wonderment

Design Like A Butterfly, Code Like A Bee

10 TIPS FOR
Tech & Product Team Efficiency

Tech Efficiency Is About Thoughtful Strategy...

Many people in leadership positions find it easy to put the blame squarely on the Tech Team for 'doing it wrong.' After working on hundreds of projects, we'd like to offer an alternative to that perspective. Tech teams are often fully equipped with the right skill sets and talent foundations to execute... if the strategy is communicated to them in a thoughtful and organized way. We have seen that effective early-stage strategic approaches to executing on projects of all sizes can significantly speed up the time to code as well as the number of revisions to deliveries.

How To Use This Document

This document explores a handful of well-known processes in technology and product development. This document is designed to act as a checklist to help hone in on areas that a Tech/ Product Executive, Department Manager, or Team Lead may not be keeping close inventory on. For new projects, we suggest you use this document to set expectations and organically implement each section as needed. For projects already in motion, you may want to use this to audit your current tech environment and make adjustments where necessary. In the ensuing pages, we lay out **10 TIPS** that, if implemented with consistency, will transform the efficiency of your team on any Tech Project.

ONE

Implement A
Team Management Platform

1.

Implement A
Team Management Platform

TECH MANAGEMENT PLATFORMS - a group of related and easily accessible documents that make tracking and adjusting your project assignments straightforward and fast.

Project Management systems are important, but you ALSO need Team Management systems.

- Team Management platforms focus on your internal management task in the oversight of the team
- They are people-focused rather than project focused

Checklist To Success | Team Management Platform

- ❑ **KEY 1:** ***Documentation & Schematics*** - It’s important to have one place you can visit that acts as a single access point for all of the key strategic documents generated during the life of a project. We treat this like a table of contents with links for things like API Docs, System Schematics, Wireframes, Flows, etc. Keep up with this and you will move faster and more efficiently with your team.

- ❑ **KEY 2:** ***Calendar & Budget Management*** - While Project Management calendars track initiative progress, there is also a need to scope internal milestones and regular connection points between team members. Add the following recurring dates to your calendar: Weekly 1 on 1s, Weekly Team meetings, Scrums, Presentation dates, and feedback rounds.

- ❑ **KEY 3:** ***Organizational Charts*** - Org charts are classic tools to manage organizational structure. We suggest always keeping both *accountability charts* and *project pod charts*. On the project pod chart, you will want to clearly document: the role, the location, the cost, and the KPIs for each member. The KPIs are especially important and looking at how success rolls up from your execution team to your overall project delivery performance.

- ❑ **KEY 4:** ***Team Workflows*** - Whether you or your engineering/product leads are creating them, it’s helpful to have a superseding map that lays out access to each of the general workflows. Managing for efficiency and effectiveness requires insight into the processes they are operating under. Keep them simple, but require docs.

Recommendations:
Team Management Platform

Team Oversight Software - Work with your team leads find and agree upon a single piece of software that offers an all-in-one team management solution. This will allow you to assess resources from a high-level perspective. The tool needs to be visual, highly customizable, and adoptable by any number of team leads. At Wonderment we use Whimsical for this - it creates a combination of Org Charts, Brain Maps, and Flow Docs for a robust team management process solution. It also has great permission levels to allow departmental access. www.whimsical.com

TWO

Define and Implement Actionable Meeting Structures

2. Define and Implement
Actionable Meeting Structures

ACTIONABLE MEETING STRUCTURES - Effective meetings generate results. Meetings with little to no direction create distrust and failed expectations. As a leader, it's vital that you take the time to insure each moment away from your team's work is valuable.

General Meetings may be informational, but <u>Actionable Meetings</u> drive results.

- ▹ Actionable Meeting Structures offer a way to uncover issues
- ▹ Once the issues are exposed they give you a chance to generate next steps and To Do's
- ▹ Consistency in your meetings grows as you make a commitment to efficient communication

Checklist To Success | Actionable Meeting Structures

- ❑ **KEY 1:** ***Identify Issues*** - Arguably, the most important part of any meeting is defining key issues that are arising within the team. Your meetings should include representatives from each area so the issues are adequately discussed and not used as platforms to complain. The issues should be presented in a way that offers ideas on how to take actionable next steps.

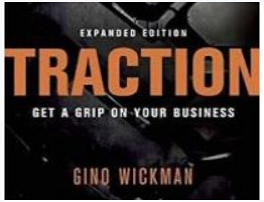
- ❑ **KEY 2:** ***Set Actionable To Do's*** - Once a team has clearly defined what the issues are, it's vital that they use the same document to get buy-in from the appropriate team members and generate logical next steps that will lead to possible solutions and address the issue. The resulting To Do's can look like: a) a future deeper dive of the issue, b) simple steps that can be taken to solve it, c) a simple assignment of ownership to take on a larger project.

