Becoming a leader when working with offshore and distributed teams

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Ground Rules

- ➢ **This session is for you, so participate.**
    - o **Shout-out exercise**
    - o **Interrupt me for clarification**
    - o **Save questions/discussion till end**

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What to Expect from this Session

➢ **Why Outsource and Current Challenges**

➢ **Core Changes to Improve Results**

➢ **Tips for Project and Personal Success**

➢ **Questions and Discussion**

Offshore by the Numbers

- ➢ **More than half of Fortune 500 companies push some portion of their IT work offshore**
- ➢ **Offshore outsourcing of IT has grown 50% annually for the last 5 years**
- ➢ **75% of the cost of developing software is labor**
- ➢ **Companies spend more than 10% of their IT budgets recruiting and training staff**
- ➢ **Offshore savings estimated between 25-50%**
- ➢ **PwC - 68% of respondents report increased quality**
- ➢ **India represents 75% of offshore IT outsourcing revenue**

Source: 2009 Bamboo Software Solutions whitepaper:
"Offshore Outsourcing Topics and Approach", approach_to_outsourcing.pdf

## Why Outsource?

Is outsourcing a good idea? Bad idea?

Our Perceptions
- Lower Cost
- Increase Workable Hours
- Idiocy/Ignorance
- Regulations, Taxes, Unions
- Work Ethic
- Remove Overhead
- Lack of Internal Skill
- Time to Market
- Scalability (Speed)

Best Reasons
- Better Value
- Greater Capacity
- Available Working Hours
- Missing Expertise
- Disaster Recovery
- Faster Onboarding

The Cultural Challenge - Approach
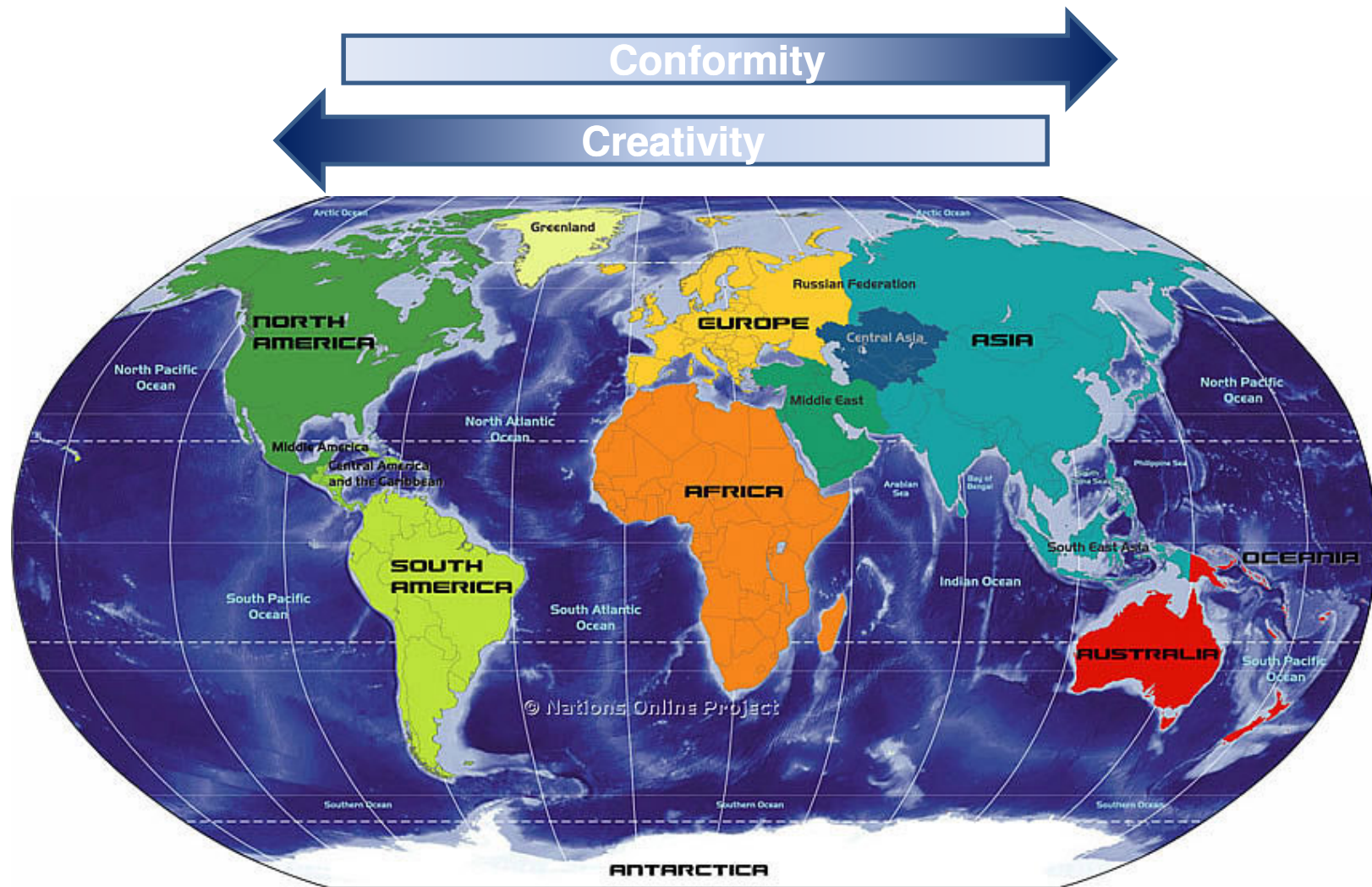
The Cultural Challenge – Key differences

