

## COMMUNICATION IS KEY

Daily (or even twice daily) meetings can be incredibly useful to maintain team cohesion. At Andela NYC, we have daily video stand-ups with our colleagues in Lagos and Nairobi every morning at 9:30am where everyone is required to state (briefly) accomplishments and goals.

## STARTING OFF ON THE RIGHT FOOT

Effective remote communication relies on close relationships between team members.

This is something we recently realized at Andela, which is why we have committed to flying our developers out to your company HQ for two weeks as part of our onboarding process. We can all agree that video chatting with people you do not know is uncomfortable - and so are tense conversations that result from misreading sarcasm via text.



## SET A HIGH BAR

Drive a culture of universal accountability: "Work from home" does NOT mean responding on Slack while binge-watching Game of Thrones. Remote employees must be independent, high-performing and self-managing. Turning 99.3% of applicants away hurts, but it helps Andela ensure these qualities. So, set clear goals and milestones, and always verify that expectations are met.

## USE THE RIGHT TOOLS

Slack, Google Chat and other communication platforms are the lifeblood of a distributed team, but you can also overdose on them. We have found that picking one platform and sticking to it is the most efficient - simultaneous notifications from Slack, GChat, Skype and the like can cause even the most focused employee to descend into ADD.

