



Mobilizing 450 Talents during COVID

**Our Lessons Learned
Education in Humility**

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Hello, Luisa here



Hamburg, Germany

Hello, I'm Dino



Cologne, Germany



.. looking for 450 talents across the world.



ALL REMOTE

ALL REMOTE



**Living
at work**



**Remote Maturity
("Workplan")**

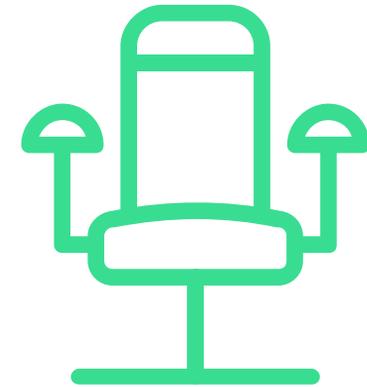


**Team
Cohesion**



**Remote
Culture**

LIVING AT WORK



A man in a dark suit, light blue shirt, and red tie is speaking directly to the camera. He is in an office setting. In the background, a woman in a yellow top is visible, and there is a desk with papers and a bookshelf. A world map is on the wall behind him.

BBC
NEWS

How many People work remotely?

4.7 million people were **already working from home** before the pandemic

In the last five years, **the trend of remote working grew by 44%**

During the coronavirus pandemic, 50% of the organizations reported that over **80% of their employees work remotely.**

Source: Flexjobs, Gartner



How many People work remotely?

A survey of 127 business reported that **82% of them permitted employees to work from home for some time as daily life resumed.**

42% of workers will go for remote work more frequently if they have the option.

Source: Owl Labs



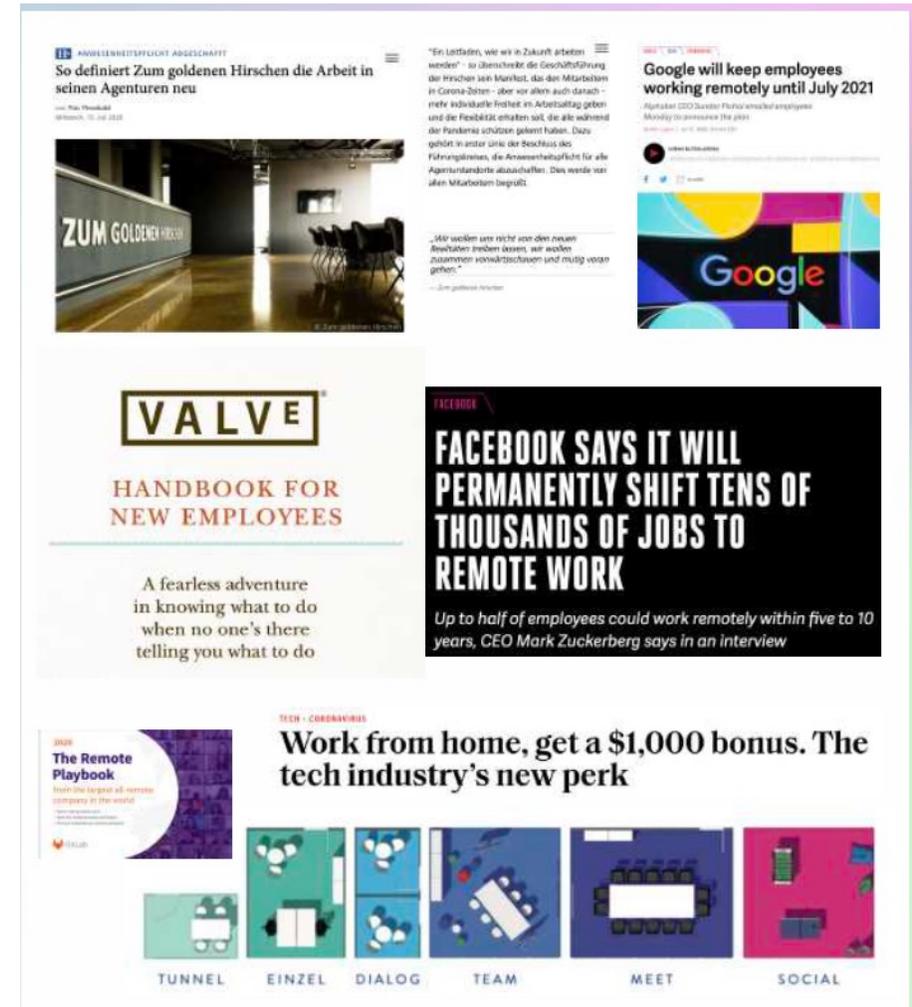
The debate about future of work continues

JPMorgan Requires Employees To Return To Their Offices By July, Striking A Blow To The Remote-Work Trend



“An immersive workspace is no longer limited to a desk in our Towers; the 9-to-5 workday is dead; and the employee experience is about more than ping-pong tables and snacks.”

