

How to Reduce Stress at Work by Communicating Properly

Rad Azzouz
[@radazzouz](#)

Why?



Frank Courville

@Frankacy

For those who work on distributed teams, how do you encourage your team to talk about implementation **before** code review.

For our team, I've been thinking about having a private room in Slack for every story, and archive it when it's done. Does that make any sense?

2018-08-31, 5:11 PM

Why?

- Working in a “real office” can sometimes make us lazy: We take some basic things granted.
- When working in a fully distributed team, you’re forced to go the extra mile with communication.
- At work, just like in life, stress is generally caused by the lack of or poor communication.

Common Communication Problems

- We view tools as the solution.
- We play too much Tennis 🎾. We communicate just to put the ball in someone else's court.

How?

By Communicating Properly!

So Let's Get Started!

Four Simple Tricks

1. Define things clearly.
2. Be transparent.
3. Eliminate noise in your communication.
4. Eliminate Tribal Knowledge.

Define Things Clearly

- Never assume, always be explicit. Don't assume other people "just know" things.
- If something wasn't properly communicated, then don't expect it to happen.


Be Transparent

- Make sure everyone involved understands the “Why” and not just the “How”.
- Encourage people to question decisions and ask for clarifications when necessary.

Eliminate Noise in Your Communication

- Define a workflow in GitHub to minimize comments on PR.
- Always prefer asynchronous to synchronous communication and make it clear.

Eliminate Tribal Knowledge

- Never EVAR make decisions during lunch. If this happens write it down somewhere.
- Never rely on a single person that deals with a specific aspect of your code base. Think 

The Four Simple Tricks Again!

1. Define things clearly.
2. Be transparent.
3. Eliminate noise in your communication.
4. Eliminate Tribal Knowledge.

Good Reads

- <https://pspdfkit.com/blog/2018/effective-remote-communication/>
- <https://pspdfkit.com/blog/2018/how-to-use-slack-and-not-go-crazy/>
- <https://pspdfkit.com/blog/2018/what-happens-after-you-report-an-issue/>
- <https://pspdfkit.com/blog/2016/writing-good-bug-reports/>
- <https://pspdfkit.com/blog/2018/onboarding-new-engineers/>
- <https://pspdfkit.com/blog/2018/reviewbot/>

Questions? Suggestions?

Thank you!

Rad Azzouz

@radazzouz