isolution

CULTURE

Various methodologies

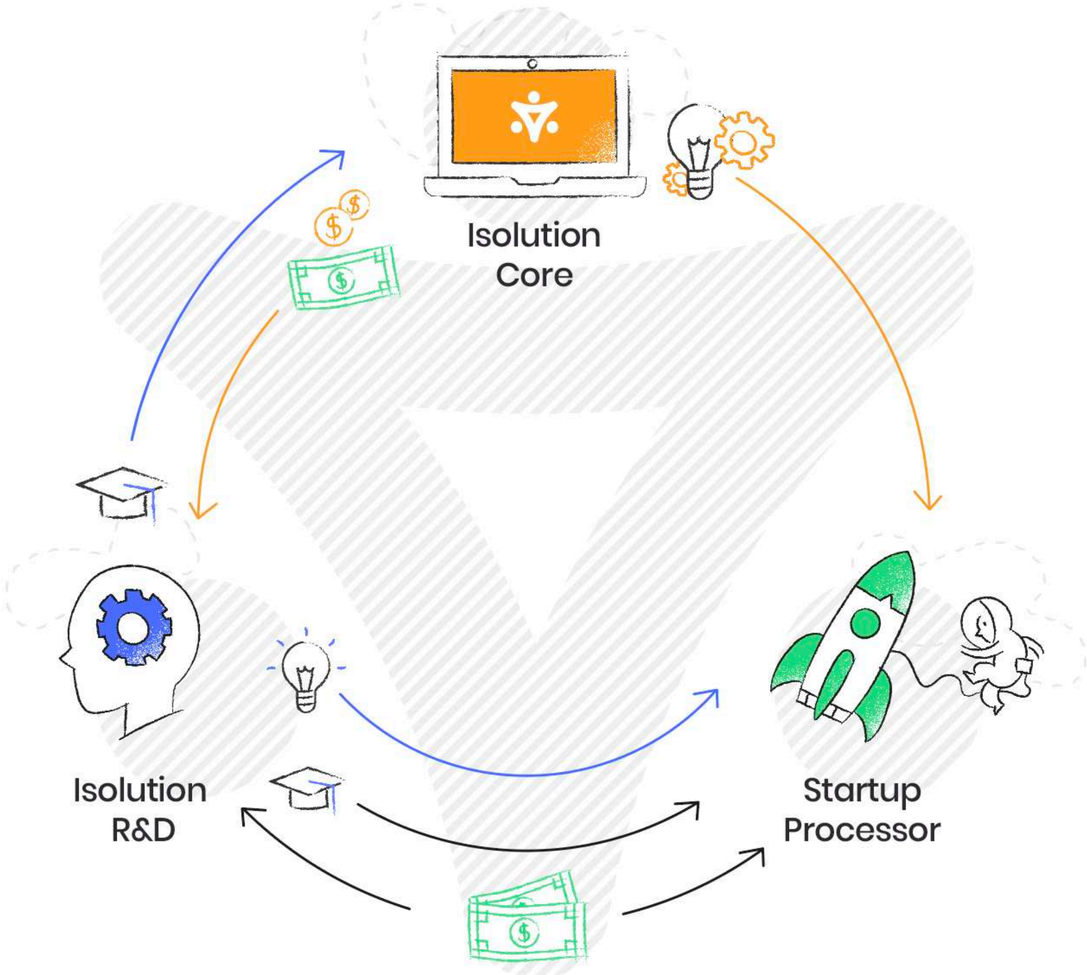
Various cooperation model

Various technologies

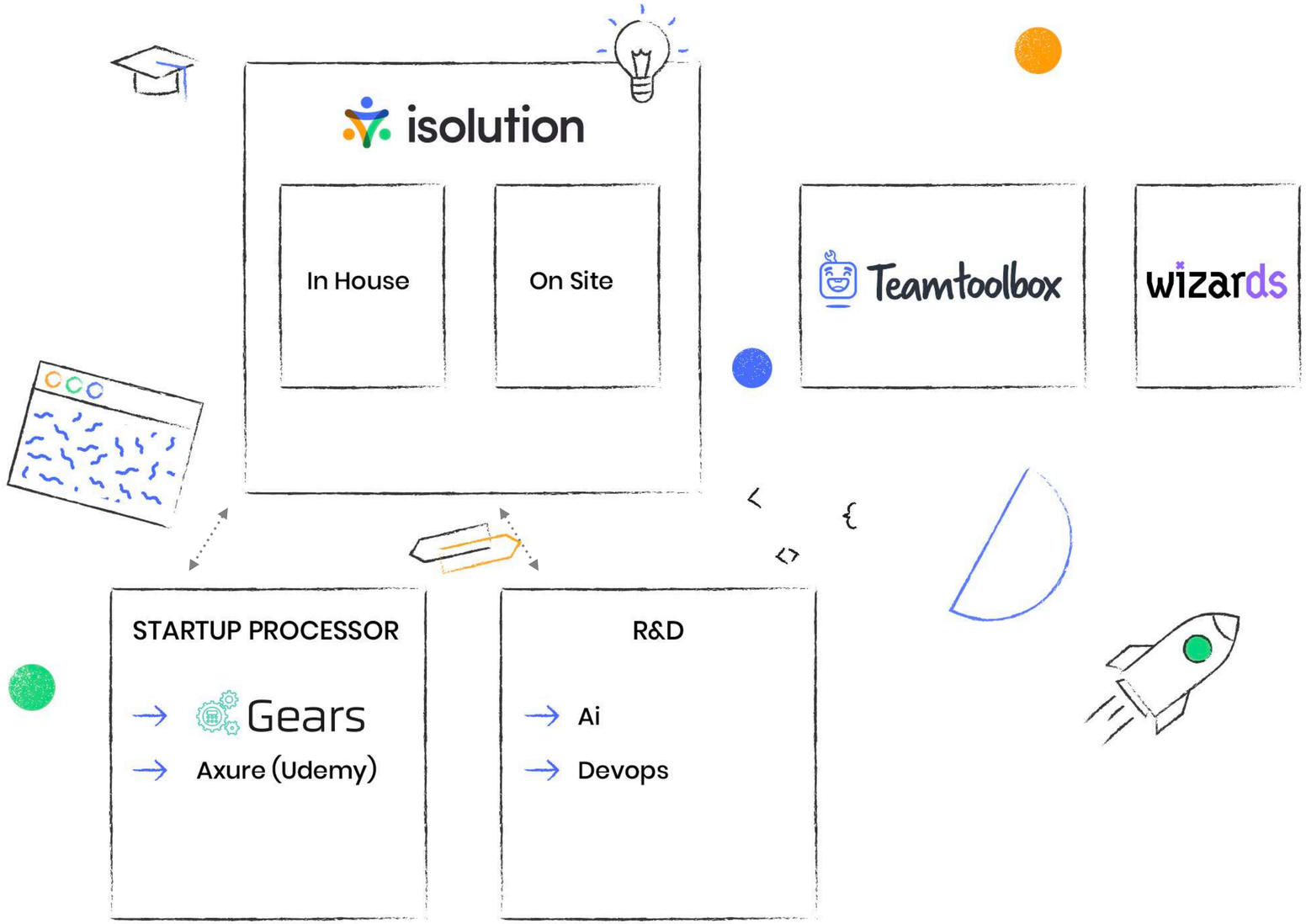
Various customers

Various business domain

CONTEXT



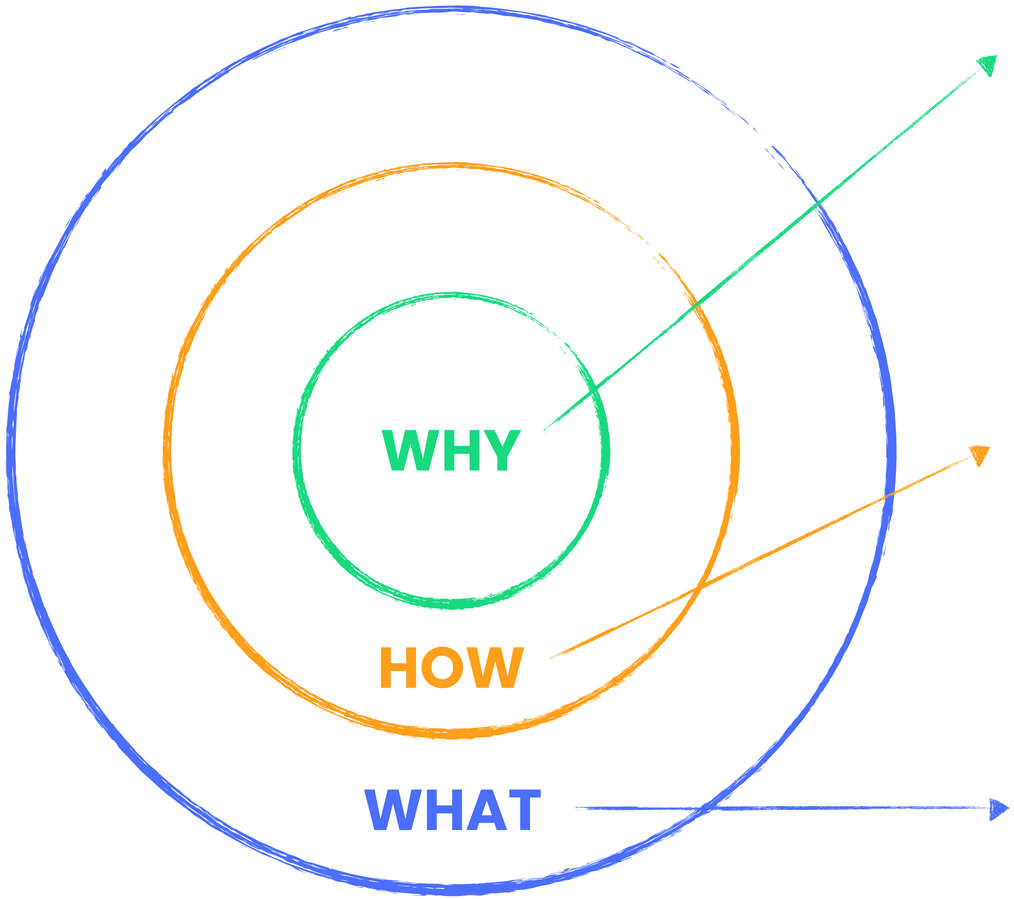
CONTEXT


isolution
In House
On Site
Teamtoolbox
wizards
STARTUP PROCESSOR
Gears
Axure (Udemy)
R&D
Ai
Devops

CONTEXT

„Culture eats strategy for breakfast”

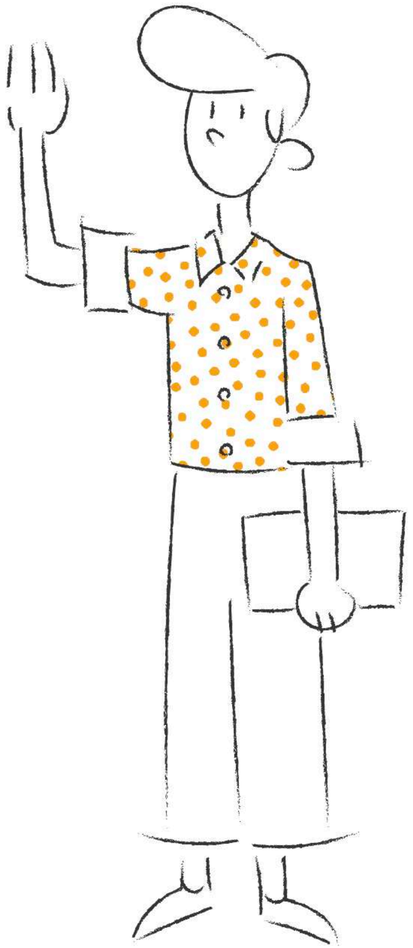
PETER DRUCKER



We create an environment where people can release their potential and develop.

We invest in organizational culture and the way we work.

Simply, we create software.