Brent Hyder, President & Chief People Officer, Salesforce



Your workspace is important

- **Find a space** at home, that can be turned into a workspace
- Think about your long-term health: **chair, desk and screen**
- Invest on infrastructure: **microphone, earphones, internet**
- **Not everyone is set-up for taking on camera calls** from the couch, kitchen table, or bed



TEAM COHESION



Invest extra time into people alignment

1 Get to know each other 15 min

Write down 2 facts: One that is true, one is a lie (60 sec)
All the others vote and select the one they think it's the lie
People will be selected and reveal the lie

Did you take the 16 personalities test? <https://www.16personalities.com>
Check the code of your result and place a sticky note with your name on the according star wars character. Lets see who is who

Who's your character? STAR WARS personality chart

Adidas: **INTJ**

Guiding Questions:
- What do I need to be involved in?
- What do I want to hear from you?

Guiding Questions:
- What are my preferred communication modes?
- What makes me frustrated?
- Don't surprise me with X?

2 Goal: adidas + Accenture 20 min

Selftest Futurepective 20 min

We are the team sitting in one boat on our way to the adidas + Accenture goal
Write down sticky notes for what pushing us forwards/holding back/risks/goals
We will vote the 3 most important items

What is pushing us forward?
Excellent Leadership and their commitment to the project
The unique & outstanding client
One team kind of experience working across GEO
Make selftest successful handovers their work from existing members to us

What is holding us back?
Unresolved differences: Accenture SLAs and current mental situation w.r.t. leading

What risks do we face?
Risk of losing the relationship of our client due to a change of client people

Domain Vision 20 min

Pick the most important cluster and create 3 action items until the end of the year:
Discussion

- probability of people
→ Being, be creative, setup workforce in India, linkedin. India
- Book people in advanced Forecast other client calls, define tool skills, how we speak with the client: pushing the process, book people direct. India, Spain, Germany in Germany
- Make relationship with Leadership in India, Spain, that they really want to support and not feel only pressure. Germany in India/Spain

3 Team collaboration 40 min

Team and Roles 40 min

What are your most important 3 activities until the end of the year that contribute our goals? 6

Continuously reflect how you work and what to improve

Agility & Retrospectives in all teams

Retro 1st contact, 2011-2020

Why we are here today:
In the last weeks the first meetings with the clients took place. We want to recap on these first contacts and see how it worked out and share our experiences.

Participants

City	Team	Work	Meeting	Act												
Dennis	Dennis	Dennis	Dennis	Dennis	Dennis	Dennis	Dennis	Dennis	Dennis	Dennis	Dennis	Dennis	Dennis	Dennis	Dennis	Dennis
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How to use mural

1. Scroll up = Zoom in
2. Scroll down = Zoom out
3. Double click = Get a new sticky note
4. Hold left mouse button to move the sheet

Intro **Vote for 1 sticky, it's anonymous**

“Regardless of what we discover, we understand and truly believe that everyone did the best job they could, given what they knew at the time, their skills and abilities, the resources available, and the situation at hand.”

1. I'm not going to take it if it's not for me.
2. I'm not going to take it if it's not for me.
3. I'm not going to take it if it's not for me.
4. I'm not going to take it if it's not for me.
5. I'm not going to take it if it's not for me.

Our starting point What is your impression about the meetings? Tell your story

take 1 minute put a pin on the scale what fits to your impressions - explanation of some choices

