

How to improve ways of working

Why it matters (more than ever)

In squiggly careers, there is more fluidity and flexibility. People can define their way of doing things, but teams still need to work out how to allow for difference without leading to disconnection.

Communicating ways of working transparently gives everyone clarity on 'how we do things around here.' It increases understanding and avoids 'unwritten rules' which can often cause confusion.

Principles of working well

- 🔗 **Adaptive:** Ways of working are not set in stone and are reviewed regularly
- 🔗 **Specific:** Specific to you & your context
- 🔗 **Co-created:** Involve others & share responsibility
- 🔗 **Open-source:** Borrow brilliance from other organisations old and new, big or small.



3 areas to help you refine your team ways of working

Roles and responsibilities

What we each do individually as a team, who makes decisions and how

Use system thinking to think through roles & responsibilities

- Explore the RACI matrix (*responsible, accountable, consulted and informed*)
- Explore the RAPID model (*recommend, agree, perform, input and decide*)
- Map out people's responsibilities on your team visually on a board or using an online tool like Miro to uncover just how interconnected your team is & refine your roles.

Tools & Tech

What tools and tech we use and how we use them

Discuss what works for everyone and make a collective decision

- Have a conversation about how to set up your team individually for success. Start with hardware and then move on to software
- Understand individual (*what you choose to use*) vs. collective tech (*what you consistently use together*)
- Be clear about team expectations and boundaries (*what do you share and where?*) Experiment and agree best ways of working together.

Rhythms and rituals

What we do remotely and when, why and how we come together as a team

Reflect on the purpose behind your team meetings & moments

- Ask yourself '*Which 3 meetings matter the most in our team?*'
- If you were to 'even better if' each meeting what would be the improvement you take?
- Think about the rhythm of the business through a shared calendar that you discuss together
- Reflect on how you get to know each other as a team – Use this 10-minute tool More about me

Coach yourself questions

How could we make smarter decisions in our team?



What challenges is our team tech creating?



What team meetings and moments matter the most?

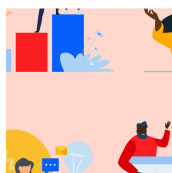


Recommended resources



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Insights about different ways of working



7 tips to inspire new ways of thinking about work
TED playlist



How to have a high-trust team
Squiggly Careers
Episode #271