- ❑ **KEY 3:** ***Track Progress and Measurement*** - Tracking a project and using a set of KPIs provides guiding insights into how initiatives are progressing. This applies to both ticket-oriented development and long term projects. The key is to define an owner for each metric, get them integrated into each group meeting, and review data on an as-needed basis. The accountability doesn't need to be overbearing - it just needs to be a transparent point of connection amongst the team.

- ❑ **KEY 4:** ***Connect With Team Members & Get Feedback*** - Finally, add some personalization to the meeting and allow individual check-ins before the meeting and offer feedback of the experience in the end. This creates participation and personalization leading to improvements in employee engagement.

Recommendations:
Actionable Meeting Structures

Establish a meeting consistent meeting structure. Your team benefits from targeted quality focus. We have long been a proponent of the Level 10 (L10) meeting structure outlined in Geno Wickman's book, *Traction*. This framework embeds each of the tips in our checklist seamlessly. Once implemented, this tool makes meetings both efficient and actionable. There are a number of different tools in the market that also cover meeting guidance, but we suggest you read some of the articles provided here for a closer look at creating actionable meetings.



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Project Management Institute

https://bit.ly/2Z7vSYg

Stanford University

https://stanford.io/2BC48mv

Harvard Business Review

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THREE

Set Formal Methodologies on **Feedback and Sign-off**

3.

Set Formal Methodologies
Feedback & Sign-Off

FEEDBACK & SIGN-OFF METHODOLOGIES - This is one of most underrated and under-developed systems in technology today. There are excellent processes for accessing customer feedback, but very few successfully documented methods on internal stakeholder sign-off. This confusing process is often at the center of dissent and frustration within tech and product groups.

Feedback may be delivered, but the gaps in insight cost immeasurable amounts of time and budget. Thoughtful Sign-Off Systems implemented by committed teams always drive efficiency.

- Feedback collection and revisions are integral processes in iterative tech development
- Gaining quality consensus from powerful and opinionated stakeholders requires dedication
- Making this communication process a priority greatly speeds up design and development

Checklist To Success | Feedback and Sign-Offs

- ❏ **KEY 1:** ***Identify The Real Stakeholders*** - In order to run an efficient technology pipeline, you must know who your *influential* stakeholders are at every step. Often times, the actual decision-makers differ from the normal chain of command. So, strategize this thoroughly up front, and then <u>write their names down</u>. More importantly, include their individual requirements for getting a YES from them. For every round you don't track, time is wasted in the next.

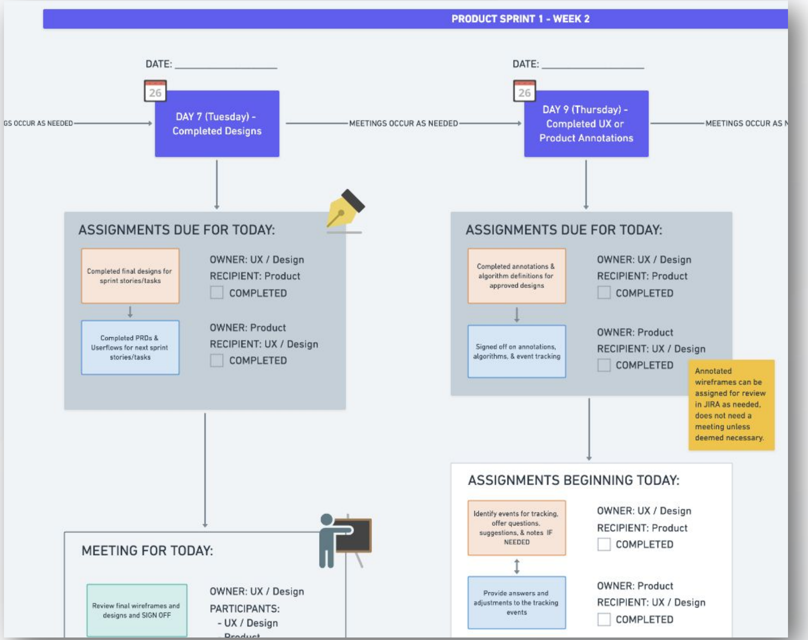
- ❏ **KEY 2:** ***Set A Formal Feedback Process*** - Stakeholder reviews are rarely documented. In turn, this part of the process is often agonizing and not scalable. We suggest you take the time to use a tool like Whimsical to map out a corresponding flow in your sprint or development process that works the Sign-Off process into your workflow. Then, the suggestion is (and I know this sounds overboard but, trust us, it works) get a handwritten signature as documentation for the sign-off.