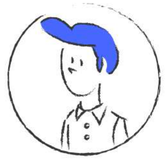


Customer Employee Company

WHY

WHY

Employee

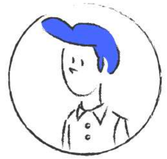


Customer

Company

WHY

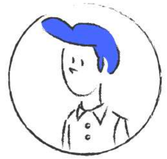
Employee



Value

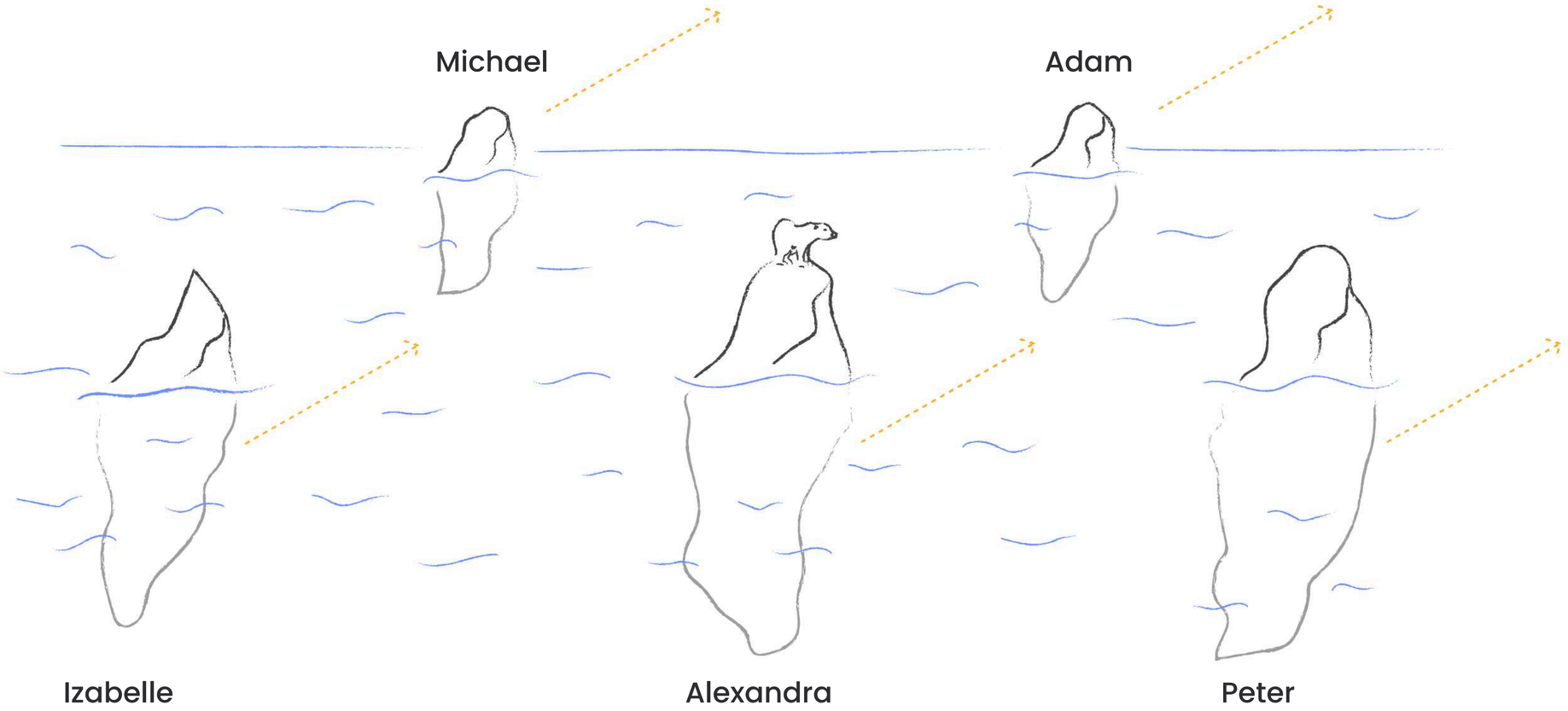
Profit

Employee



Project

Quality


Michael
Adam
Izabelle
Alexandra
Peter

I work conscientiously and reliably

I make sure that I am willing to do my job

I know what my work is for

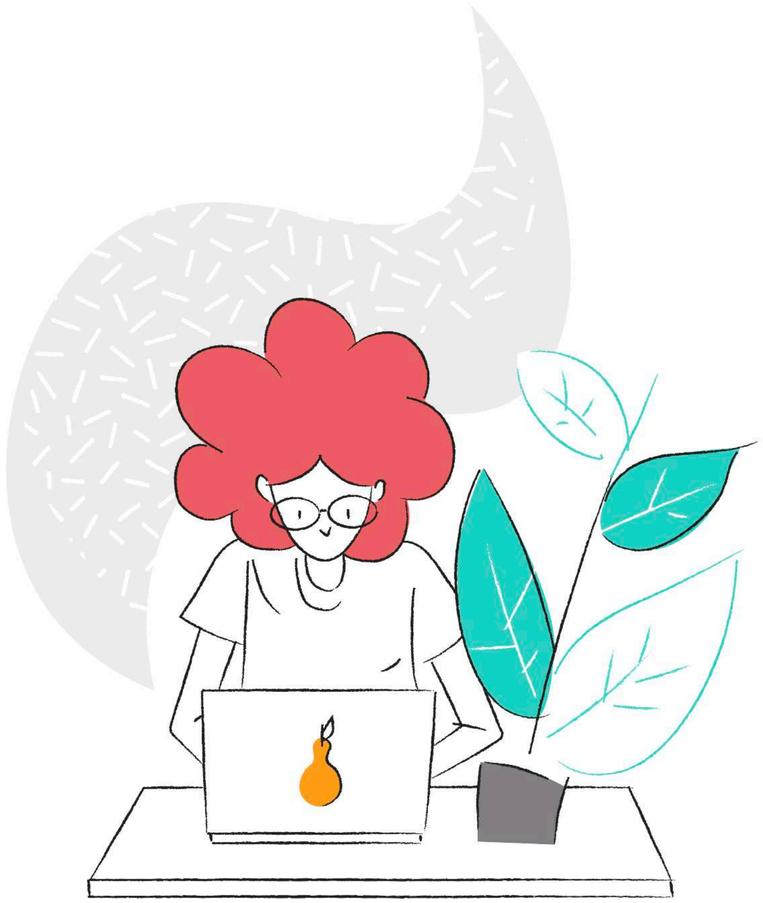
I am proactive and willing to take initiatives.

I make sure to identify with our goal

I ask and search for answers

...

INVOLVEMENT



- I make sure to perform the task accepted
- I openly communicate my needs
- I react when somebody does not fulfill his/her responsibilities or acts to the detriment of the team
- I make decisions boldly
- ...

ACCOUNTABILITY

I co-create a team with the customer

I work with others for common goals

I help when someone needs support

I take care of a good atmosphere and create it

I am happy to share my knowledge

I am looking for support in the team when I need help

...

COOPERATION

WHY

I am empathic

I rely on the other person

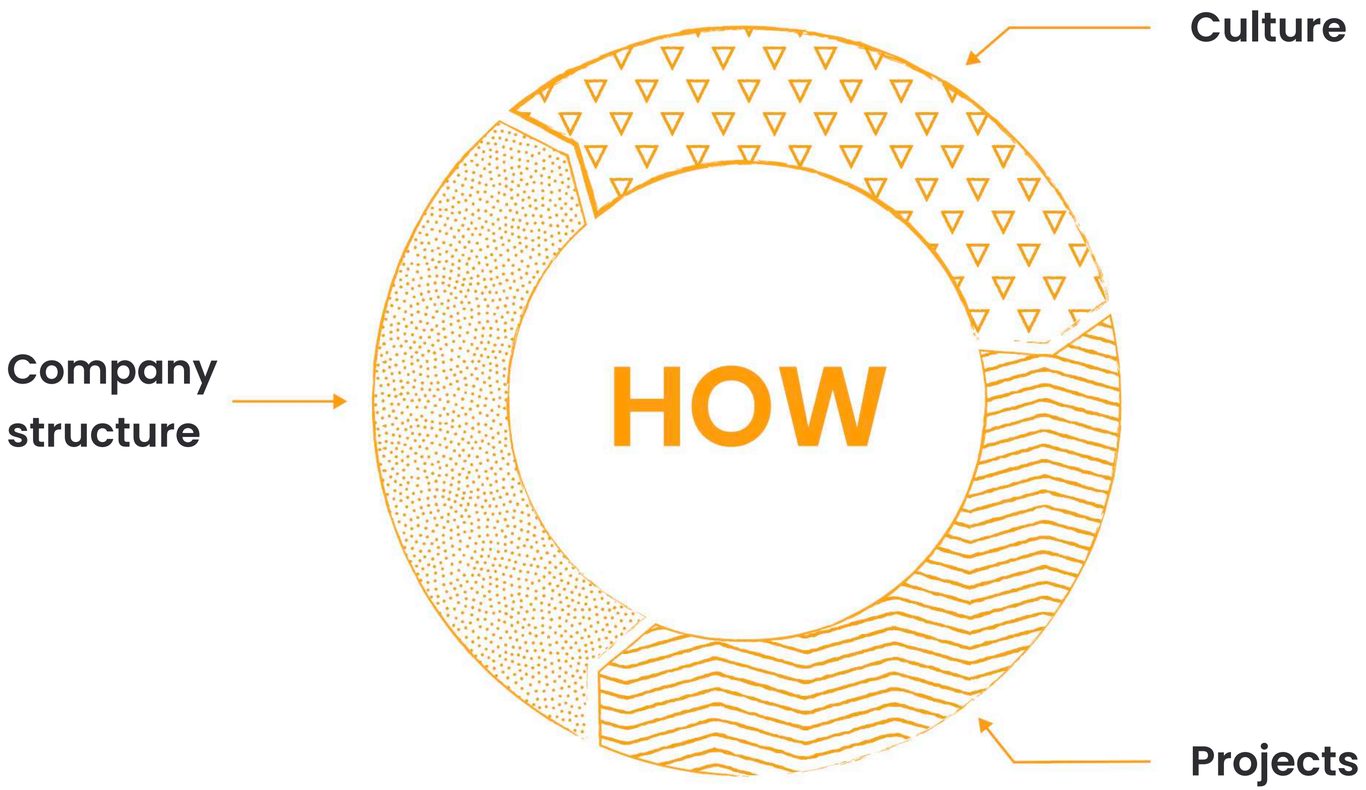
I boldly talk about difficult matters, weaknesses, problems and failures

I know that constructive feedback is given with good intentions

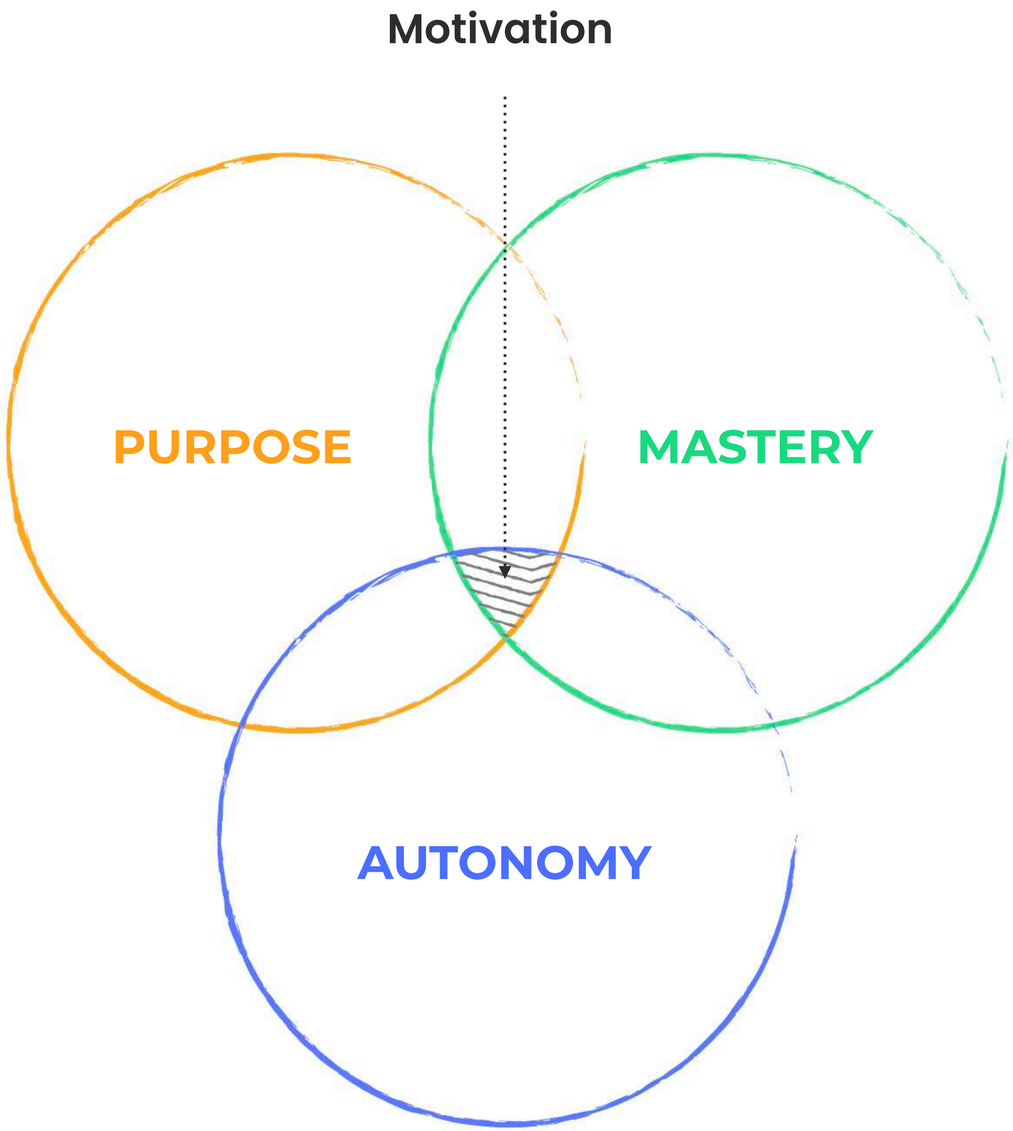
I delegate tasks and I am sure that they will be well done

...

