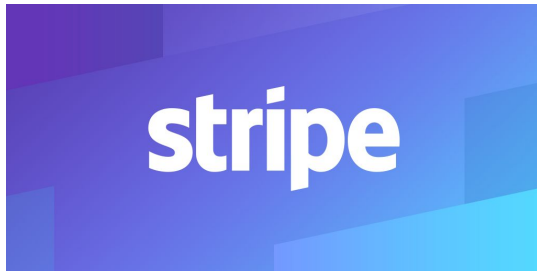
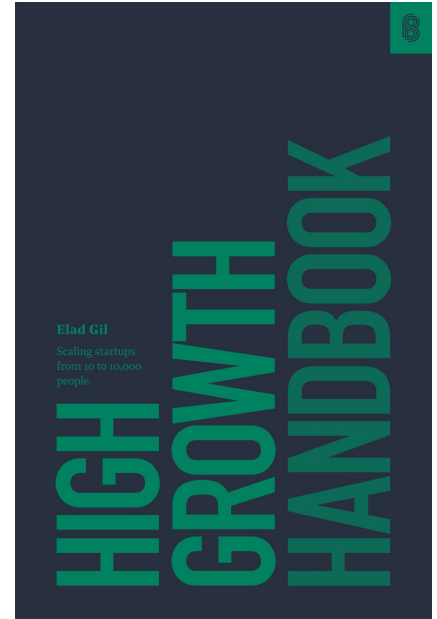


Anson
api v1.0.0



As your company grows, how you communicate information has to evolve, too. Don't forget as you build these structures and establish a few processes that you need to have new communication approaches. **Because not everyone is in the room anymore.**



What does everyone have to read? Where is all the documentation? Where is the source of truth? How do you use your all hands meetings? How do you use emails from the leadership team? You have to think about all of that.



“This is about context and communication, not about control” is so important. You literally have to state the obvious and make sure people know that.



API

- What do I want to be involved in?
- When do I want to hear from you?
- What are my preferred communication modes?
- What makes me impatient?
- Don't surprise me with X

What do I want to be involved in?

- Anything that touches production (deploys, scripts, data)
- Architecture design and decisions
- Planning and goal setting (company, team, individual)
- Hiring and team
- Dragon slaying (anything difficult, impossible, dangerous)
- Fun (games, books, music, crypto, politics, philosophy, science)
- !Lunch → soylent
- !Social gatherings →   
- !Drinking → 

When do I want to hear from you?

- Immediately (sync)
 - If something is broken
 - If it is security related
- As soon as possible (async)
 - Feedback (especially critical)
 - Blocked or lost
- At the appropriate time
 - Meetings → if you don't follow or disagree or have ideas
 - 1-1s → performance, engagement, alignment
- Never
 - Secrets → I am really bad at keeping secrets
 - Feedback about someone else* → I will help you give that feedback directly

What are my preferred communication modes?

- Permanent / Searchable
 - Code / Github
 - Google docs / LucidCharts / RealtimeBoard
 - Email
- Ephemeral
 - Messaging (rocketchat, signal, text, fb-messenger, telegram, whatsapp)
 - Phone / PagerDuty (oncall)
- In person
 - Discussions (small group for decision making, large group for information dissemination)
 - No body contact (hand shakes, high fives, fist bumps, hugs)

What makes me impatient?

- Meetings with no agenda
- Decisions with no decision maker
- Code with no spec/documentation/tests
- Production systems with no observability (metrics, logs)
- Projects with no goals
- Misalignment
- Dirty dishes (literally and metaphorically)
- First messages with no context ("Hey", "You here?", "Anson.")
- Unresolved conflicts / resentments
- FOMO / hype / fake news

Don't surprise me with X...

- Dropped balls
- Paper notes
- Surprises

Your turn

- What do I want to be involved in?
- When do I want to hear from you?
- What are my preferred communication modes?
- What makes me impatient?
- Don't surprise me with X