Scaling Yourself
Managing Distributed Teams Delivering Reliable Services

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3 Geos
2 Services
2 Team Leads
18 Reliability Engineers

Today
What is a distributed team?
BENEFITS

Coverage
Talent
Colocation
Better On-call

CHALLENGES

Friction
Duplication
Costs
Imbalance
Inspire team collaboration that unleashes their potential.
Establish Trust

Travel within teams
Identify challenges from distribution
Team Health, Post-Mortems... Video Games?!

Starting Point
Team Health Check or Team Stages

Root Cause Analysis

Video Games...
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Team Health, Post-Mortems... Video Games?!
Mind the Gap

People & Projects
Leadership Traits with a twist
How to apply the 3 to distributed teams?

Listen
It's not only ears

Ask
How can we reach the outcome?

Tell
Over-communicate
Pace Yourself

Find your ‘thing’
How adding distance running to my schedule benefited me...

From 1 to 100
Take Away

Presence
Physical & virtual

Planning
Listen, Ask, Tell

Balance
Head, Hands & Heart
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Resources: https://goo.gl/6nR64w & ‘Join Group’