



# Teamwork



MARC KILGUS | TECHNICAL ACCOUNT MANAGER, EMEA | @ZAUBERCLOWN



# Atlassian



Nasdaq  
**TEAM**  
 Nasdaq Listed

**We believe **teams** are the cornerstone  
of human achievement.**

**Unleash the potential  
of every team**

**Clear processes**

**Measure outputs**

**Reduce variability**

**Highly structured roles**

**Strong manager**

**Personalised tools**

**Stable team**

**Clear processes**

**Measure outputs**

**Reduce variability**

**Highly structured roles**

**Strong manager**

**Personalised tools**

**Stable team**





# Bethlehem Steel

Pennsylvania 1890s

Factory workers

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 Eight specialized shovels

 21 lbs per shovel





# Bethlehem Steel

Pennsylvania 1890s

Factory workers

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 Eight specialized shovels

 21 lbs per shovel

 Scheduled rest breaks

 Quadrupled efficiency



**Predictable**



**Unpredictable**



## Predictable

Control tower

Perfectly optimised decisions

Eliminate variability

Boss is the expert

Static teams

Avoid conflict



## Unpredictable

Decentralized decision making

Decide and learn

Encourage experimentation

Ideas from everywhere

Fast-forming, fluid teams

Harness creative friction



**Predictable**



**Unpredictable**

# Open



Open company,  
no bullshit



Don't #@!%  
the customer



Be the change  
you seek



Build with  
balance

Play, as a team

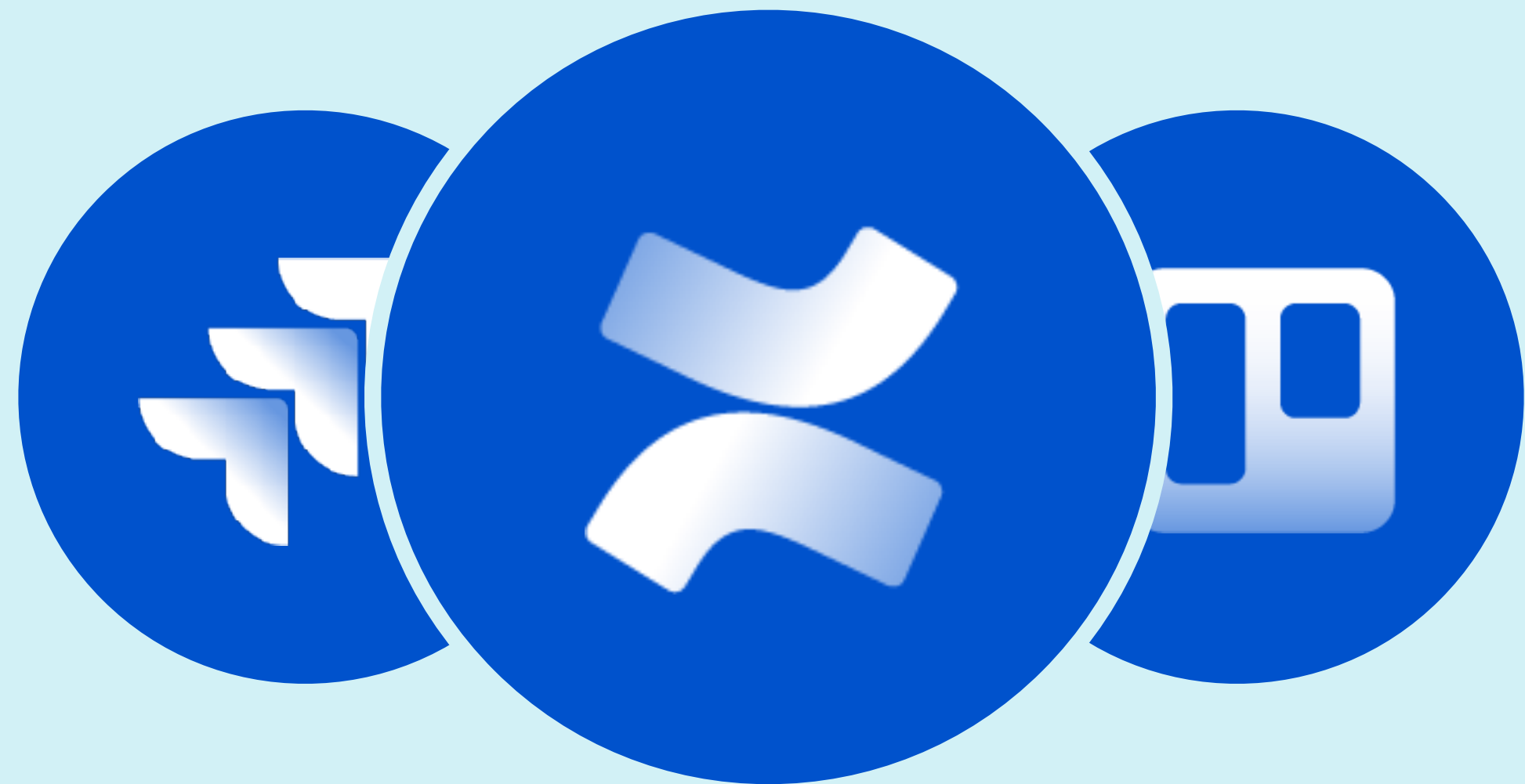
Be the change  
you seek





**People**





**Tools**



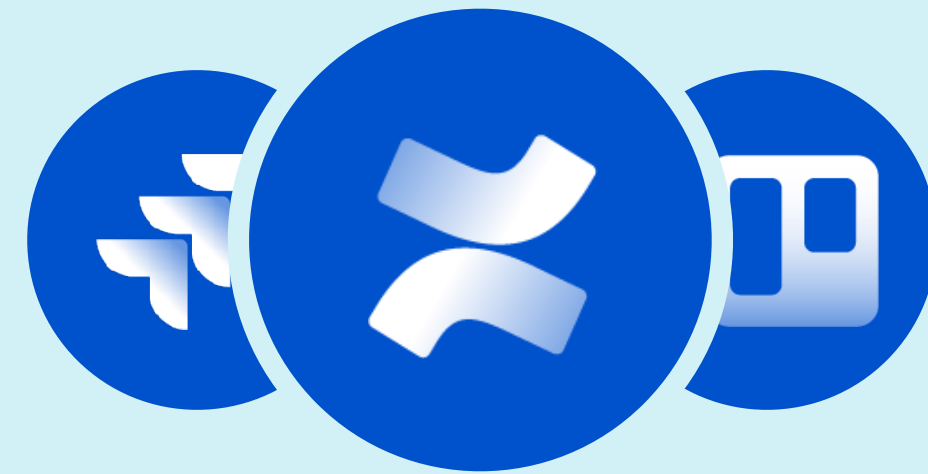
# Practices

# Work open



**People**

+



**Tools**

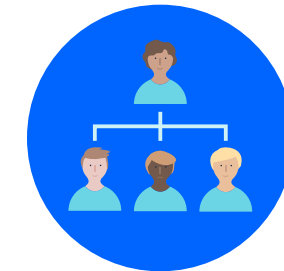
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**Practices**



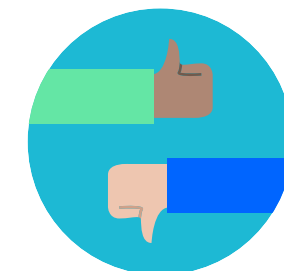
# Practices



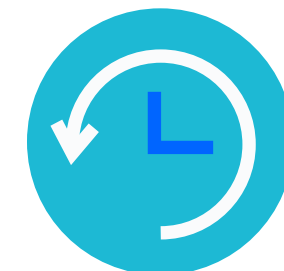
**Better decisions**



**Update on progress**



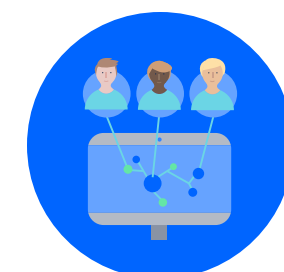
**Share ideas**



**Share learnings**



**Get feedback**



**Who's doing what?**

# Team Playbook

[atlassian.com/team-playbook](https://atlassian.com/team-playbook)