- ❏ **KEY 3:** ***Prioritize Accountability of this System*** - If you take the time to strategize and document a process for how you gain sign-off in your organization, then do yourself a favor and hold to it. Although this is an easy spot for both team members and management to want to avoid, it's a fragile ecosystem that you should manage with care.

- ❏ **KEY 4:** ***Capture Feedback*** - Verbal feedback is successfully captured at best, around 50% of the time. The more you engage in active listening, the harder it is to capture the details of a conversation. And the truth is, you need to be able to do both. Use tools like Zoom or Screen Recorders to get a combination of both voice and visual sets, then organize carefully.

Recommendations:
Feedback and Sign-offs

Make feedback rounds their own sprints.
Creating a consistent system to effectively track feedback process requires thinking through some key steps: a) how many rounds do you project a full sign-off will take? b) what needs to be presented in each of the presentation/ meetings? and c) how does each meeting clearly progress forward to the next step? These quorums need to ultimately elicit agreements from each of the key players and should be preset week over week to insure that all of the stakeholders block their calendar for attendance.



FOUR

Extra Focus on User Flow Management

4.

Extra Focus On

User Flow Management

USER FLOW MANAGEMENT - The User Flow may be the single most versatile tool in the communication arsenal of digital project development. Once created, it becomes a central set of checkpoints for Product Managers, Developers, and QA. If managed with thoughtful care, Team Leads can use this tool as a way to stay connected in detail to the User Experience.

Flow Documents can be easily dismissed early on. Rather than scrambling in later stages of a project to locate the User's hangups, try designing a well-managed Flow Process that keeps all leads tightly connected to the desired outcomes.

- User Flows provide both a map to the experience and conversion points for measurement
- Use this tool as the foundational document for gauging project performance
- Manage User Flows well up-front and they will remain connected to the project in perpetuity

Checklist To Success | User Flow Management

- ❏ **KEY 1:** ***Establish A Consistent Flow Guide & Requirements*** - Teams commonly create formal guidelines around design, documentation, and business requirements. However, they generally let User Flows be looser. That said, these visual documents tend to be some of the most connective and widely shared assets of a project. Additionally, they generate the greatest benefit during periods of collaboration. With a system in place, multiple product, tech, and QA Leads can consistently communicate from start to finish. Also, that consistency makes it easier to chart conversions, develop a system for access/updates, and more quickly reference flows and limit the time to decipher them. Additionally, knowledge transfer to new team members or third party participants becomes fast and scalable.

- ❏ **KEY 2:** ***Set Smart Limits Around Depth of Flow*** - Not all User Flows are created equal. Often teams either provide too little or too much detail. At the start of a project, we strongly suggest working as a team to map out the depth of flow that will provide the most efficient set of insight in the development and QA Test Case writing process. Make this an early meeting between Tech, QA and Product and, like the product you are building, envision the final use case before breaking ground.

- ❏ **KEY 3:** ***Track KPI Goals Directly on Flow Docs*** - Often, the retention KPIs that are so valuable to product success are completely separated from other tech documentation. This makes everyone on the team work unnecessarily hard to project whether the flow that's being implemented can actually accomplish what it needs to. To remedy this, we suggest making KPI labeling a required part of every flow and updated as expectations do. Tracking targets here align everyone.

Recommendations:
User Flow/Story Management

Formalize team-wide structure for User Flows. Flow management systems should ideally allow you to look at both high-level and more detailed flows. Ideally, it's beneficial to locate an all-in-one tool that allows you to visualize both User Stories and User Flows… in the perfect world they blend together. The tools shared here offer some level of one or both and make progress mapping functional. By default, we use a combination of Whimsical and Jira Agile, but there isn't a single correct solution.

Whimsical

Jira Software

Trello

Sketch

CARDBOARD

Stormboard

overflow

FIVE

Customize Personal **Calendar Approaches**

5.

Customize Personal Calendar Approaches

CUSTOMIZE YOUR CALENDAR - We all keep a project calendar, right? But do you keep a calendar system that allows for systematic check-ins, effective progress reporting, and builds in time to do reviews of work, targets, and creative openings? Usually, we let our calendars lead us but, in a very busy project calendar, it's important to make sure top elements are handled before precious time is stolen. This applies to everyone - from Managers to Leads to Devs and Designers.

Calendar Methodology is rarely discussed by managers, but it's one of the biggest factors in efficient execution. As a manager, make this an important tool for your organization to utilize and learn.