TRUST



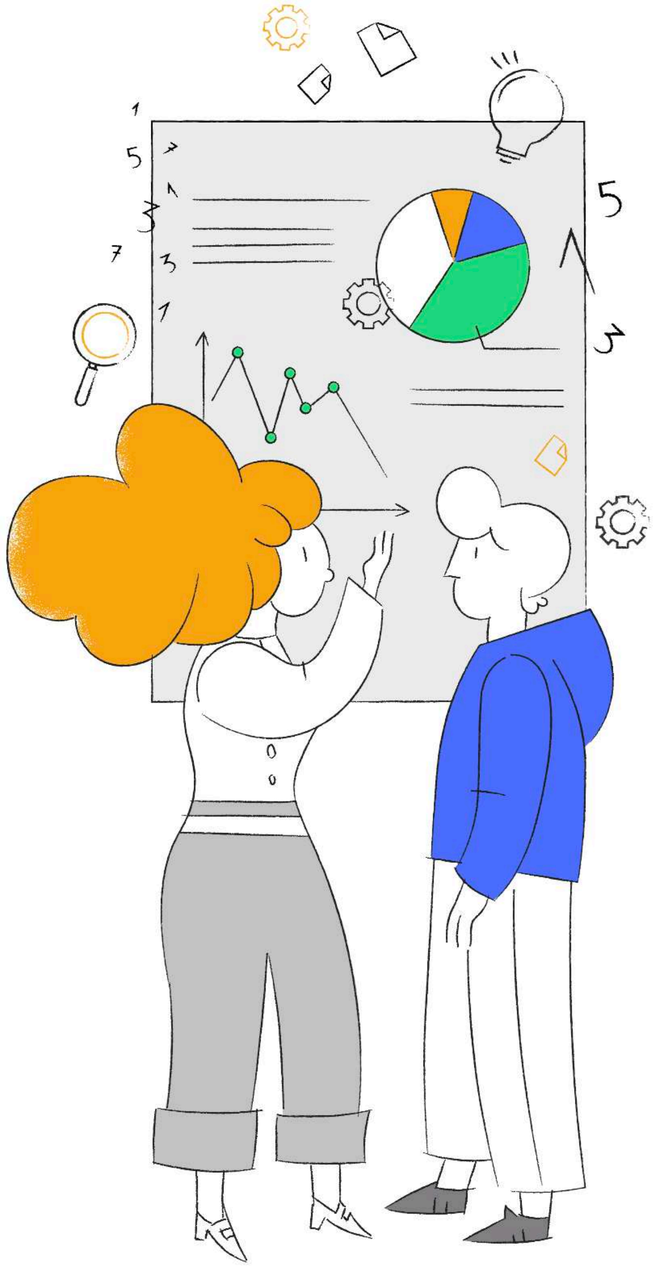
HOW



MOTIVATION

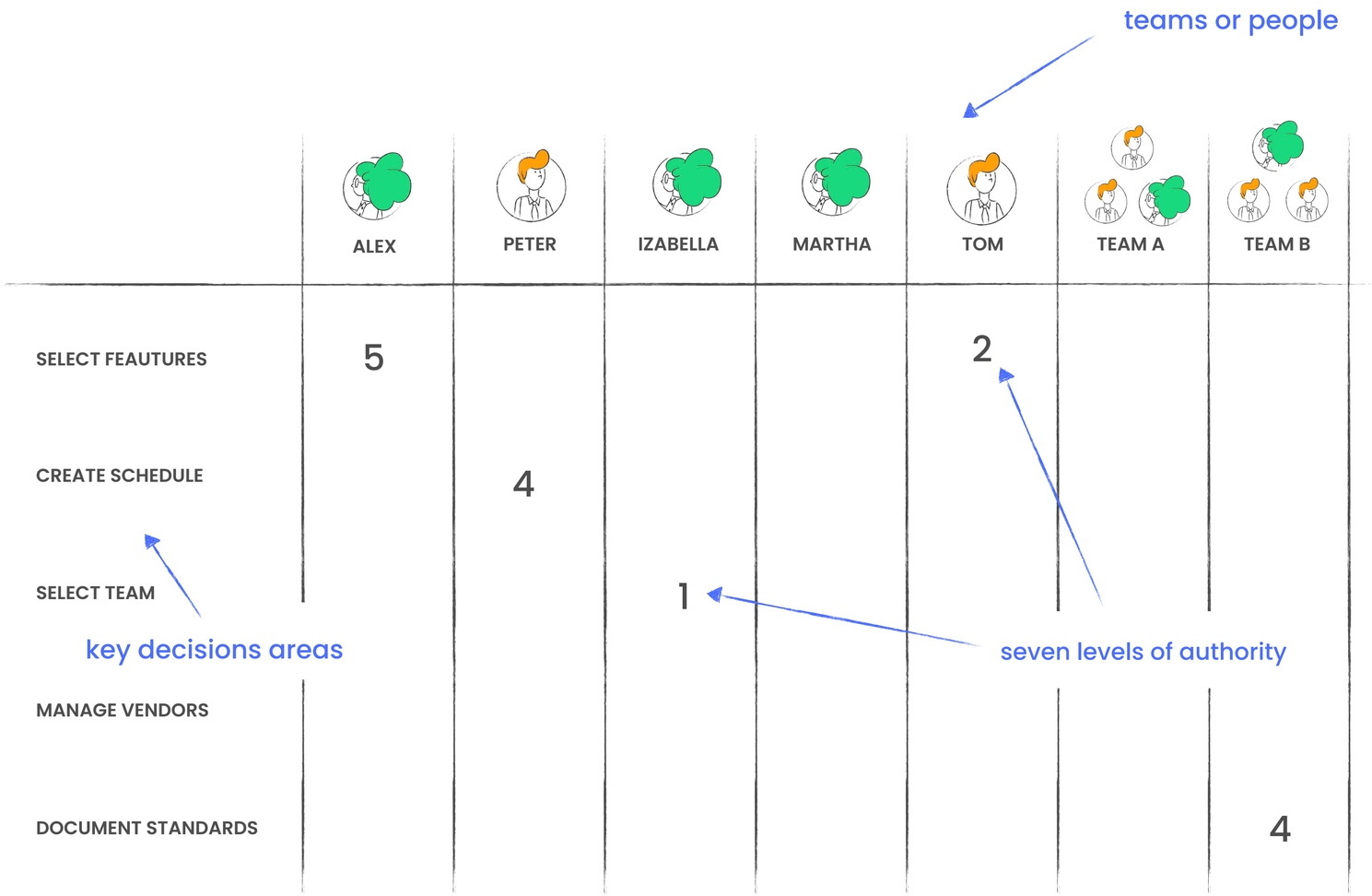
HOW

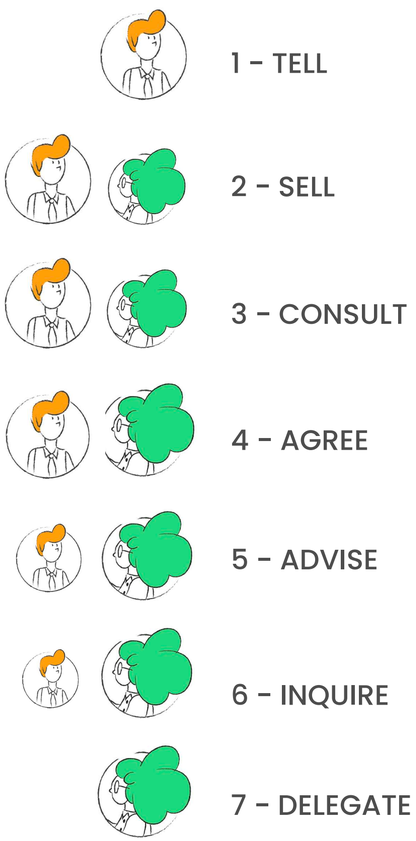
- Transparent salary ranges
- Transparent promotions
- Project forum
- Transparent training and development system
- Delegation Board



- Startup processor
- R&D
- Initiative market
- Cafeteria system
- ...

