**Remote**

Appwrite is a remote-first team. As part of our values of transparency and collaborations, we want to allow anyone, anywhere, to have the opportunity to join us and help us make Appwrite better, no matter their location or timezone. We stick to an Async-first communication and documentation as work methodologies for remote work to make this possible.

Remote work is not a better or worse way to work; it's just different. Understanding the downsides and compensating them, understanding the upsides, and leveraging them helps us adapt and make the most out of it.

[**Remote Work Difficulties and our Team’s Tips**](https://www.notion.so/Remote-Work-Difficulties-and-our-Team-s-Tips-3b8992ee57a246b0aa808b4d72a063a1)

## **Async vs. Sync**

**Synchronous** communication is when information or messages are exchanged in real-time. A sender shares a message, and a recipient simultaneously receives it.

**Asynchronous** communication is the opposite. Information or messages are not received simultaneously- There is a delay. For async communication to be effective, that delay should be respected within certain parameters that your teams ideally set and aligned.

## **Platforms**

We use a few main platforms at Appwrite for handling our Remote workflows. Each one has different attributes and was designed for different types of communications. Choose the most effective way to handle your communication, respect your teammates' timezone and allow them to collaborate with you even when the time overlap between you is small or doesn't exist.

### **📚 Notion**

Appwrite’s knowledge base and our handbook. This is an Async way to communicate (days/weeks).

### **💬 Discord**

These are our team communication channels. The channels are marked as Sync (seconds) / Async (hours / days) and combine both formal and informal communication.

* **Communication and Discord** Communication in the workplace is essential, and communicating remotely can be very different from what some of us are used to. Below are some guidelines to help us create a fun and productive remote workflow.  
  1. We use [Discord](https://discord.com/) as our primary communication channel. Set your Discord status to online\offline if you'd like not to be disturbed unless it's urgent. In case of technical challenges, we can move to Google Chat under the team domain ([appwrite.io](http://appwrite.io/)) on our Google Workspace account.
  2. Communication is not just about code or work. You can chat about whatever you want and share your lunch or morning walks pictures.
  3. You can send a message in weird hours. Since we live in different time zones, what's weird for you can be normal for others. You don't have to answer at weird hours. You can if you wish to.
  4. If something is urgent, let people know that it's important, don't assume they get it.
  5. Work-related discussions should link back to an async source/ tasks in Asana.
  6. Share an update with the team at the end of your day on the [TEAM] / daily channel. Please note- this is not a way to micro-manage you but our way to update one another in the end of each day. Let your team lead and teammates know where your tasks stand or are blocked so things remain transparent.
  7. Use a lot of emojis. We ❤️ emojis, and it helps to share your emotions and state of mind with the team 😉
* [Discord Channels](https://www.notion.so/0af24db82101496fab64cf40c7054dfd)

### **📶 Asana**

Our Async (hours / days) task management and tracking system and the source of truth.

Asana's transparency allows us to understand how to delegate work between different team members, what completion timelines to expect and know the team's primary focus at all times.

The three most crucial things to use in Asana is your Inbox, My tasks and the projects you take part of.

* 🗽 **Inbox & My Tasks** (the basics)  
  + **My Inbox - Check and archive every day** In your Inbox, you can find messages or comments addressed to you. You can achieve what you took care of, manage e-relevant tasks by checking them off or clicking 'Leave task' if your part is over. This is crucial for our communication as a remote team!
  + **My Tasks** Every task assigned to you will appear under 'My tasks'.
  + You can view your tasks as a list, calendar, board, or a timeline.
  + You may add tasks to yourself, privately or publicly, and move them around from one section to the other.
  + You can set a rule on sections in 'My tasks' to manage tasks movement between your progress sections (among other options).
  + Save time and Multi-select tasks to set a field on all of them: Control+select / Click and drag / Shift+downward arrow Add the same assignee\due date to all of them.
  + [Asana Shortcuts](https://asana.com/guide/help/faq/shortcuts)
  + **Messaging on Asana** You can send a message to one/ more participants by:
  + clicking the plus sign and choosing 'message.'
  + Entering your Inbox and clicking the send message button
* Or send a group message related to a project by adding it to Messages (Enter the project, click 'More' and then 'Messages').  
  + Add **Tasks like a Pro** Asynchronous communication across all time zones must be built on detailed writing and straightforward tasks.
    - Assign to a team member
    - Add the due date / range / specific hour
    - Name the project/s and the subject within it
    - Description: go into details. Writing a well-written assignment or summary takes less time than having a meeting about it. Be inclusive- Gendered terms should be avoided unless aimed at a specific person.
    - Adding sub-tasks with Assignees and dates
    - Add collaborators who would like to be notified of changes.
* 🚧 **Manage a Project** Please advise our project manager in order to open a new Asana project.  
    