- Make group meetings efficient and actionable to open time and space on the calendar
- Schedule personal blocks to finish To Do's and work on longer-term projects
- Train leadership team members on how to effectively use their Calendar

Checklist To Success | Calendar Approaches

- ❑ **KEY 1:** ***Set Access Points and Block Personal Work*** - In an effort to deepen the connection in your meetings and speed up progress, we suggest pre-setting your calendar for available time-slots. Much as professors do with office hours, you can guide your team to value heads-down work time and keep hours of empty chatter to a minimum. When you claim your personal calendar slots, then you gain an unexpected bounty of time to work on important projects. The key is to memorialize these slots in the calendar and not leave a significant amount of hours open for scheduling.

- ❑ **KEY 2:** ***Automate Meeting Setup*** - To speed up the Calendar process, make your calendar slots available by using automation tools. Even if you are a G-Suite or Microsoft customer, we suggest using a third-party system like Calend.ly to do the work for you. This tool simplifies the content of your meeting and makes open slot viewing fast and simple for those looking to schedule with you. Now, you can send a link to the calendar and let your team figure out the best time for them.

- ❑ **KEY 3:** ***Account for Travel, Topic Shifts, and Possible Run-Over*** - Therapists set their sessions for 50 minutes so there is 10 minutes of transition allocated to document notes and prepare for the next client. Your available time slots should be similar - set some breathing room between back to back meetings and give yourself a moment to re-focus.

- ❑ **KEY 4:** ***Team Calendar Training*** - Make this methodology an ethos for your team and you will see immediate improvements in overall efficiency. But don't leave them to do it on their own. Develop your system first and teach this valuable toolset.

Recommendations:
Calendar Approaches

Train on "Project" and "Personal" calendars.
It's very common for Team Leads to interweave the two elements. This muddies their attention and takes them away from the important element of their job: facilitating a fast-moving development cycle. Train

your Leads to work on a day-to-day basis from their personal calendar and back those times
into the project deliveries. If there is a commitment from the team to keep this methodology up; everyone will find plenty of time in their schedule to execute tasks and required meetings.

calendly https://bit.ly/2CTDHJA

Doodle https://bit.ly/2NJ00DX

RALLLY https://bit.ly/38bHa1u

SIX

Whenever Possible…
Communicate Visually

6. Whenever Possible Communicate Visually

VISUAL COMMUNICATION - One of the complex aspects of tech-team management in today's landscape is the variability of region, culture, and language. Additionally, there is an ever-growing need for speed of knowledge transfer as team members exit and new teams arrive on the scene. With this in mind, the long-standing tradition of detailed specification documents has been replaced with tightly communicated visual prototypes that offer fast and efficient insight.

Visual Communication offers a quick way to cut across language barriers for international teams and new developers coming on to a project.

- Visual tools such as schematics, wireframes, and flows can be the team's main language
- When you speak through prototyping tools, you can fit many more concepts on a single page
- Work with your team leads to see what tools they recommend and get group buy in

Checklist To Success | Communicate Visually

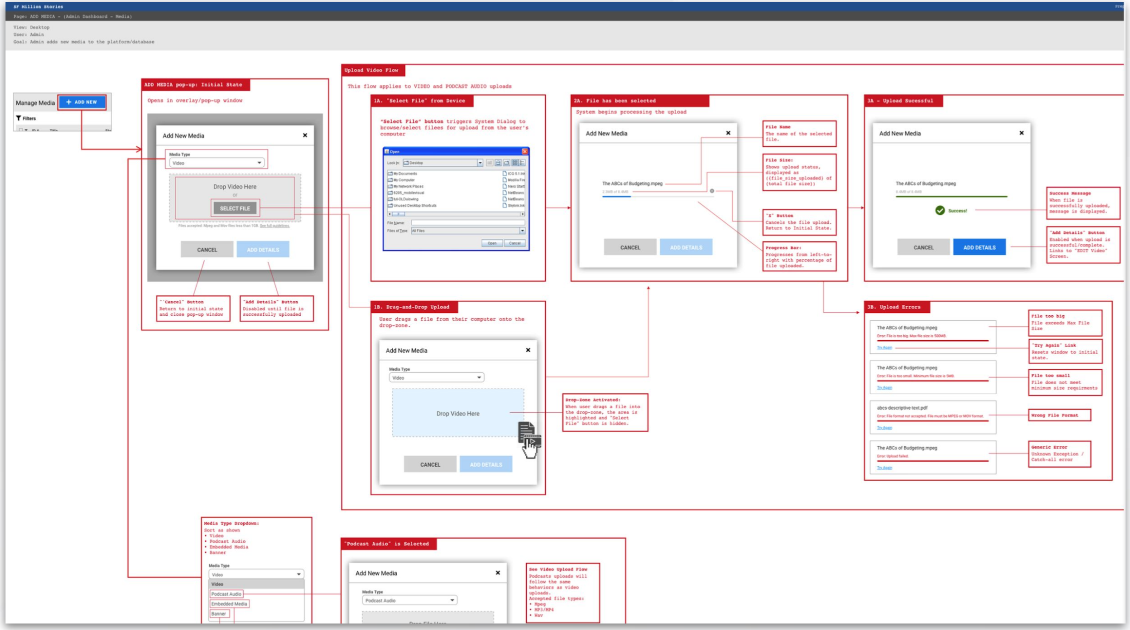
- ❑ **KEY 1:** ***Annotate Through Visuals*** - Prototypes are now the most common language in the industry. But even advanced click-through environments can leave a lot of detail on the table that drains time and energy in the back and forth communication between teams. We suggest thinking about how you would break apart wireframes and mockups to show state changes, alternate interactions, and secondary mini-flows. Within these mini-flows, you can clearly document key elements such as important data input structures and validation requirements. When a developer and QA Engineer can see these in one place, they get a clearer idea of what the results should be and can often deliver on expectations.