➢ **Taught vs. Learned**

➢ **Literal Interpretation**

➢ **Little Tolerance for Inconsistencies**

➢ **English as a Second Language/Sarcasm**

➢ **Different Contextual Viewpoint**

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The Context and Communication Challenge

Why are we doing this?

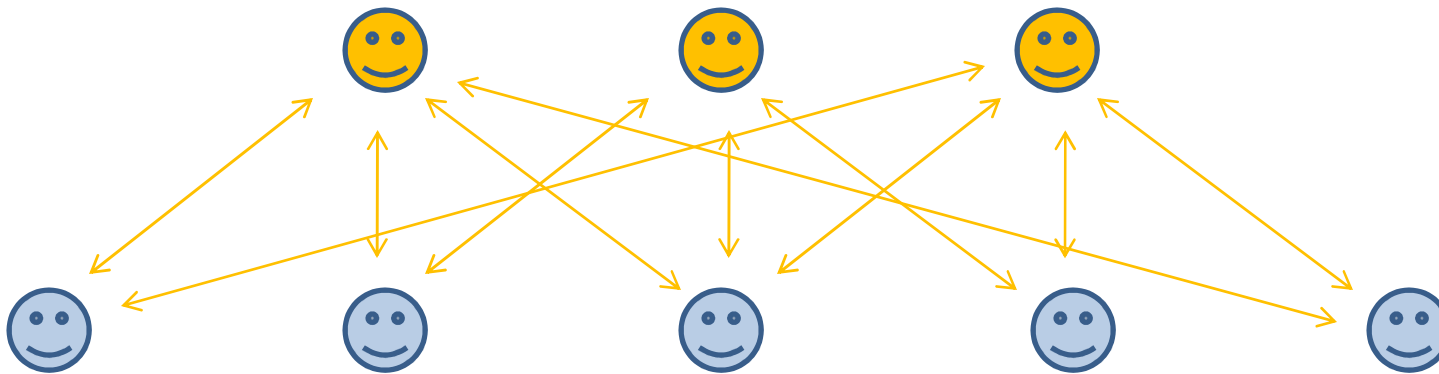- ➢ **Business**

- ➢ **Market**

- ➢ **Audience**

Communication

- ➢ **Asynchronous**

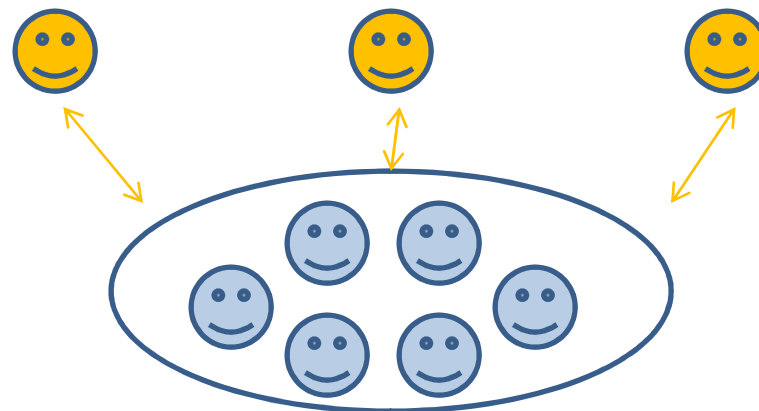- ➢ **Fragmented/Incomplete**

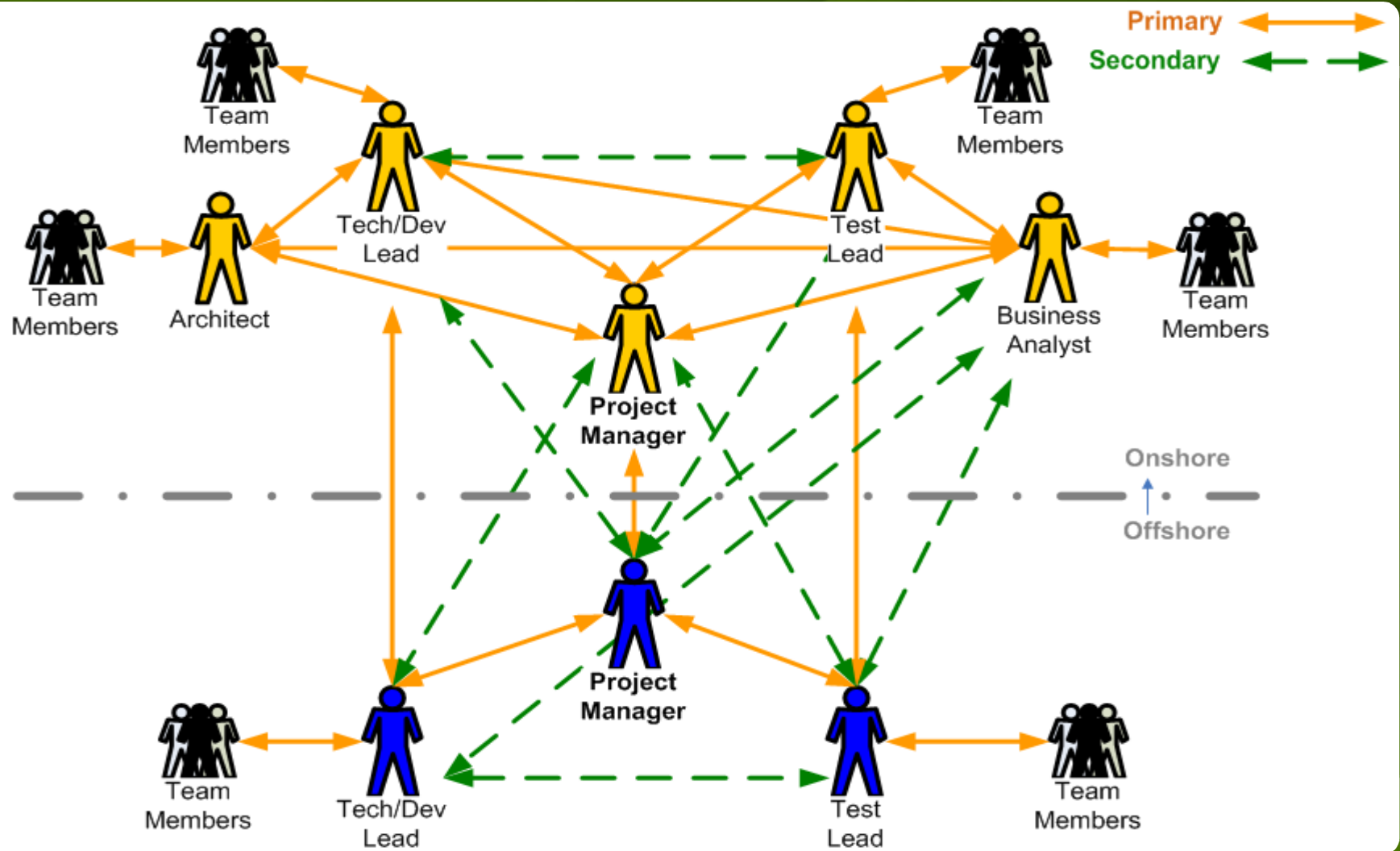- ➢ **Intentional Only**

Current Engagement Approach

➢ **Assign Tasks to Resources/Staff Augmentation**

➢ **Throw It Over the Fence**

Recommended Project Team Structure

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Project Approach Improvements

➢ **Maintain Understanding of the Business Context**

➢ **Establish Communication: Formal and Informal**

➢ **Engage Leads Early: Use Dev, QA, BA, and/or PM for Supporting Artifacts and Tasks**

➢ **Shift Work Hours – Virtual SCRUM**

➢ **Develop Detailed Documentation**

➢ **Validate Intermediate Deliverables (Catch mistakes early)**

Success Tips for OffshoreTeams

➢ **Create Longer Team Member Engagements/Retain Subject Matter Expertise**

➢ **Use Modeling and Examples**

➢ **Use Clear, Unambiguous Language. Define Your Terms.**

➢ **Manage Through Short, Actionable Tasks**

➢ **If You Expect, Inspect**

Becoming a Leader – Personal Opportunities

➢ **Understand Your Team**

➢ **Provide Feedback, Especially Positive**

➢ **Be Open to Self-Criticism**

➢ **Volunteer**

➢ **Share Project Successes with Others – Become the Model**

Conclusions

➤ **You must understand your audience to be effective.**

➤ **Develop strategies to turn differences and weaknesses into strengths.**

➤ **To lead, you must take action, not wait for direction.**

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➤ **Questions?**