   When divide the project into sections, we prefer progress sections: Engineering Backlog 📝 / 📚 Marketing Backlog Ready to Pick 🤏 In Work ⚙️ In Review 👀 Done ✅  
    
   S**pecial additions:**
  + Add a form: Click Customize, then Form
  + Dependent tasks: When one task can only start once another one is done, you mark it as dependent on the previous task - the roadblock.
  + Milestones: Have an essential task coming up? Mark it as a Milestone and have a big celebration when it's accomplished!
  + Approval task: You can mark a task as an approval task so the approver can mark it as approved/needs iterations etc.)
  + Messages- send updates or questions to all the project's collaborators
  + Customize connection between apps to Asana (Zoom, GitHub, etc.) to update tasks and update the rules that work on them.
* 🏉 **Manage your Team**
  + Approval tasks: Mark a task as an 'approval' (under task options) to choose from a drop-down menu of Approve/ Reject/ Changes requested.
  + Need to approve/ give feedback on an attachment? Open the attached picture and click the area you'd like to comment on. Each input will automatically be numbered on the image and added as a subtask (make sure to add an owner and due date)

### **🗒️ Meetings**

We use meetings for Sync (seconds, depends on latency 😁) team catch ups and working with Vendors. Meetings are important for our culture and connection but should not be abused. Scheduling meetings over different timezones is difficult and does not represent our Async needs.

Use Google calendar to set your working hours to know when to book our urgent meetings if needed. You can mix it up and build the schedule that works best for you.

* **When a meeting is a must** If a meeting is required, check what is the best time overlap for scheduling it with the different participants. Make sure to document any decisions made on the meeting using the #async-meeting Discord channel.  
    
   **⏳ Length** Meetings can easily become an unnecessary distraction so we try to keep them as short as possible. Try and avoid scheduling a 60 minutes call, use 30 minutes as the default.  
    
   **🤾‍♀️ Agenda** When inviting Appwriters’ to a meeting, make sure the calendar invitation consists of an agenda. The agenda should inform what the meeting is about, what project it is related to, and the bullet points of the discussion. The participants are expected to prepare in advance.  
    
   **Cameras 📸** We understand [Zoom Fatigue](https://news.stanford.edu/2021/02/23/four-causes-zoom-fatigue-solutions/) is a thing. Cameras are optional for internal team meetings. That said, sharing your face is nice, so please make sure to turn your camera on at least a few times a week when possible. When meeting with members external to the team, please make sure to have your camera on and keep a representative appearance.  
    
   **👎No Meetings Wednesdays** We try to avoid having meetings on Wednesdays, so please be aware and sensitive about the need for focus time during that day. Interviews or immediate help are a good reason to have a meeting when both parties (please stick to 1:1s only) agree upon it.
* Open Team Weekly  
    
   Our weeklies are opened to all teammates as silent participants. That way we stay informed about other teams work and progress. These meeting appear in the “Team” calendar and you are welcome to join in. 📆 Ops: Monday, GMT 11:00 AM 📆 Engineering A: Thursday, GMT 08:00 AM 📆 Engineering B: Tuesday, GMT 3 PM 📆 Dev: Tuesday, GMT 02:30 PM Design: Marketing:

### **😺 GitHub**

Async (hours, days) communication channel for the Appwrite community discussions, issues, bug reports, and code collaboration

### **✉️ Email**

Official Async (hours, days) communications, communication with external vendors and teams.

### **🫂 Gatherings**

We will aim to have team-wide gatherings in one location at least twice a year. This is important for team morale and creating a balanced culture. It is always very nice to change atmosphere from time to time. Team members in closer regions would also be encouraged to have smaller gatherings when time allows.

[Travel](https://www.notion.so/Travel-04345bbec0af4e78bc63be4d58977613)