AUTONOMY

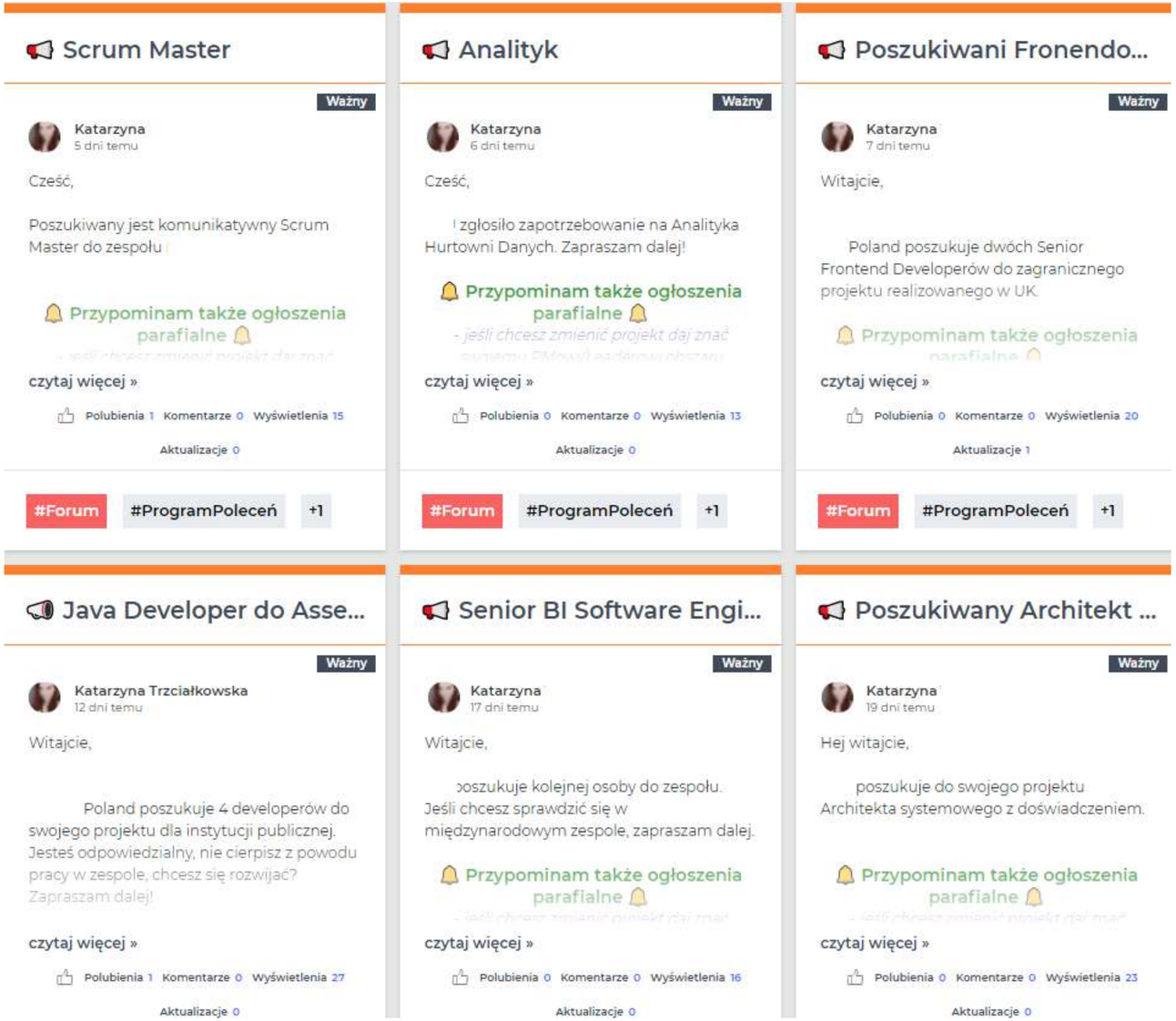




DELEGATION BOARD

PROJECT FORUM

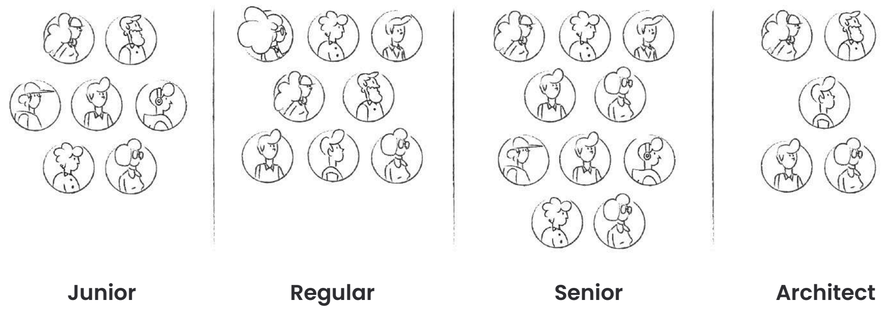
Project forum in action



Teams

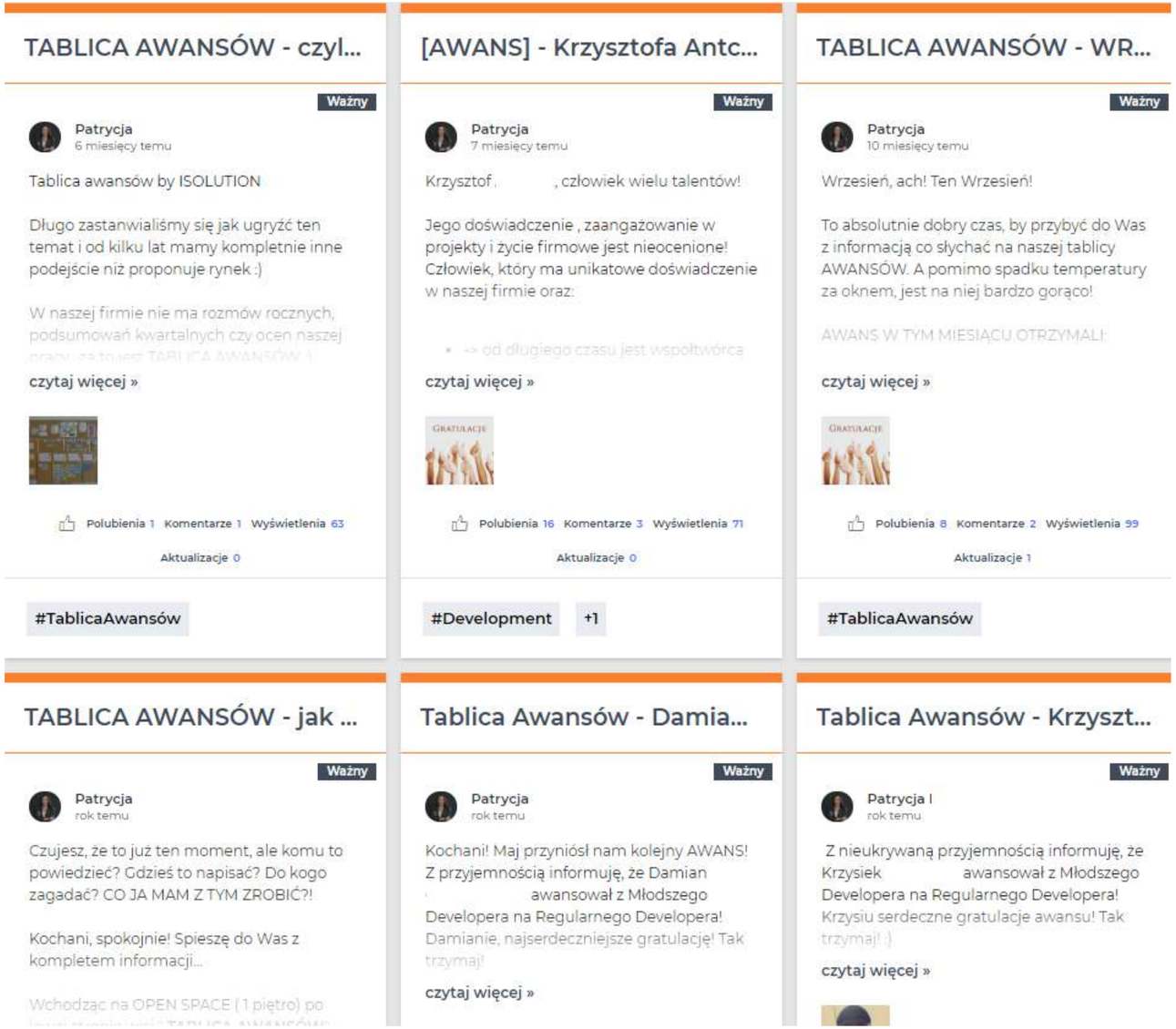
Change of position Kanban

Employees



PROMOTION BOARD

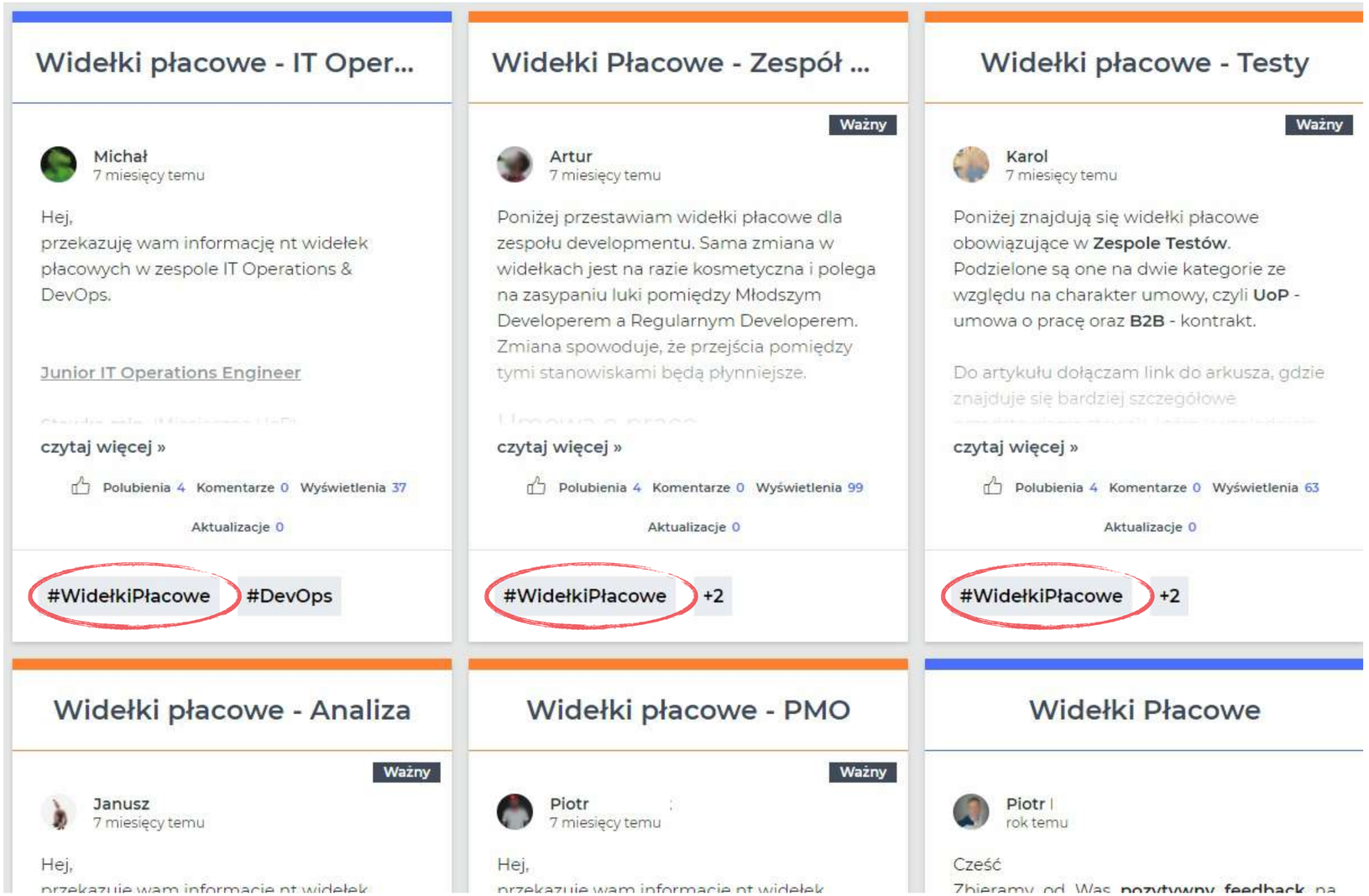
Promotion board in action



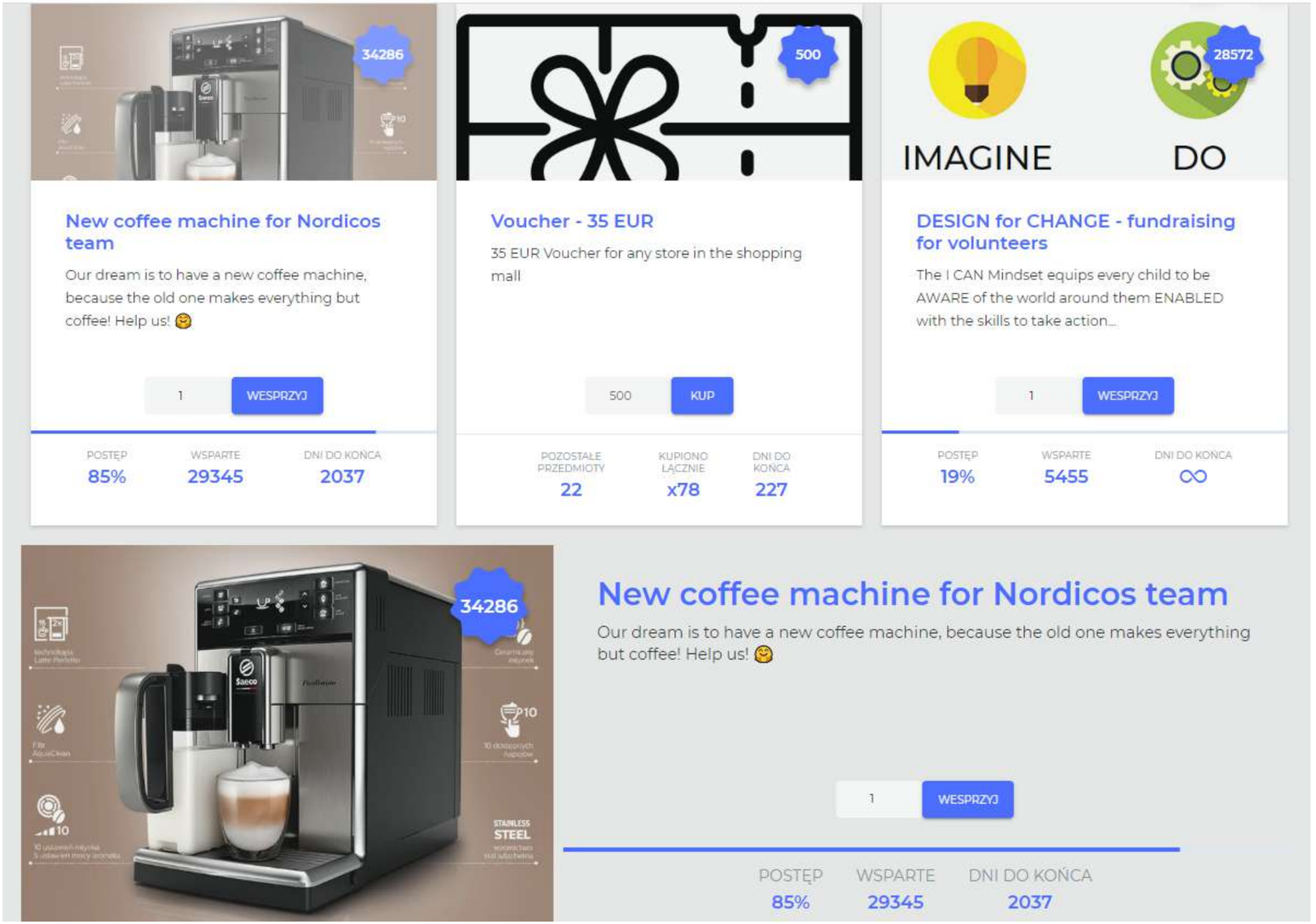
AUTONOMY

TRANSPARENT SALARY RANGES

Transparent salary ranges in action



Initiative market in action



Skills matrix

Training and development system

Book library - read without limits

Internal workshops

Mentoring

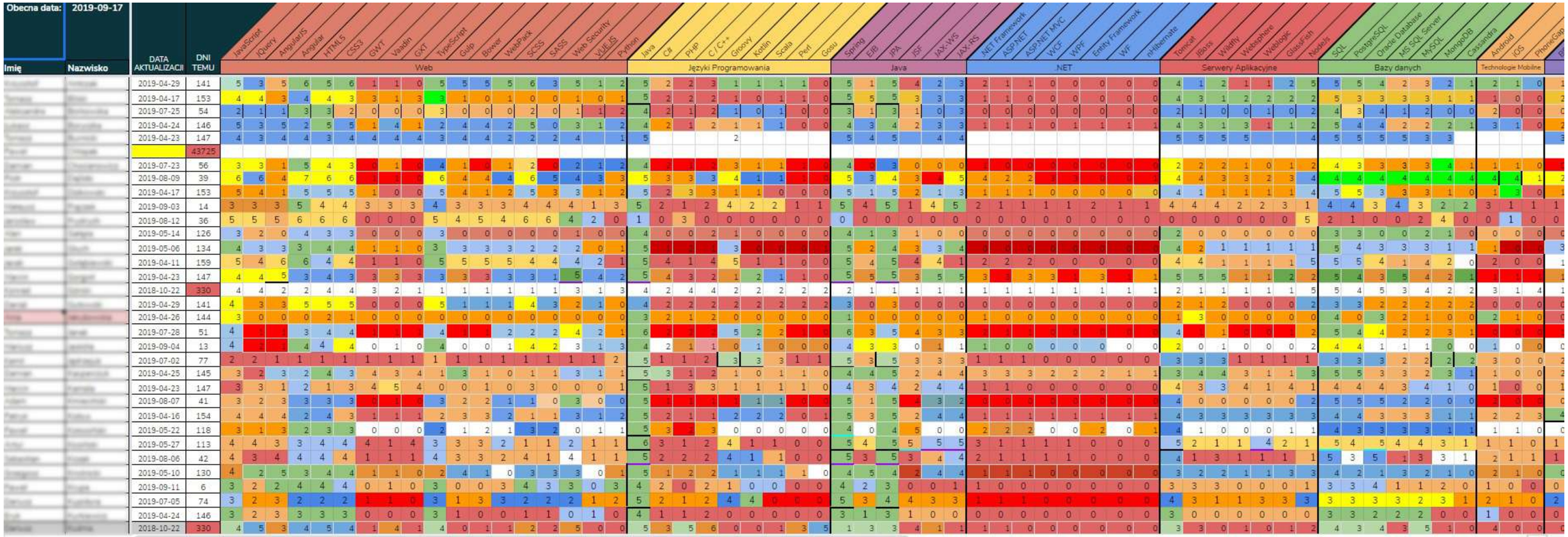
Certificates without limitations

...

MASTERY

	Java	GIT	Angular	CI	Spring	Sql	C#	React	UML	EA	Angielski	Feedback
	5	1	2	3	5	4	2	1	3	4	5	2
	1	3	5	4	2	4	3	5	3	2	1	3
	4	5	3	1	4	5	3	3	1	5	1	2
	3	1	5	1	2	5	1	2	3	5	3	1
	2	3	5	4	5	1	2	4	3	5	3	2
	5	1	2	3	5	4	2	1	3	4	5	2
	4	5	3	1	4	5	3	3	1	5	1	2
	1	3	5	4	2	4	3	5	3	2	1	3

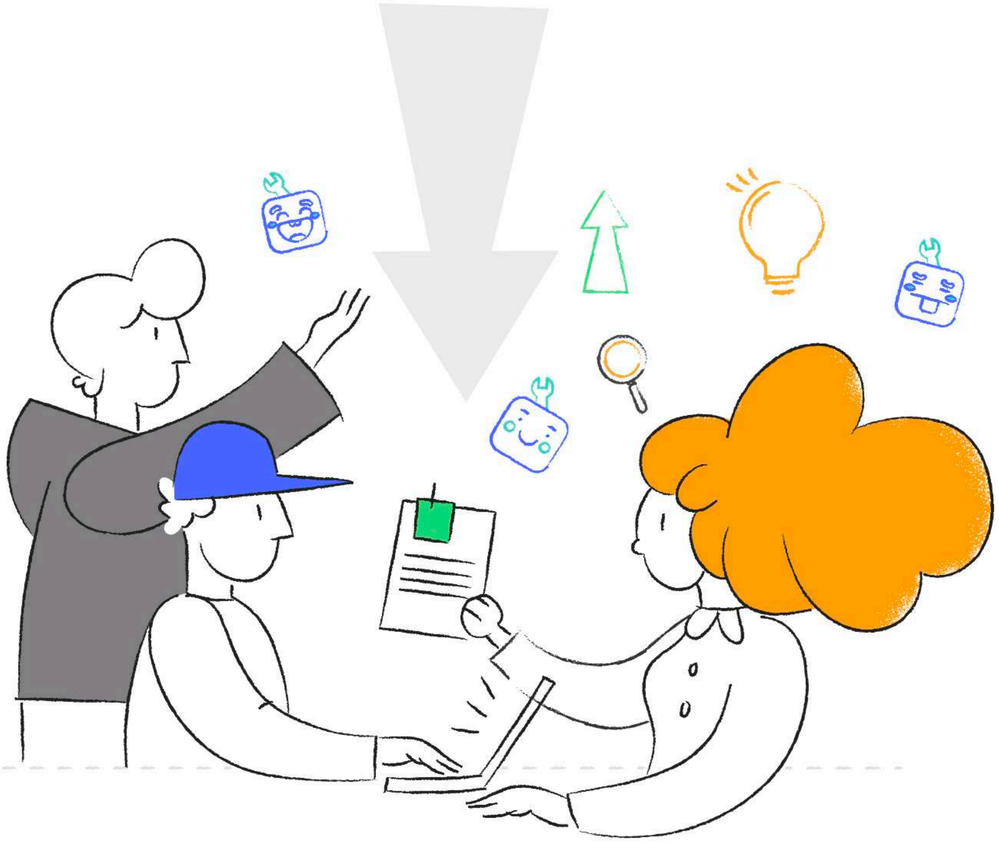
SKILLS MATRIX


Obecna data: 2019-09-17
Imię
Nazwisko
DATA AKTUALIZACJI
DNI TEMU
Web
JavaScript
jQuery
AngularJS
Angular
HTML5
CSS3
GWT
Vaadin
GXT
TypeScript
Gulp
Bower
WebPack
SCSS
SASS
Web Security
VUEJS
Python
Języki Programowania
Java
C#
PHP
C / C++
Groovy
Kotlin
Scala
Perf
Gosu
Java
Spring
EJB
JPA
JSF
JAX-WS
JAX-RS
.NET
.NET Framework
ASP.NET
ASP.NET MVC
WCF
WPF
Entity Framework
WF
nHibernate
Serwery Aplikacyjne
Tomcat
JBoss
Wildfly
Websphere
Weblogic
GlassFish
Nodejs
Bazy danych
SQL
PostgreSQL
Oracle Database
MS SQL Server
MySQL
MongoDB
Cassandra
Technologie Mobilne
Android
iOS
PhoneGap
2019-04-29 141
2019-04-17 153
2019-07-25 54
2019-04-24 146
2019-04-23 147
43725
2019-07-23 56
2019-08-09 39
2019-04-17 153
2019-09-03 14
2019-08-12 36
2019-05-14 126
2019-05-06 134
2019-04-11 159
2019-04-23 147
2018-10-22 330
2019-04-29 141
2019-04-26 144
2019-07-28 51
2019-09-04 13
2019-07-02 77
2019-04-25 145
2019-04-23 147
2019-08-07 41
2019-04-16 154
2019-05-22 118
2019-05-27 113
2019-08-06 42
2019-05-10 130
2019-09-11 6
2019-07-05 74
2019-04-24 146
2018-10-22 330