I felt uncomfortable | Best meetings I ever had

1 | 5 | 10

Our Ratio

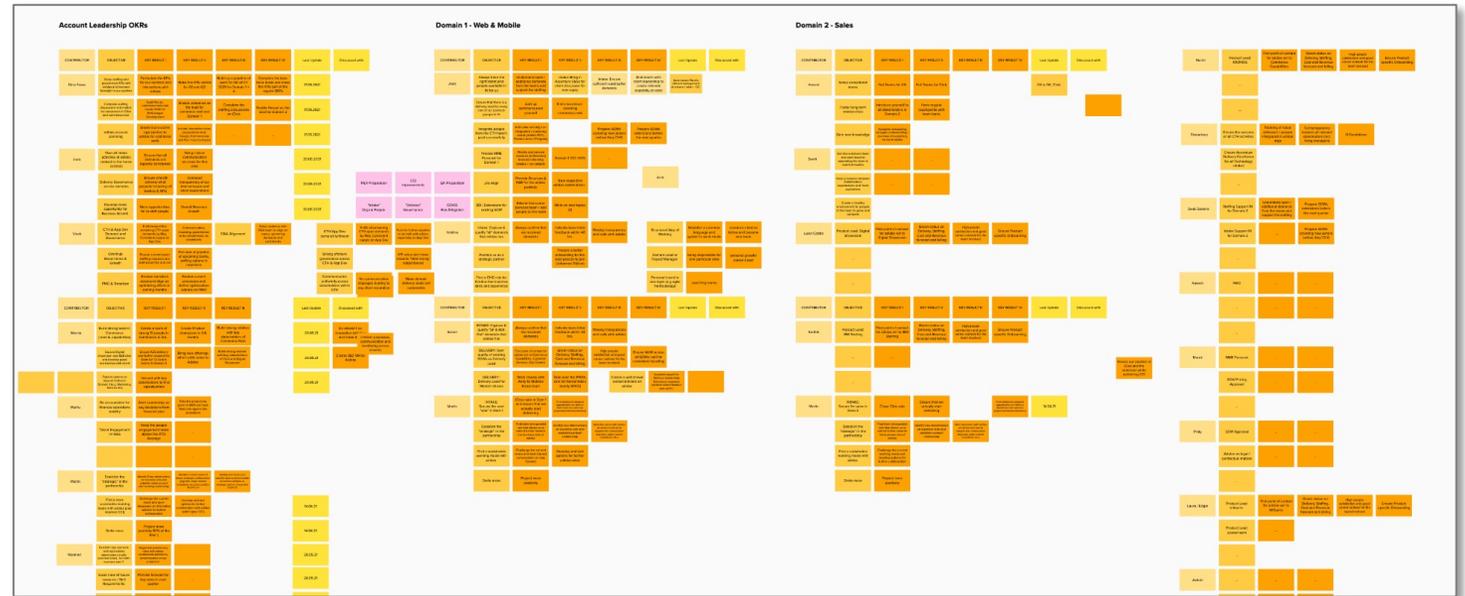
Kick it off. You will never get a second chance to make the first impression. **- 5 minutes silence to create notes - Cluster and discussion**

How do we want to be perceived?
How do we not want to be perceived?

Look back and into the future **- 5 Minutes silence to create notes - Cluster and discussion - Voting on top 3 items**

