leaders, Not Managers

At the end of the day, if you can't trust the people you hire there are larger problems than what location they work from.



TRUST

**The Right
Leadership**



TRUST

**The Right
Leadership**

PEOPLE





People

- Who Align with Your Vision
- Who Choose the Remote Life
- Who are Self-Driven
- Who Value Community

Forcing a square peg into a round hole is rarely a worthwhile activity.

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PEOPLE

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TECHNOLOGY



Technology

- Communication
 - Chat
 - Video
- Collaboration
 - Project Management
 - Shared Work
 - Knowledge Management
 - Facilitation

Finding the right tools can be a powerful step forward, but they are only part of the equation.



TRUST

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PEOPLE

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TECHNOLOGY

**The Right
Tools**



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COMMUNITY



Community

- Investment in Culture
- Teaming
- Team Building
- Humanizing

Building a sense of community - in any environment - requires a deliberate focus on the human experience.

TRUST

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PEOPLE

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People**

TECHNOLOGY

**The Right
Tools**

COMMUNITY

**The Right
Attitude**

WANT
HUMAN
NEED
DREAM
DESIRE
HOPE



Thanks!



EXTRA SLIDES





“...not all organisations are intelligent and progressive. Lots are run by crass people who can take the same kind of equipment and create hellholes. They make little bitty cubicles and stuff people in them. Barren, rat-hole places.”

- Robert Probst