- ❑ **KEY 2:** ***Record Notes and Feedback*** -It is incredibly common for notable amounts of knowledge to be lost during feedback sessions. While these sessions usually provide some of the most useful end-user insights, they are often attended without recordings and become dependent on hand-written notes. Our main suggestion is to always record these sessions and then carefully file all videos in a thoughtfully organized library that developers and QA can access when they need contextual assistance. Implement this at the beginning of a project and you won't miss a beat.

- ❑ **KEY 3:** ***Require Consistent Schematics*** - Require Consistent Schematics - System diagrams such as tech stacks, network environments, screen hierarchies, and feature-component relationships should be shared across tech, product, and QA. While some team members may not know HOW to build the engine, most can deduce issues by seeing what goes into its design. If these documents are placed in a secure manual and allowed access for review as necessary, then troubleshooting and business requests can happen fast.

Recommendations:
Communicate Visually

Annotate with intention. The ability to visually communicate a project during the development phase directly equates to the level of success you can achieve in the first delivery. We believe that extra special focus placed on wireframe annotations creates a power contextual perspective that passes from product to tech to QA. More importantly, mastery at this toolset allows your documentation to be simply created for internal reference and future customer knowledge-base articles.



SEVEN

Create Efficient
Documentation Processes

7. Create Efficient Documentation Processes

DOCUMENTATION PROCESSES - Before you start a project, come to terms with the fact that you will have mountains of documents and information. A variety of toolsets help solve this problem, but the commitment to a top-line access point has to be consciously put into place. Whether you are protecting against an employee leaving with important documents, or you are just trying to make the system understandable, this should be a key part of your initiative.

Documentation Systems go beyond which piece of software you choose. They are more about where to access certain key pieces of data fast and efficiently.

- At the start of the project ,imagine that you will have a future audit and prepare a map
- Always establish a set of doc guidelines that teaches leads and holds them accountable
- Regularly assess documentation libraries in your group meetings to keep it at top of mind

Checklist To Success | Documentation Processes

- ❑ **KEY 1:** ***Create A Table of Contents*** - One of the key challenges in organizing documentation is the variability of storage locations. Product, tech, and QA docs usually exist in a variety of software suites. These environments then have a multitude of access requirements. We suggest that, at the start of a project, your leads create a visual table of contents using a spreadsheet or visualization tool to document link access into the knowledge repositories. This will allow single click-through engagements that save you time and long-term worry about loss.