MASTERY

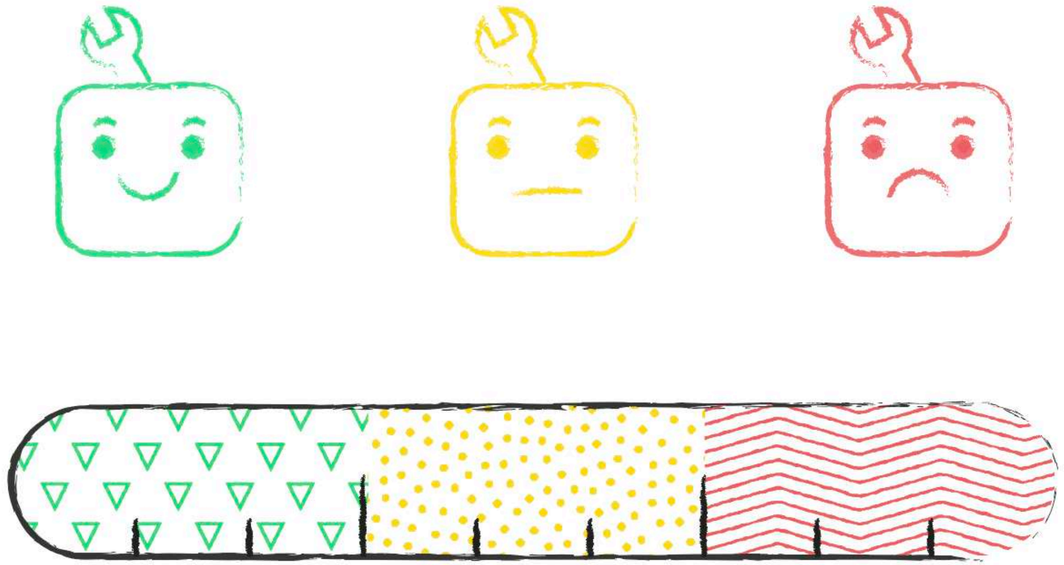
HOW

- Happiness Index
- OKR
- Culture Book
- 1 on 1

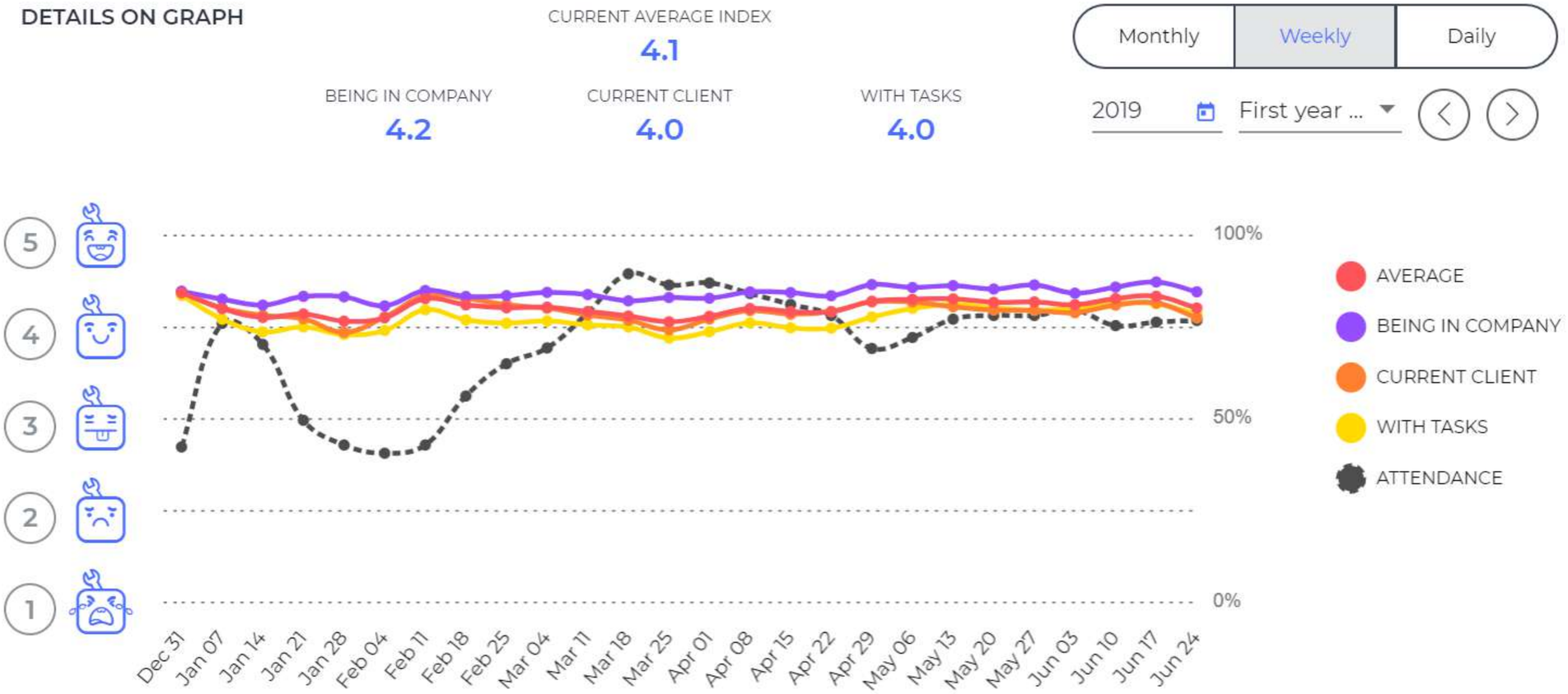


- Recommendation programme
- Lead generation programme
- ...

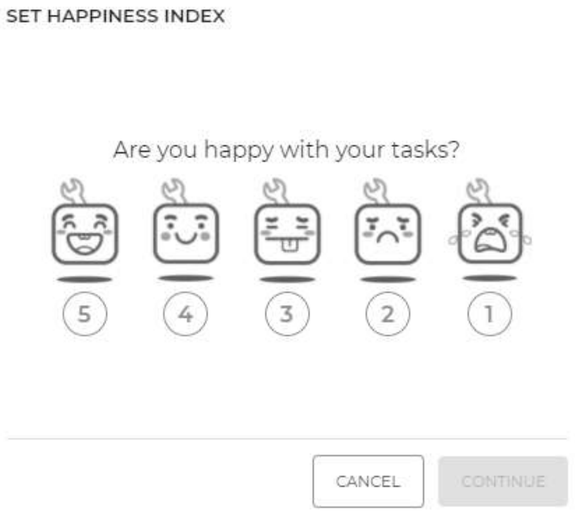
PURPOSE

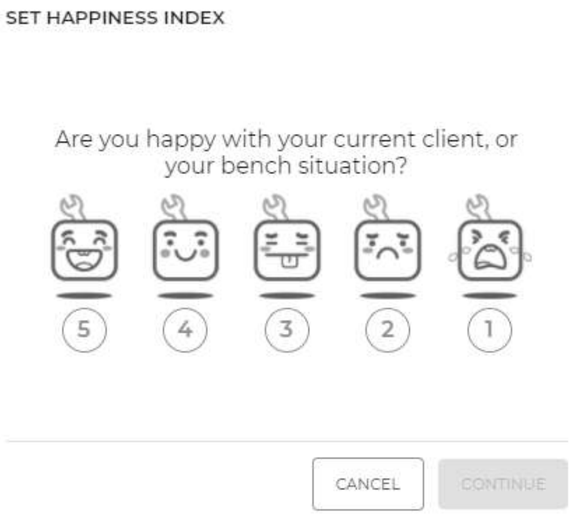


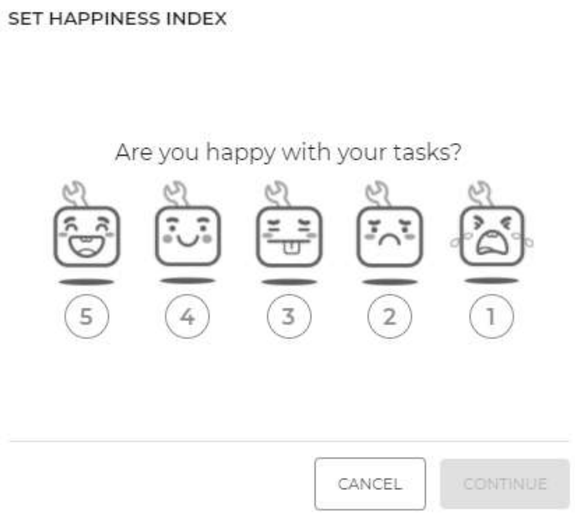
HAPPINESS INDEX


DETAILS ON GRAPH
CURRENT AVERAGE INDEX
4.1
BEING IN COMPANY
4.2
CURRENT CLIENT
4.0
WITH TASKS
4.0
Monthly
Weekly
Daily
2019
First year ...
5
4
3
2
1
100%
50%
0%
Dec 31
Jan 07
Jan 14
Jan 21
Jan 28
Feb 04
Feb 11
Feb 18
Feb 25
Mar 04
Mar 11
Mar 18
Mar 25
Apr 01
Apr 08
Apr 15
Apr 22
Apr 29
May 06
May 13
May 20
May 27
Jun 03
Jun 10
Jun 17
Jun 24
AVERAGE
BEING IN COMPANY
CURRENT CLIENT
WITH TASKS
ATTENDANCE

PURPOSE

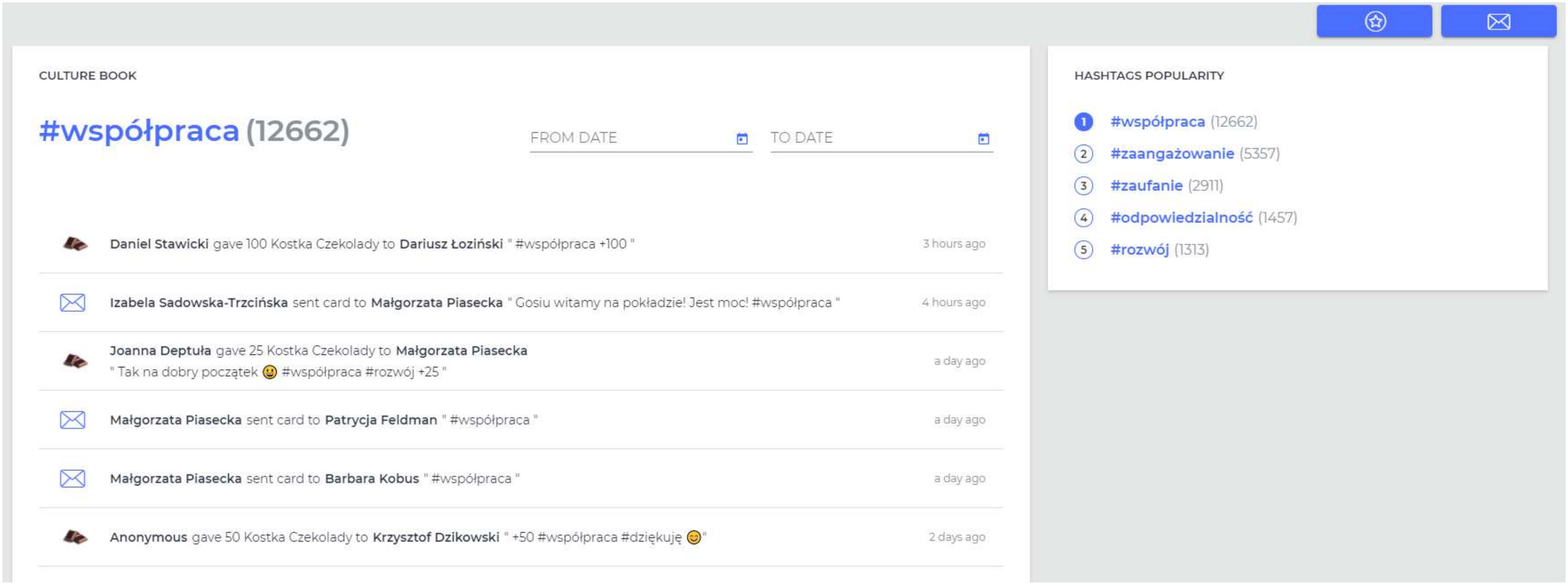

SET HAPPINESS INDEX
Are you happy with your tasks?
5
4
3
2
1
CANCEL
CONTINUE


SET HAPPINESS INDEX
Are you happy with your current client, or your bench situation?
5
4
3
2
1
CANCEL
CONTINUE