Stop doing | Start doing | Continue doing

Be specific about expectations, objectives and agreements



REMOTE MATURITY



The way we work has been transformed during the Pandemic

147%

Meetings

Weekly meeting time has more than doubled for Teams users and is still rising

40.3B

Emails

Increase in number of emails delivered in February 2021 vs. February 2020

45%

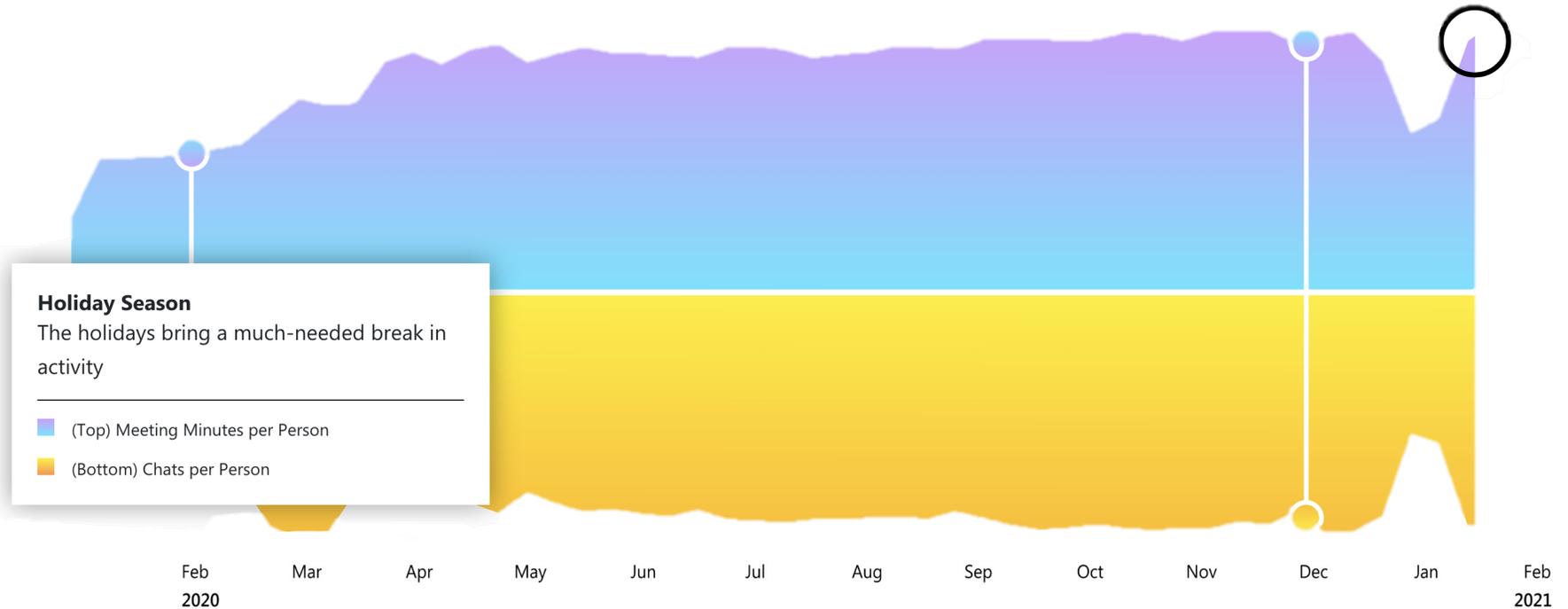
Chat

Weekly Teams chats per-person are up 45% and still rising

65%

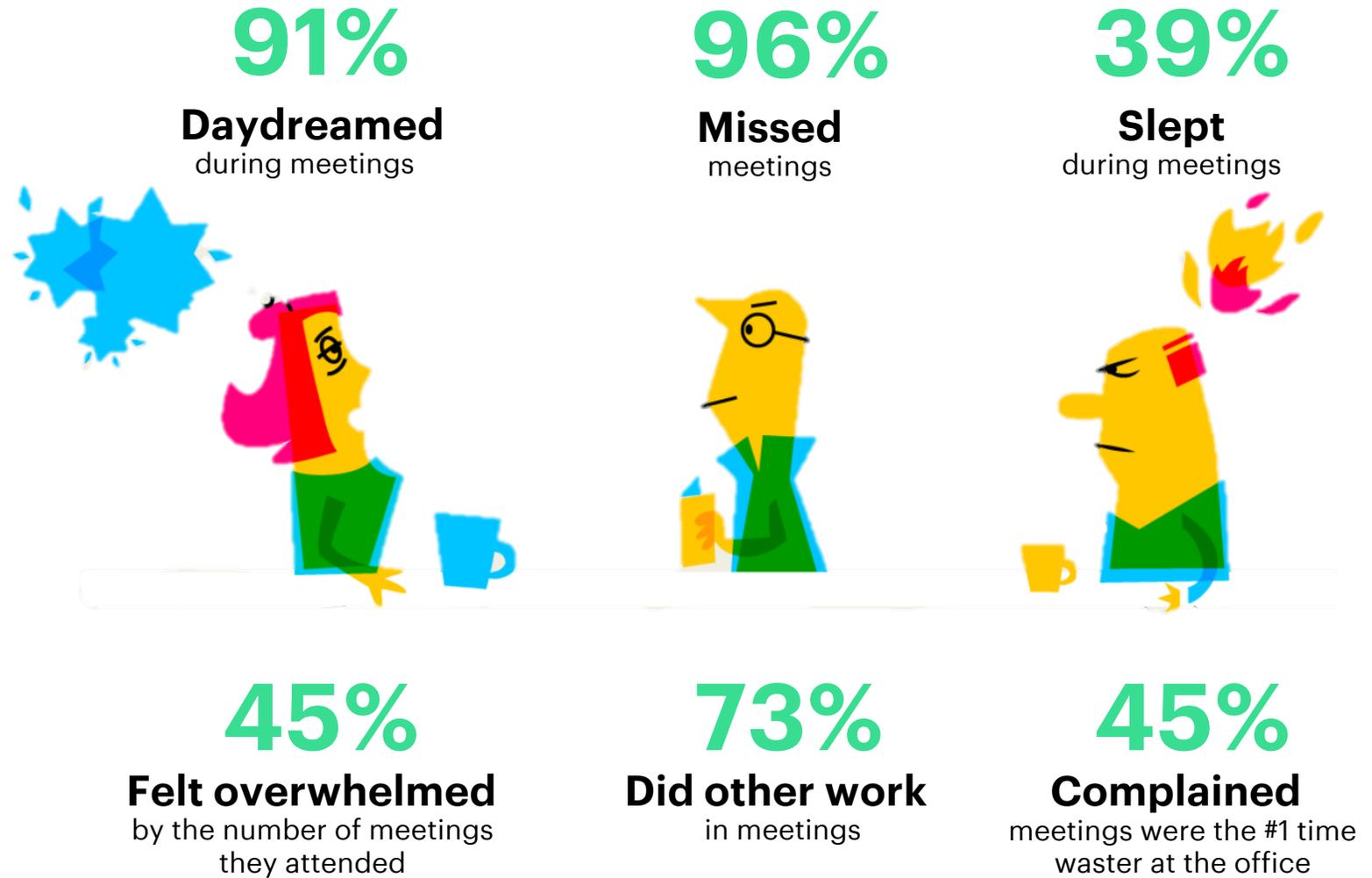
Docs

Number of people working on office documents is up 66% year over year



Source: <https://www.microsoft.com/en-us/worklab/work-trend-index/hybrid-work>

Meetings can be skipped



[Source: You Waste A Lot Of Time At Work \(atlassian.com\)](https://www.atlassian.com)

Communication must be clear

- Provide **full context**