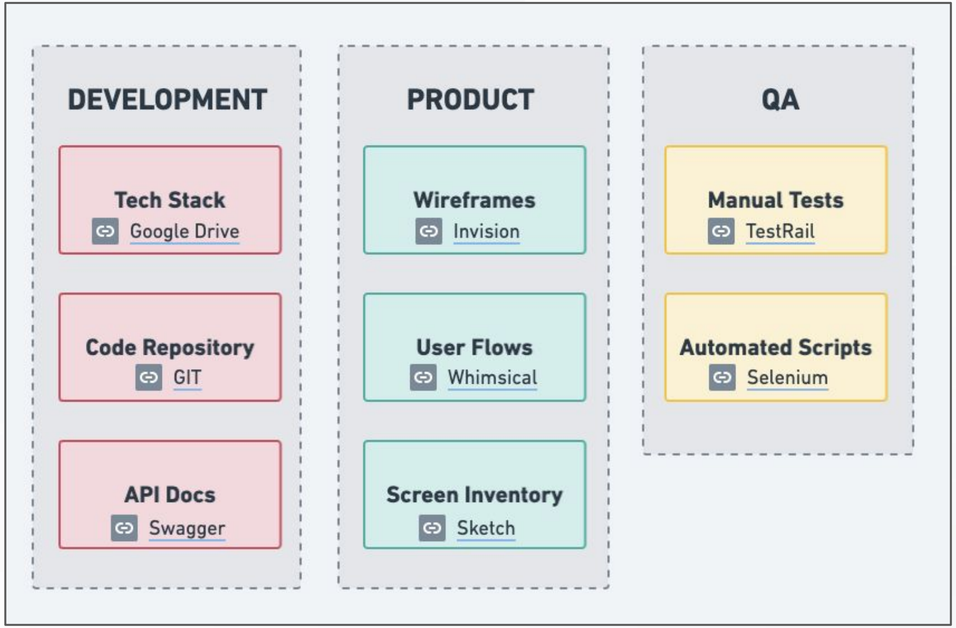
- ❑ **KEY 2:** ***Build Documentation Into Sprints and Budget*** - Most tech teams never estimate time and space for technical documentation during the original build. It is also usually excluded on a sprint-by-sprint basis. This means that later in the process - often much later - the documentation comes due and valuable development time is in making something up that could have been done all along. When creating estimates, try to include documentation estimates.

- ❑ **KEY 3:** ***Technical Consultation Notes During Wireframe Reviews*** - The tech documentation process can start during wireframe reviews with the product team. Try and provide good, thoughtful insight at the conceptual stage and you will find that the pass-over to architecture and dev teams are a) much clearer, and b) more complete.

- ❑ **KEY 4:** ***Thoughtfully Document Internal APIs like External APIs*** - Require back-end teams to document API methodology in a system like Swagger throughout the process. This makes opening access to developers - both internal and external - always an option.

Recommendations:
Documentation Process

Define a repository map of key documents. Keeping up documentation is a basic best-practice most organizations. However, when you also put attention on creating a central hub with access points to each repository, you generate a notable amount of efficiency. Establish a table of contents to make it quick and efficient to single-click link into your reference documents. This eliminates the need to bookmark dozens of tools and makes access to the knowledge incredibly fast. This saves notable back and forth for teams and ultimately exposes where you are missing key sets of insight.



EIGHT

Galvanize A
Tech & Product Partnership

8. Galvanize A
Tech & Product Partnership

TECH & PRODUCT RELATIONSHIP - Anyone working in tech knows that the collaborative relationship between product and tech is a vital part any successful project. However, the two teams have notably different skill sets and cultures. Because of this, they can quickly fall out of alignment. The cost of this misalignment can be sizable, lead to major delays in projects, and generate a toxic organizational culture that slows every sprint and notably impacts budget.

Pre-Arranged Agreements are great ways for the two groups to get aligned. Before you get too deep into a project, begin the regular interactions and be sure each side shares expectations.

- Set ongoing partnership meetings between product and tech leads
- Make sure your organization is clear on what you expect from each department
- Find ways for the teams to have fun together and celebrate successes as a group

Checklist To Success | Tech & Product Partnership

- ❑ **KEY 1:** ***Require Weekly Meetings*** - Whether or not product and tech managers are working on the same elements, product is always working on a vision that tech will execute on. A weekly meeting gives engineering a clear look and a distinct voice that makes product deliveries much more complete. It also sets an early tone of collaboration between the departments and gives them a venue to express expectations so they can assist each other in creating the best possible experience.

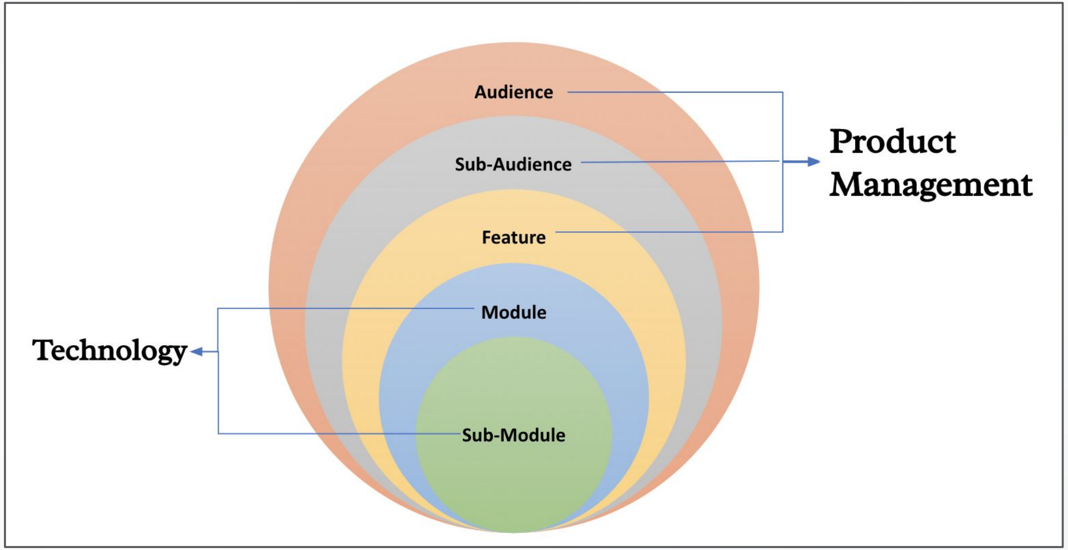
- ❑ **KEY 2:** ***Involve Tech Leads as Consultants in Product Sprints*** - At Wonderment, we define formal product sprints. These sprints generate a differing set of assets and take advantage of alternate feedback channels. One of the main benefits is that engineering leads can be a part of these sprints on a consultancy basis and make sure the teams are qualifying assumptions that might be generated from non-tech resources. These consultations usually consist of projected engineering issues, third party solution suggestions, and basic architectural perspectives.