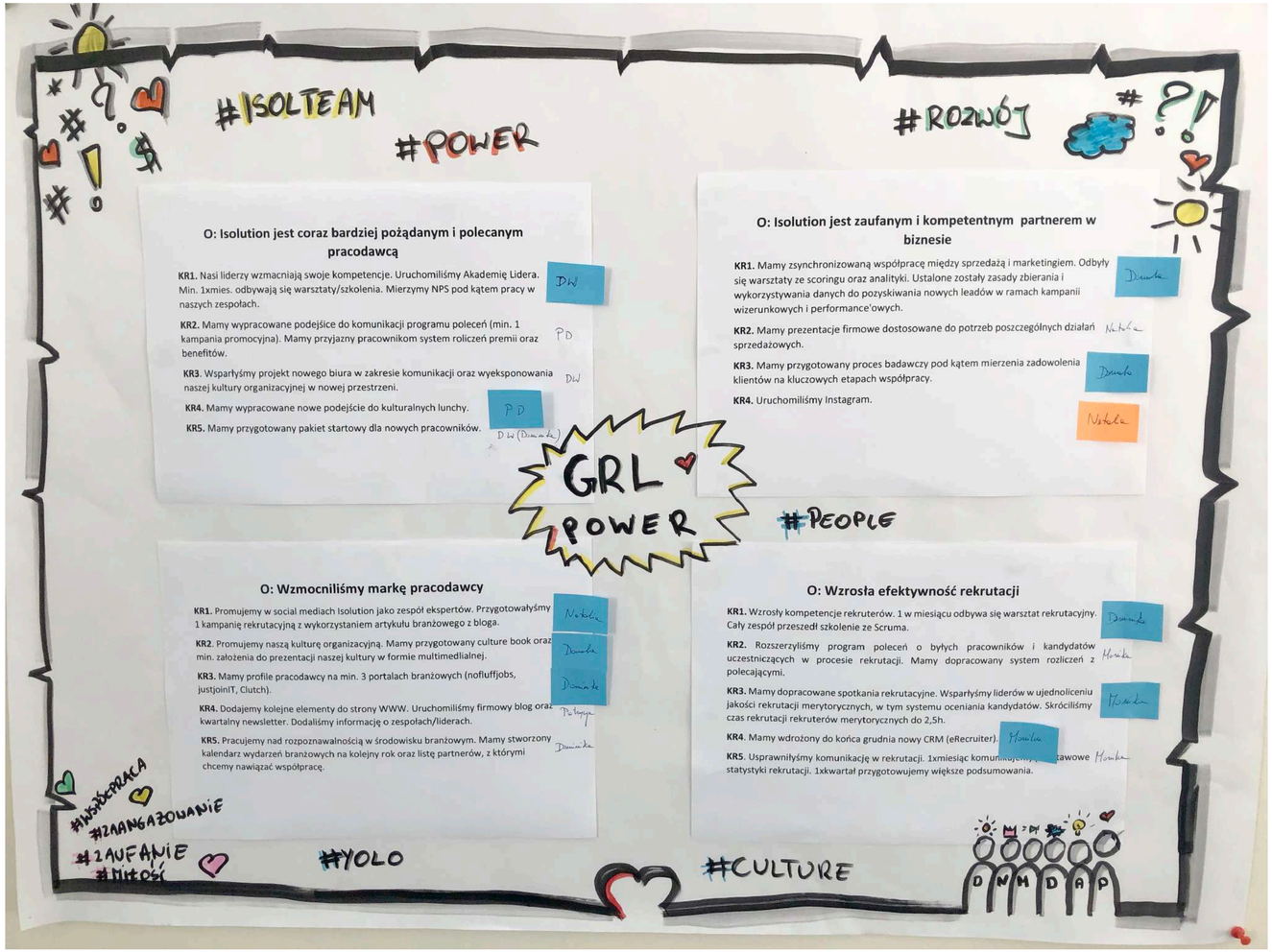

SET HAPPINESS INDEX
Are you happy with your tasks?
5
4
3
2
1
CANCEL
CONTINUE

PURPOSE

PURPOSE

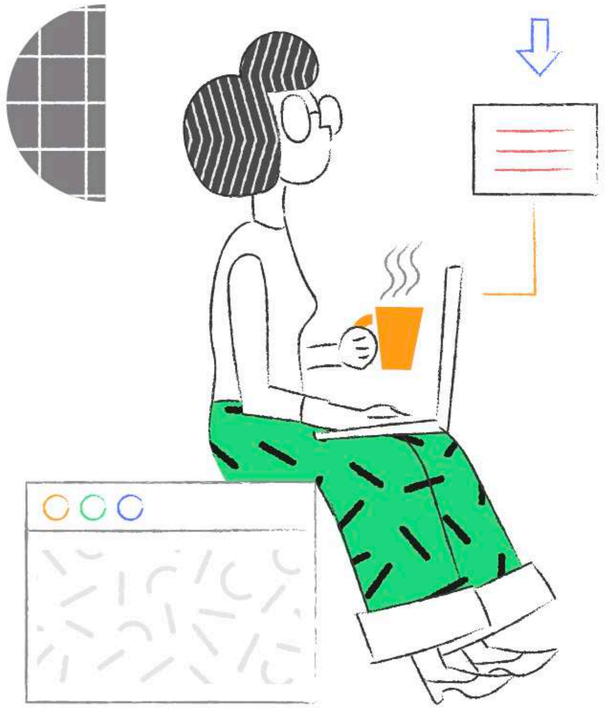

CULTURE BOOK
#współpraca (12662)
FROM DATE
TO DATE
Daniel Stawicki gave 100 Kostka Czekolady to Dariusz Łoziński " #współpraca +100 "
3 hours ago
Izabela Sadowska-Trzcińska sent card to Małgorzata Piasecka " Gosiu witamy na pokładzie! Jest moc! #współpraca "
4 hours ago
Joanna Deptuła gave 25 Kostka Czekolady to Małgorzata Piasecka
" Tak na dobry początek #współpraca #rozwój +25 "
a day ago
Małgorzata Piasecka sent card to Patrycja Feldman " #współpraca "
a day ago
Małgorzata Piasecka sent card to Barbara Kobus " #współpraca "
a day ago
Anonymous gave 50 Kostka Czekolady to Krzysztof Dzikowski " +50 #współpraca #dziękuję "
2 days ago
HASHTAGS POPULARITY
1 #współpraca (12662)
2 #zaangażowanie (5357)
3 #zaufanie (2911)
4 #odpowiedzialność (1457)
5 #rozwój (1313)

PURPOSE


#ISOLTEAM
#POWER
#ROZWÓJ
O: Isolution jest coraz bardziej pożądanym i polecanym pracodawcą
KR1. Nasi liderzy wzmacniają swoje kompetencje. Uruchomiliśmy Akademię Lidera. Min. 1xmies. odbywają się warsztaty/szkolenia. Mierzymy NPS pod kątem pracy w naszych zespołach.
KR2. Mamy wypracowane podejście do komunikacji programu poleceń (min. 1 kampania promocyjna). Mamy przyjazny pracownikom system roliczeń premii oraz benefitów.
KR3. Wsparłyśmy projekt nowego biura w zakresie komunikacji oraz wyeksponowania naszej kultury organizacyjnej w nowej przestrzeni.
KR4. Mamy wypracowane nowe podejście do kulturalnych lunchy.
KR5. Mamy przygotowany pakiet startowy dla nowych pracowników.
O: Isolution jest zaufanym i kompetentnym partnerem w biznesie
KR1. Mamy zsynchronizowaną współpracę między sprzedażą i marketingiem. Odbyły się warsztaty ze scoringu oraz analityki. Ustalone zostały zasady zbierania i wykorzystywania danych do pozyskiwania nowych leadów w ramach kampanii wizerunkowych i performance'owych.
KR2. Mamy prezentacje firmowe dostosowane do potrzeb poszczególnych działań sprzedażowych.
KR3. Mamy przygotowany proces badawczy pod kątem mierzenia zadowolenia klientów na kluczowych etapach współpracy.
KR4. Uruchomiliśmy Instagram.
GRL POWER
#PEOPLE
O: Wzmocniliśmy markę pracodawcy
KR1. Promujemy w social mediach Isolution jako zespół ekspertów. Przygotowałyśmy 1 kampanię rekrutacyjną z wykorzystaniem artykułu branżowego z bloga.
KR2. Promujemy naszą kulturę organizacyjną. Mamy przygotowany culture book oraz min. założenia do prezentacji naszej kultury w formie multimedialnej.
KR3. Mamy profile pracodawcy na min. 3 portalach branżowych (nofluffjobs, justjoinIT, Clutch).
KR4. Dodajemy kolejne elementy do strony WWW. Uruchomiliśmy firmowy blog oraz kwartalny newsletter. Dodaliśmy informację o zespołach/liderach.
KR5. Pracujemy nad rozpoznawalnością w środowisku branżowym. Mamy stworzony kalendarz wydarzeń branżowych na kolejny rok oraz listę partnerów, z którymi chcemy nawiązać współpracę.
O: Wzrosła efektywność rekrutacji
KR1. Wzrosły kompetencje rekruterów. 1 w miesiącu odbywa się warsztat rekrutacyjny. Cały zespół przeszedł szkolenie ze Scruma.
KR2. Rozszerzyliśmy program poleceń o byłych pracowników i kandydatów uczestniczących w procesie rekrutacji. Mamy dopracowany system rozliczeń z polecającymi.
KR3. Mamy dopracowane spotkania rekrutacyjne. Wsparłyśmy liderów w ujednoliceniu jakości rekrutacji merytorycznych, w tym systemu oceniania kandydatów. Skróciliśmy czas rekrutacji rekruterów merytorycznych do 2,5h.
KR4. Mamy wdrożony do końca grudnia nowy CRM (eRecruiter).
KR5. Usprawniłyśmy komunikację w rekrutacji. 1xmiesiąc komunikujemy [illegible] statystyki rekrutacji. 1xkwartał przygotowujemy większe podsumowania.
#WSPÓŁPRACA
#ZAANGAŻOWANIE
#ZAUFANIE
#MIŁOŚĆ
#YOLO
#CULTURE
D M H D A P

PURPOSE

- Meet'up
- Developers for children
- Eduscrum



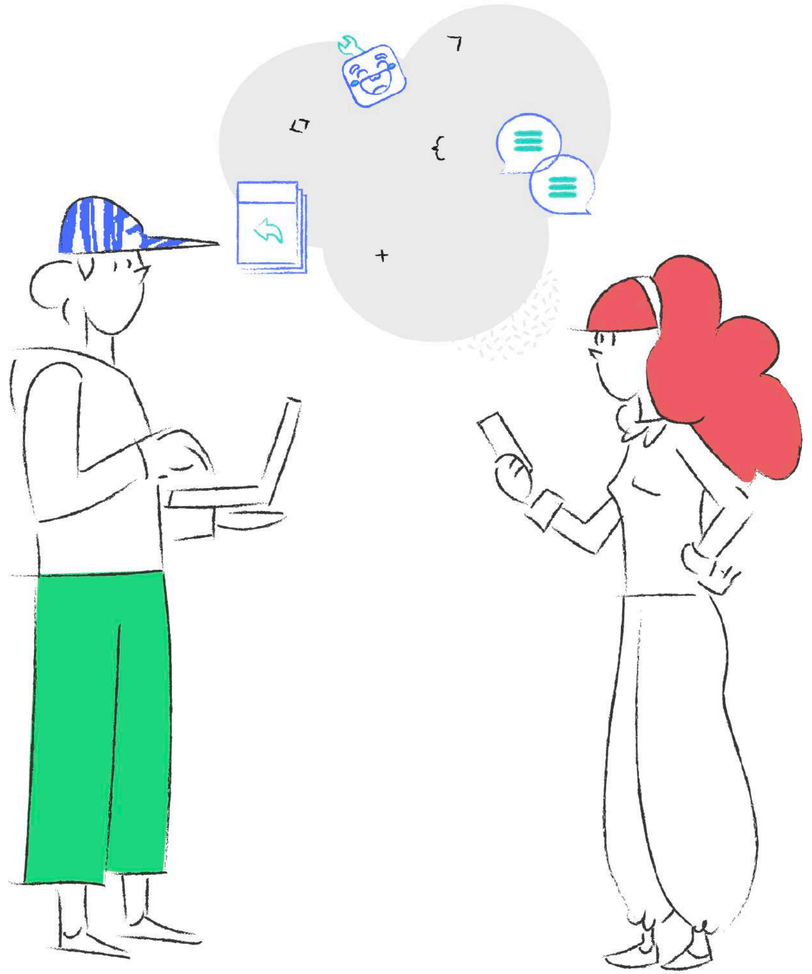
- Knowledge sharing
- Unique companies
- Webinary
- CSR/Market