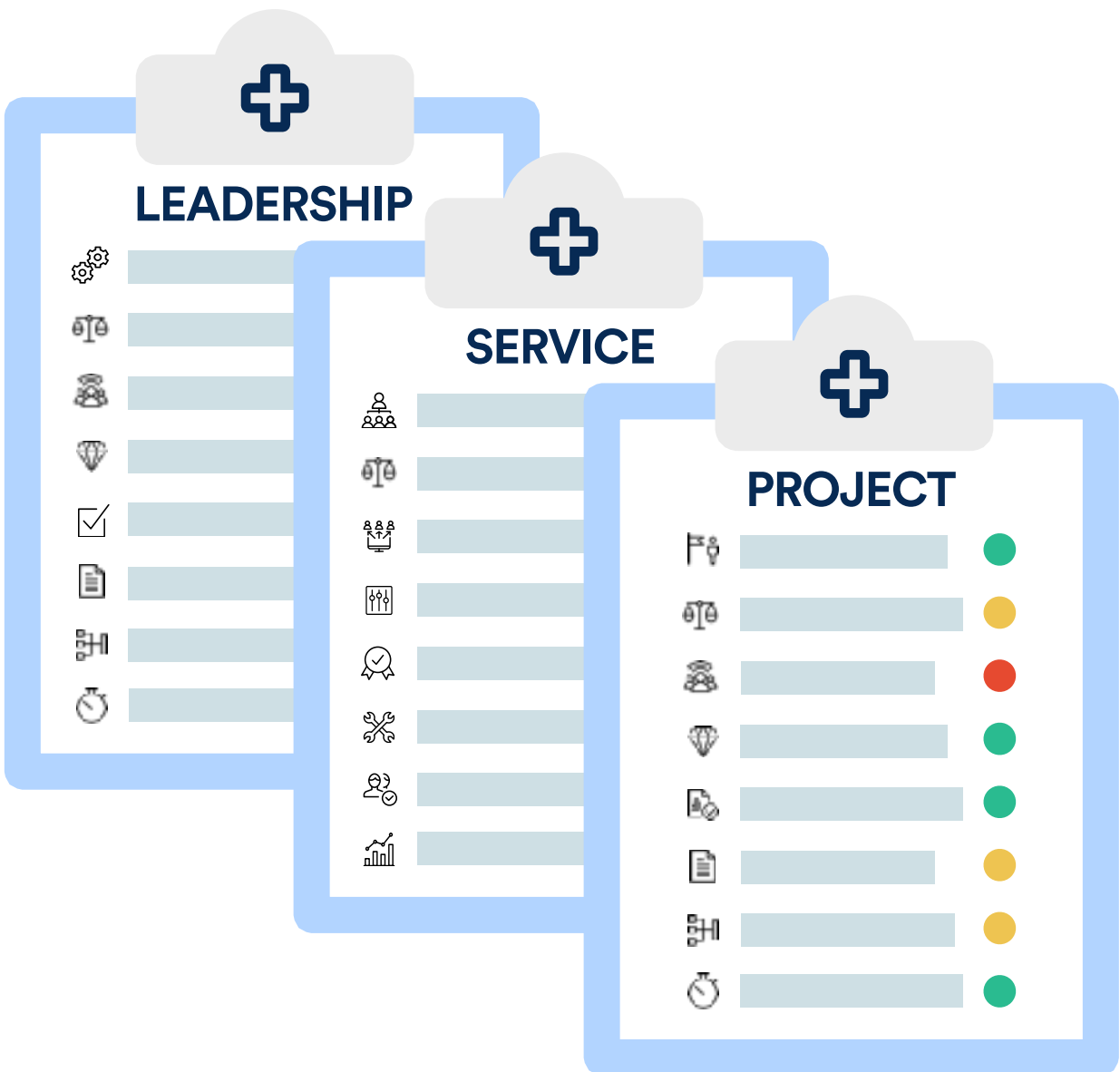


# HEALTH IMPACT TEAM PLAYBOOKS

[atlassian.com/team-playbook](https://atlassian.com/team-playbook)



# HEALTH MONITORS



# PLAYS



# Game Plans

GO-TO RECOMMENDATIONS AND EXAMPLES FOR EVERYDAY SITUATIONS

Not sure which plays to run? No worries. Game plans are collections of plays we recommend for specific purposes.



## DevOps

Workshops, exercises, and rituals that help build a DevOps culture. Because DevOps isn't one team's job. It's *everybody's* job.



# How it works

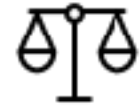




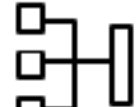

Set the stage

Rate attributes

Discuss ratings

Agree on focus areas

Run plays

ATTRIBUTES	CHECKPOINTS				
	1	2	3	4	5
 Balanced team	●	●	●	●	●
 Team cohesiveness	●	●	●	●	●
 Shared understanding	●	●	●	●	●
 Value and metrics	●	●	●	●	●
 Decision making	●	●	●	●	●
 One-pager	●	●	●	●	●
 Managed dependencies	●	●	●	●	●
 Velocity	●	●	●	●	●

## HEALTH MONITORS

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**Process for  
rating team  
health  
against 8  
attributes**

## PLAYS

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**Exercises to  
turn any sick  
areas into  
healthy ones**



**DANKE**



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