- ❑ **KEY 3:** ***Develop Retention KPIs Together*** - When engineering is involved in setting targets, we usually find that realistic results and pragmatism are layered into an otherwise hopeful vision. Tech leads tend to bring a more analytical approach that can help set realistic expectations for everyone, while product is excellent at creating daring goals to support users.

- ❑ **KEY 4:** ***Demand Solutions-Oriented Communication*** - The most dangerous communication spot for these two teams is the “blame game.” Head this off by creating meeting standards that are about solving for solutions rather than shutting down the opinions of others. Manage this carefully and the teams will work together more efficiently.

Recommendations:
Tech & Product Partnership

Create a role expectation chart. Most of the problems created in the culture clashes between the two departments comes from either one overstepping into the other's expertise. We suggest clearly laying out role definitions that put one group into an area of expertise while the other handles the remaining elements. After this is done, teach the two teams to partner in a "Consultant" relationship and have them offer guidance rather than taking over the other's role.



NINE

The Art Of
KPIs

9.

The Art Of
KPIs

KPI Precision - On fast-moving projects, Key Performance Indicators are incredibly easy to push off to later in the process or neglect altogether. They also are often mistaken for business goals. Both product and tech should highly value the art of deriving the correct KPIs for the project they are working on; it offers a much needed guiding light and central point of connection on the initiative.

Metrics development asks team members to think about the larger goals and define markers to get there. If, as a leader, you persist the value of their usage, you will naturally create a data-driven team.

- Departmental and Project leads are accountable for making sure KPIs are exposed and used
- Metrics should become the most foundational problem solving tool for the team
- Create a first draft based on leadership perspective and simultaneously request a draft from your team. Make this an early-stage project for each team member to align perspectives

Checklist To Success | KPIs

- ❏ **KEY 1:** ***Require Top-Down Business Goals From The Start*** - While the underlying marketplace success drivers are vital to the life of a project, it's more important for execution teams like product and tech to effectively derive the achievable metrics that support hitting high-level goals. Business goals and retention/execution metrics work in harmony with each other and should (ideally) be in alignment from the start of a project. We suggest Managers and Leads develop a first draft of their supporting KPIs before any coding or wireframes are executed on - this aligns all assignments more clearly with the marketplace goal they are striving for. If there are no formal business goals, it's impossible to do this.

- ❏ **KEY 2:** ***Require Product to Deliver Conversion Expectations*** - Require Product to Deliver Conversion Expectations - A very common problem for tech is not understanding the hidden expectations in the engineering they are engaged in. Additionally, tech teams are often asked to just build a project without fully understanding the problem they are looking to create a solution for. A simple way to draw this out is to get product-level conversion percentages put into place on every major "happy path" flow. These tell engineers what the hidden expectations are for business and product. When these are developed before implementation, it gives Tech the chance to offer alternative solutions and engineer the right approach.

- ❏ **KEY 3:** ***Prioritize KPI Availability*** - It's vital that the team can see the progression of goal achievement in the work they are doing. At a very early stage in development, create dashboards, email-reports, or morning stand-up callouts to drive home the KPIs that matter and offer an environment where execution teams can watch how the needle is moving.