SOCIAL ACTIVITY

Happiness Index

1 on 1

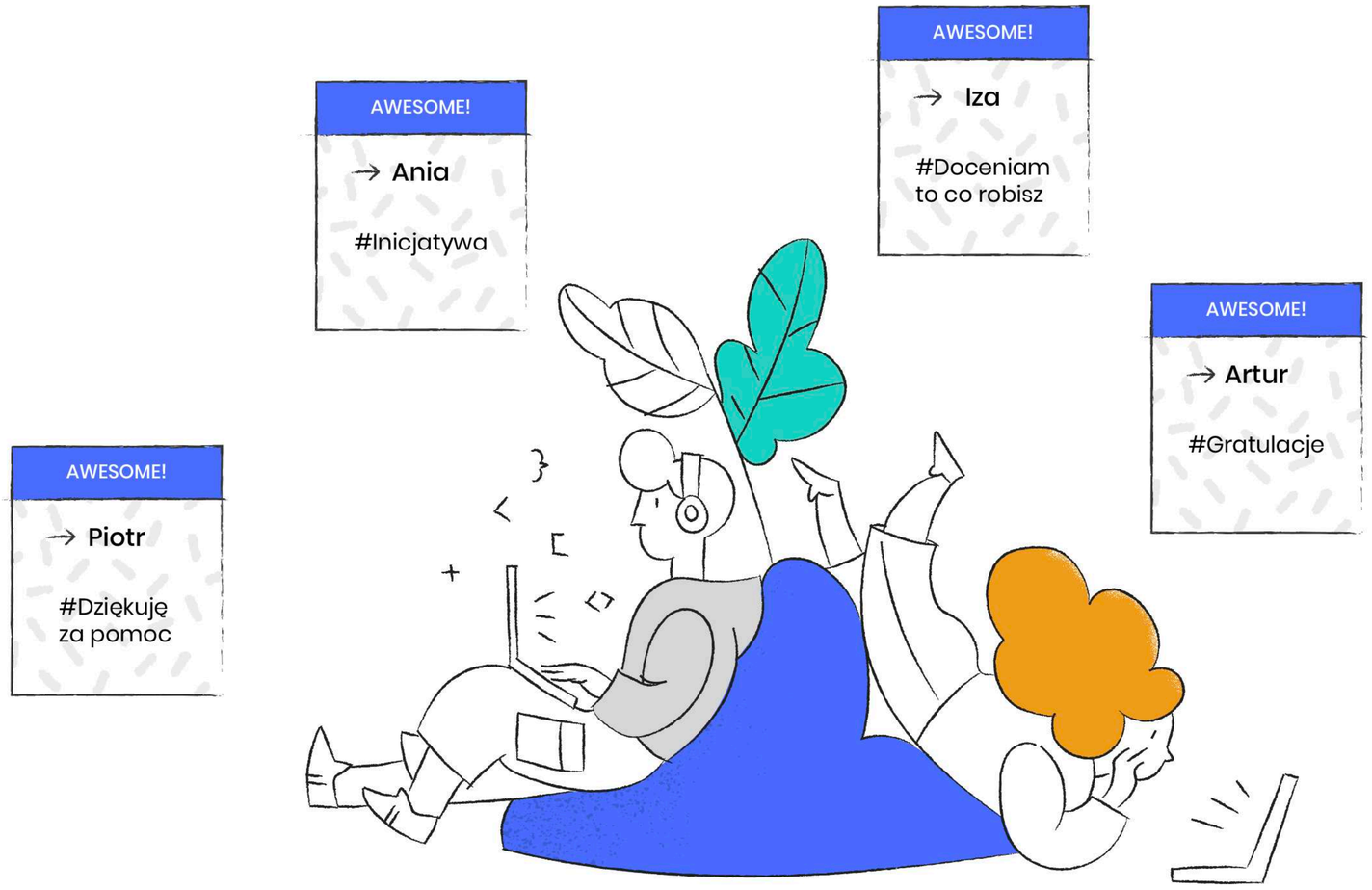
Merit Money



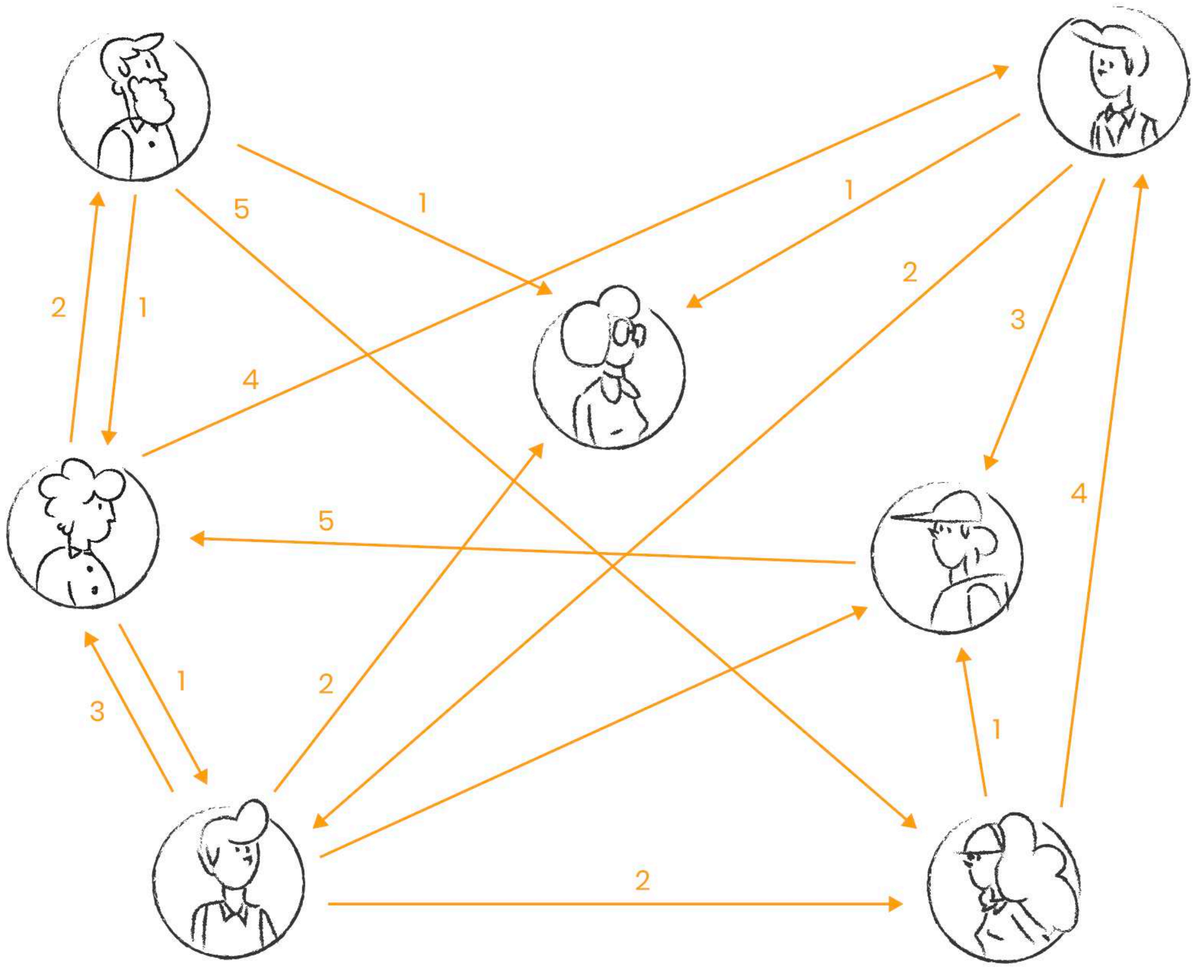
Feedback

Kudo

FEEDBACK


AWESOME!
→ Piotr
#Dziękuję za pomoc
AWESOME!
→ Ania
#Inicjatywa
AWESOME!
→ Iza
#Doceniam to co robisz
AWESOME!
→ Artur
#Gratulacje

KUDO



MERIT MONEY

Meeting of the leader with employees (leader's time for the employee, not vice versa)

To build **relationships and trust**

An opportunity to give **feedback** and practice **coaching**

Provides leader - employee **communication**

The meeting is to help the employee to achieve **his/her goals**

1 on 1

1 Building relations during 1 on 1 meetings

2 Give positive feedback (give praise for everything)

3 Talk about performance ("difficult" feedback)

4 Ask for more (coaching)

5 Delegate

Stages by Effective Manager

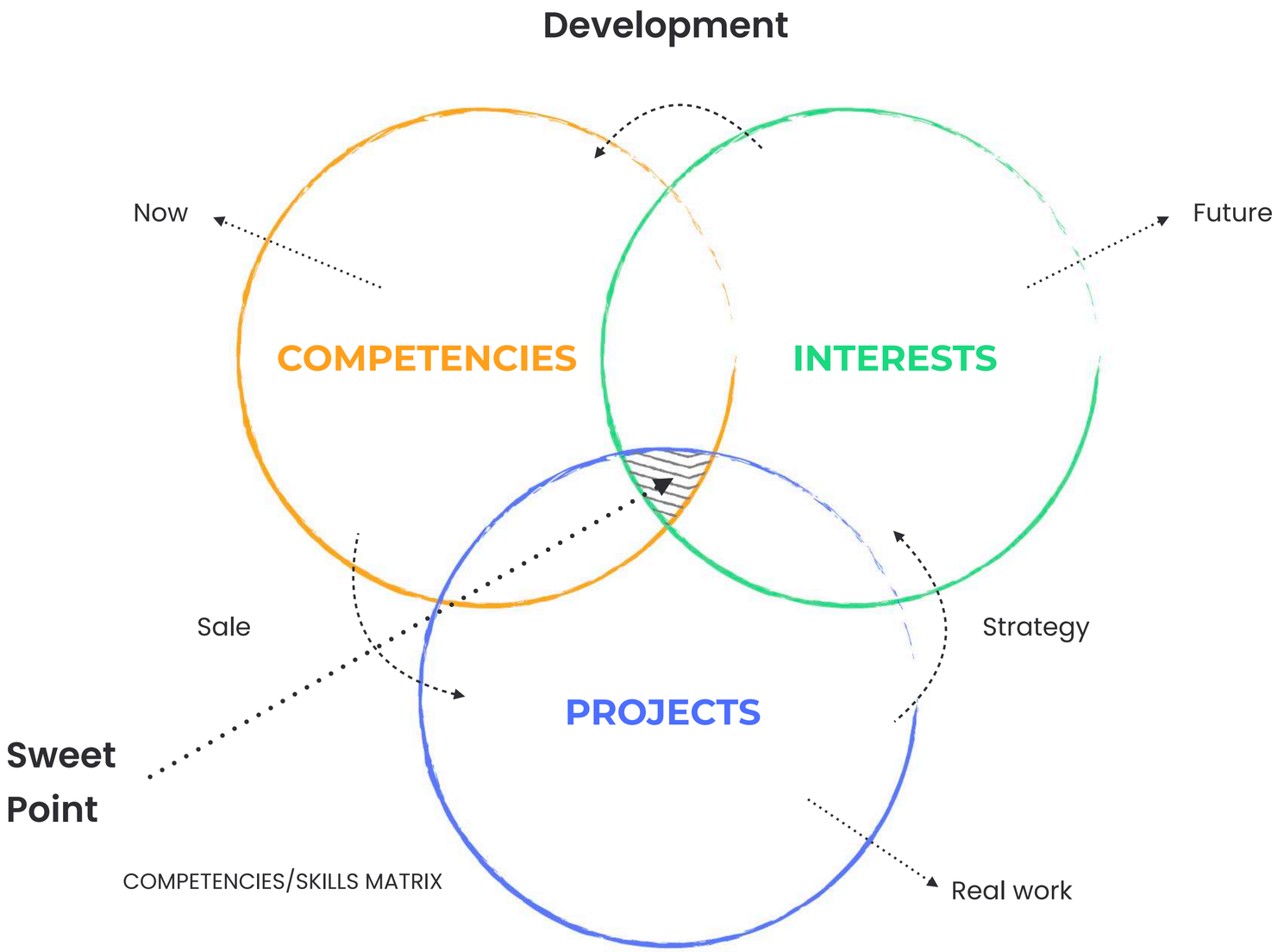
- Birthdays
- Cafeteria system
- Birth of a child
- LAN party

Integration

- Hackathon
- Grill
- Board games
- Table football
- Films

- Fruit monday
- Seniority celebration

COMPANY RITUALS



DEVELOPMENT

AGILE

SCRUM

KANBAN

LEAN

M 3.0

CRISP DNA

ORIGINAL IDEAS

...

INSPIRATIONS

...