- **Avoid** unnecessary **acronyms**
- **Be mindful** about people with different backgrounds

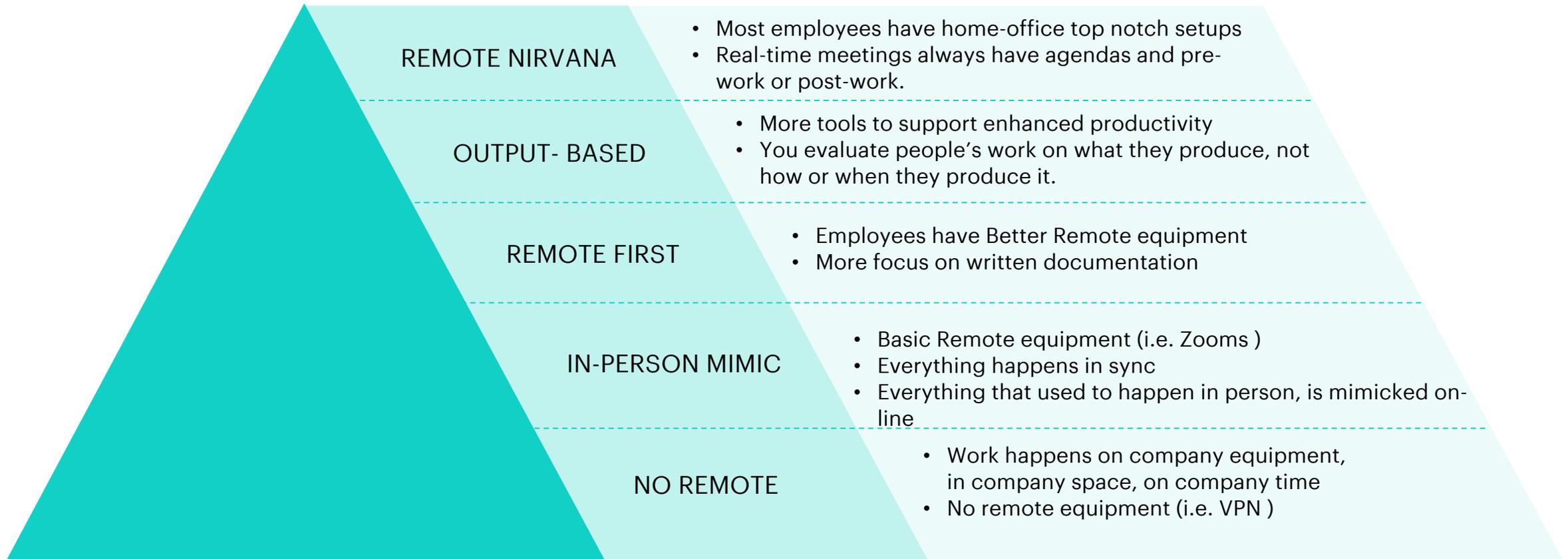


"No one can actually remember all these acronyms and people don't want to seem dumb in a meeting, so they just sit there in ignorance.

his is particularly tough on new employees."

Elon Musk
CEO Tesla

5 levels of Remote maturity



Source: <https://ma.tt/2020/04/five-levels-of-autonomy>

REMOTE CULTURE



**CULTURE IS,
WHEN PEOPLE
EXPERIENCE
CONSISTENT
BEHAVIOURS
NORMS
& DECISIONS**

Our common behaviors & principles



**Increase diversity
and inclusion**



**Level playing field
for everyone**



**Transparency
& Communication**



**Trust &
Relationships**

ALL REMOTE



**Living
at work**



**Remote Maturity
("Workplan")**



**Team
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