Recommendations:
KPIs

Include developer dashboard in sprints. It's easy to forget to build in KPIs during the implementation process. The goals are usually set by business or product and they don't usually include placing importance on tracking basic development metrics. While these behind-the-scene numbers don't offer an attractive end-user performance view, they do provide an invaluable look at how the technology is running, how much it's supporting, and issues that are taking place… that could chase off Users altogether.

datapine https://bit.ly/3eMckzc

CHARTIO https://bit.ly/31t6IWL

SimpleKPI https://bit.ly/38hf4SO

geckoboard https://bit.ly/3g9xJCt

TEN

Guide Your Team Toward **Self-Accountability**

10. Guide Your Team Toward Self-Accountability

SELF-ACCOUNTABILITY PSYCHOLOGY - It appears easy to just assign tasks to every team member and expect them to inherently execute with perfection in just the right amount of time. The reality, however, is that people must care about the work they are engaging in to generate the highest-quality results. One of the unspoken key roles of tech and product managers is to inspire their desire to consistently generate quality solutions that they themselves care about.

Personal Inspiration comes when a team member cares as much or more about the project than you do. The greatest efficiency comes when they have a passion for delivering quality.

- Inspiration is generated when teams align individual with desires to solve common problems
- Leadership through inspiration moves many more mountains than a hard driving approach
- Longevity to run the engineering marathon is only achieved when the passion is shared

Checklist To Success | Self-Accountability

- ❑ **KEY 1:** ***Eliminate Micro-Management*** - The underlying message in all micromanagement is "you just can't do the job." This defeat-oriented approach doesn't allow the team to shine. It also exhausts the micro-manager, who always discovers there is just too much to handle on their own. To solve this, a micromanager must move away from the nuts and bolts of the project and focus on exposing the direction of the solution. If you are spending too much time teaching a team member how to accomplish what you want, you may need to reassess your own expectations or move on to someone else.

- ❑ **KEY 2:** ***Hire "Learners"*** - Learners are people that have an insatiable desire to go deeper into a subject or challenge. During the interview process of any recruiting campaign, we suggest you focus less on specific skill qualities and more on their passion for learning / understanding a solution. While the ideal candidate will be both proficient in their skill-sets and able to "learn" quickly, you will want to place more emphasis on their passion for growth. To do so, use your line of questioning to explore how they displayed this quality in prior career engagements and look for signals that they mastered new skills.

- ❑ **KEY 3:** ***Request Feedback on Your Management*** **-** Vulnerability is a scary thing when managing people. However, it is also the underlying language of connection amongst humans. If a manager is vulnerable, their team will find the openings to connect with them. An efficient way of doing this is by inquiring about how they feel about the guidance you are providing. Open your willingness to improve as their coach and it will allow them to open up about their own areas of weakness. This gives you the chance to keep offering feedback to help strengthen areas that limit the group.

Recommendations:
Self-Accountability

Establish ‘Self-Accountability’ interview questions. When you explore working with a new team member, keep in mind the qualities listed to the right. Formulate a handful of questions that transfer easy across roles that will challenge them to display examples of these key qualities. The underlying goal is to get a sense for how much they are willing to hold themself to high personal standards - these will translate to the team.

SIX

ABOUT Wonderment Apps

Managed Projects

Wonderment Apps works across a variety of technology platforms and languages. Our team handles custom solutions of all sizes – from large-scale technology projects to startups.

Product Development & Design

- PRDs / Business Requirements
- User Flows and Test Cases
- Fully Annotated Wireframes
- KPI and Algorithm Definitions
- Conceptual and Production App / Site Design

Technology

- Backend Architecture
- API & Database Development
- Front End Interface Development
- Server Side Development
- Manual + Automated Quality Assurance
- Tech Consulting and Staffing Services

Staff Augmentation

Wonderment staffing services insure that you will attract high-quality development talent from across the world. Our Teams are designed to be sources fast and integrate efficiently.

Recruiting & Talent Discovery

- Detailed Curation Processes
- Full Tech Interviewing Processes
- Teams in Europe and India
- Refundable Recruiting Program
- International Workforce Managers

Seamless Staff Integration

- Efficient Contractor Onboarding Process
- Team Knowledge Access for All Contracts
- Experience Supporting Complex Dev Cycles
- Product Management Staffing Services
- Quickly Burstable Teams

That Look of Wonder…

Wonderment opened its doors in 2015, and in that time we have already worked with over 75 different technology and design clients. Just as important, the core team at Wonderment has worked on a wide variety of notable projects together and separately for over a decade. These companies include NASA, Walgreens, Warner Media, Casting Networks, and Stamps.com to name a few.

When we started Wonderment, we placed extensive focus on one key philosophy: create an experience for our customers that brings that look of Wonderment to the eyes. From that, we made a commitment to design and develop simple, compelling, and functional websites and mobile apps that make digital experiences exciting and engaging. It's about creating a online experience that transforms users into followers, customers into ambassadors.

A Few We've Helped...

Thank You

Any Questions? We’re here to help

sales@wondermentapps.com

wonderment