PROMOTION BOARD

By Isolution

DELEGATION BOARD

By Isolution

KUDO

By M3.0

PROJECT FORUM

By Isolution

SKILLS MATRIX

By Crisp

MERIT MONEY

By M3.0

TEAMTOOLBOX

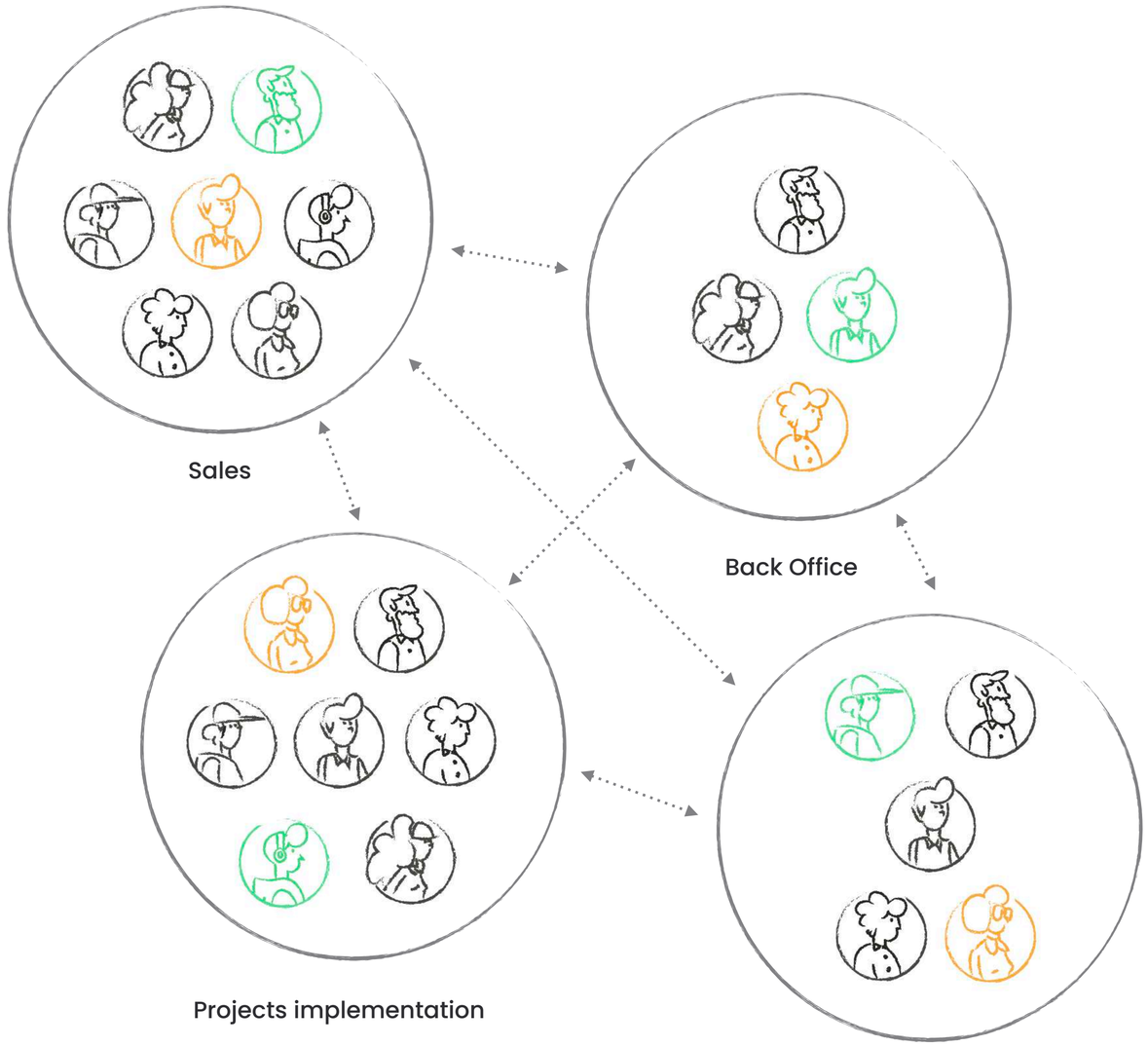
By Isolution

TOOLS

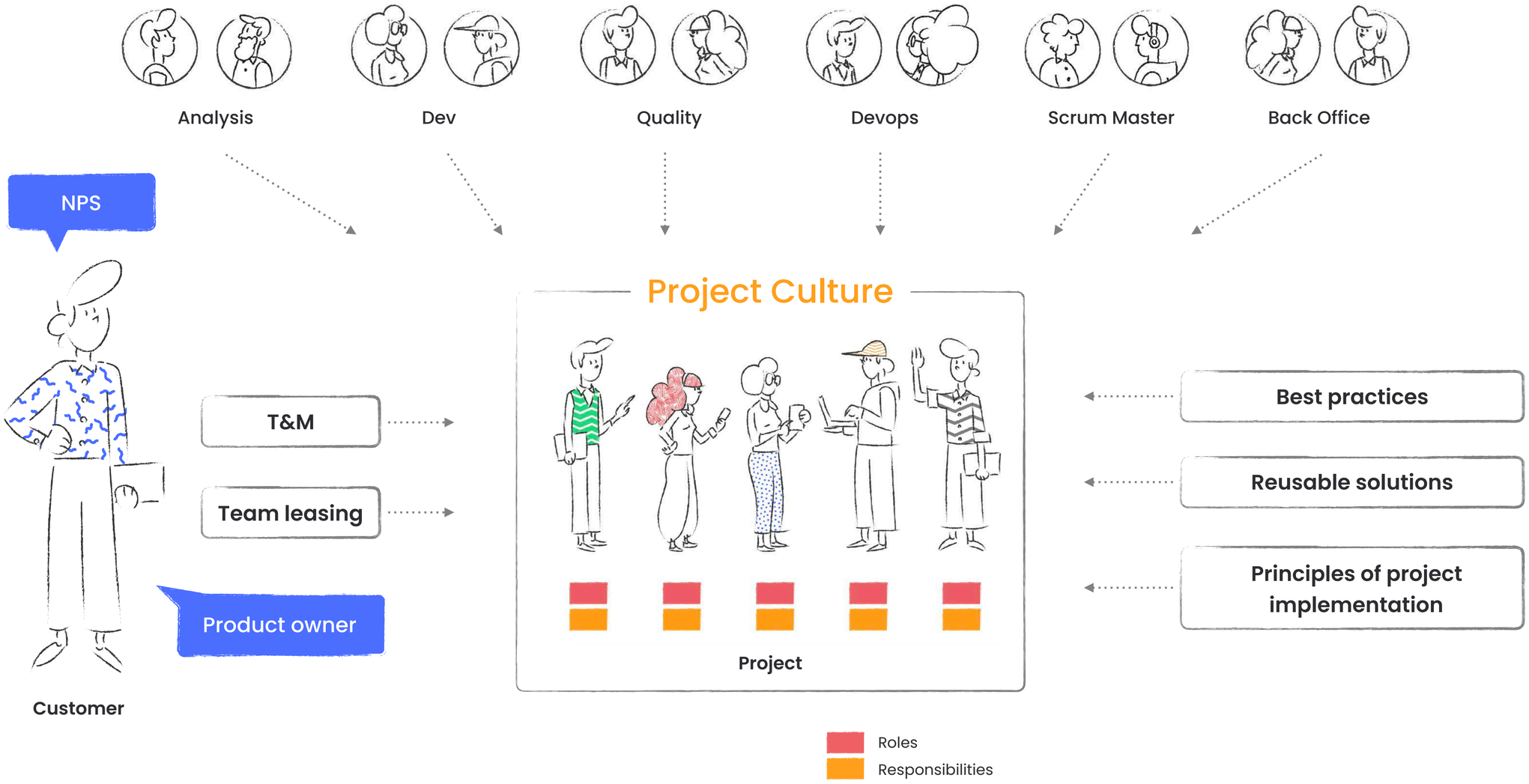
- Sales
- Marketing
- Bookkeeping
- Technical Teams

- People & Culture
- Back Office
- Projects implementation
- Lawyers

ISOLUTION'S STRUCTURE



ISOLUTION'S STRUCTURE


Analysis
Dev
Quality
Devops
Scrum Master
Back Office
NPS
Customer
T&M
Team leasing
Product owner
Project Culture
Project
Best practices
Reusable solutions
Principles of project implementation
Roles
Responsibilities

HOW WE WORK

PROJECT CULTURE

Project role	Responsibility	Best practices	
Developer		Task < 1 MD	1MD=8h
Quality		Code Review	GSuite
Analyst		Jira	Standup
Devops		DoD	DoR
PM		Kanban	Slack
Architect		Event Storming	Risk Register
		Delegation Board	RACI Matrix

1 We want to be sure that project/product is important to the client

2 We work in agile methodologies

- We settle on the basis of TS after each Sprint
- The customer may resign from the cooperation at any time

3 We want to be the cheapest in terms of cost, not price

4 Transparency

5 The team is critical

- The team has the right to make mistakes
- Team estimation is "sacred"
- We believe in the synergy effect
- We talk about problems when we notice them
- Capacity of a person = 32h per week

6 We work using clear rules

- The backlog of tasks for the sprint is fixed
- Each task is saved and evaluated.
- The task estimates are <= 1 MD
- A developer's working day (8h) is actually 5 hours of work
- We have Definition of Done (DoD)
- We have Definition of Ready (DoR)
- We fill TS every day
- We deliver working software every day
- DEMO is done by the customer
- Planning
- Priorities
- Sprint
- Error in estimation
- Waiting for work

PRINCIPLES OF PROJECT IMPLEMENTATION

People Centric Culture

People, project, profit in balance

We want to be the cheapest in terms of cost, not price

Recruit for attitude train for skill

We all sell or help to sell

Leader to leader

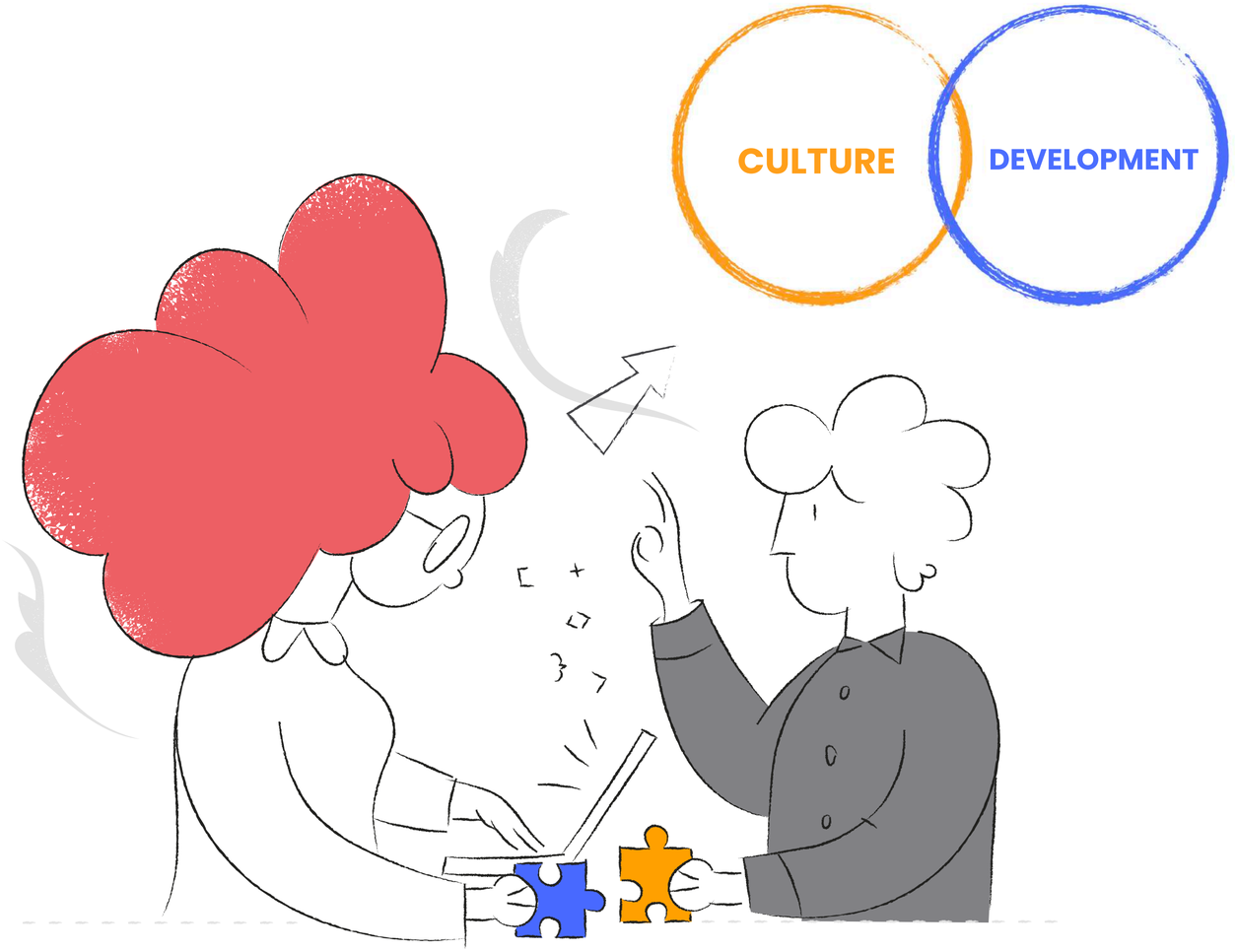
Clients want to work with us because of who we are

Trust, transparency and freedom instead of control

We make mistakes faster

„Zero” HR

MANIFESTO



SUMMARY

WHAT

Team over **personal ambitions**

Autonomy over **authoritarianism**

Development and courage over **the status quo**

A tailor made motivation over **a stick-or-carrot regime**

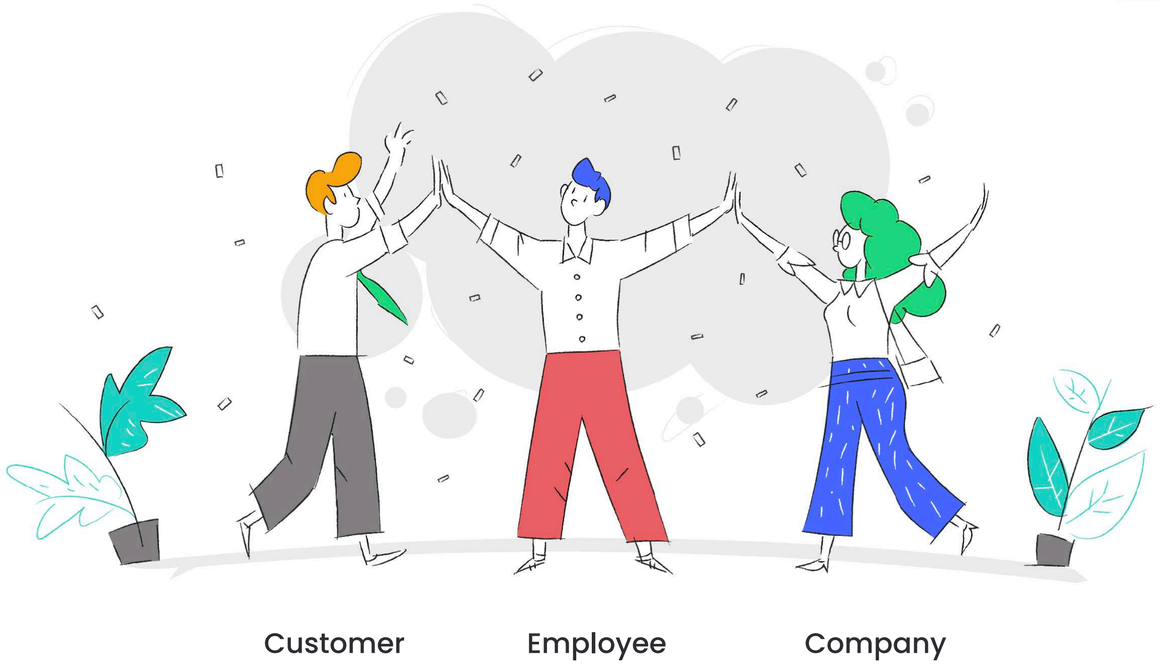
Work consistent with values above **profit at any price**

Trust and responsibility beyond **control**

Individualism above **the trite approach**

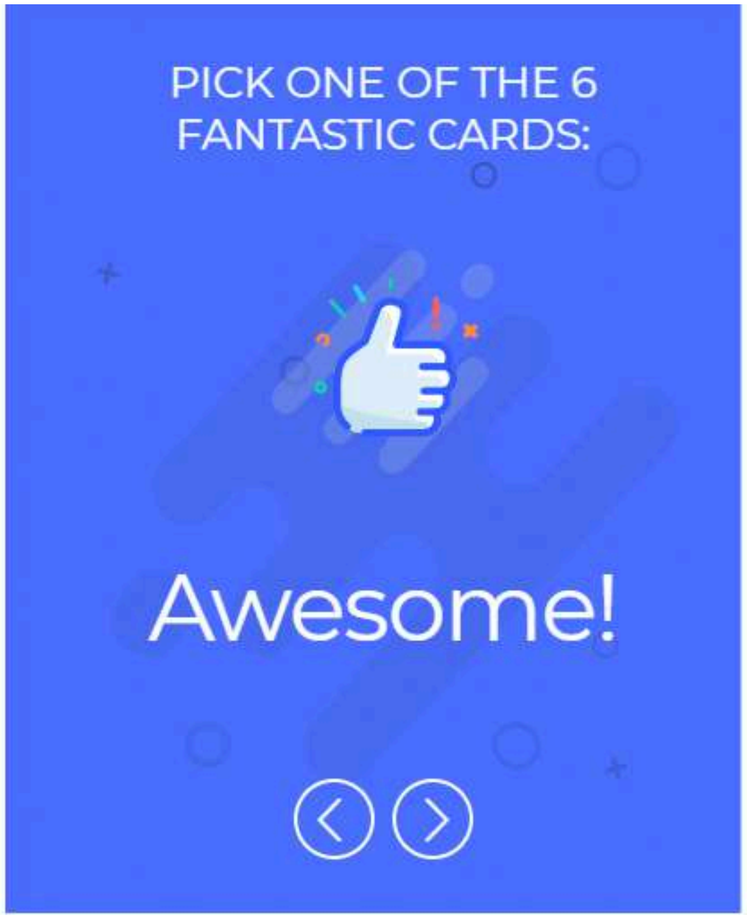
Listening above **speaking**

OUR DNA



OUR EXPERIENCES

- Rotation drop in 8 months practically to 0
- In 6 months, the team is 30% larger
- Increase in involvement
  - ✓ 40% of people employed on recommendation
  - ✓ 30% sales opportunities from recommendation


PICK ONE OF THE 6
FANTASTIC CARDS:
Awesome!

GIVE KUDO CARD
@
#
Select user by @ and write some text
Thank you
for your attention
#AgileKnowledgeSharing #Cooperation
Send as anonymous
PREVIEW
SEND CARD
CLEAR

PEOPLE • CLIENTS • COMPANY

THANK YOU FOR YOUR ATTENTION

#AgileKnowledgeSharing #Cooperation

isolution.pl

QUOTES

„Manage the system not people”

JURGEN APELLO

„Management is too important to leave it to the manager”

JURGEN APELLO

„Management is 5% instruction and 95% communication”

JURGEN APELLO

„Engage people, improve work, and delight clients”

JURGEN APELLO

„Happy employees ensure happy customers. And happy customers ensure happy shareholders – in that order”

SIMON SINEK

„Your employees come first. And if you treat your employees right, guess what? Your customers come back, and that makes your shareholders happy. Start with employees and the rest follows from that."

HERB KELLEHER

„People power. They are the real engine of every business. Good people aren’t just important to the business. They are the business”

RICHARD BRANSON

„Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients”

RICHARD BRANSON