



# Building a Great Team

No Gimmicks!



DrupalCamp Atlanta | November 10th, 2018

# Today's Agenda

- I. Team Misconceptions
- II. What Makes a Healthy Team
- III. How to Be a Great Teammate
- IV. Competitive Advantage
- V. Q&A



# Mark Shropshire

## “shrop”

Open Source Security Lead

 /in/markshropshire

 @shrop

Mark brings 20 years of experience leading technical teams to his role as Mediacurrent's Open Source Security Lead. He is a leader in tech community organizing, blogging, podcasting, and public speaking within the Drupal community. Mark is passionate about architecting systems to solve enterprise workflow problems and improve efficiencies using open source software.

Over his 20+ year career leading technical teams, Mark gained experience in IT roles at a large urban research university and nationally recognized, award winning graphic communications company. Through these experiences, Mark has learned to lead others with an eye on the big picture, while getting into the details as a software developer, systems architect and system administrator. One of his proudest accomplishments has been his role in building a stronger technical community in the Charlotte region. For the past two years, Mark has served as the community co-organizer for the Charlotte Drupal Drive-In event. He is also the co-founder of the Charlotte Drupal User Group (CharDug)



# About Mediacurrent

# Who We Are

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Mediacurrent is a **full-service digital agency** that implements world class **open source software development, strategy and design** to achieve defined goals for **enterprise organizations seeking a better return on investment.**

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# An Amazing Team!

The Hiromi Trio Project feat. Anthony Jackson and Simon Phillips





A group of approximately ten skydivers are captured in mid-air, arranged in a loose circular formation. They are all wearing dark jumpsuits and helmets. The background shows a vast, hazy landscape with a town or village visible in the lower-left quadrant. The overall image has a dark, muted color palette, giving it a professional and somewhat somber feel.

# Team Misconceptions

“There’s no ‘I’ in team”

FACT: The spelling of “TEAM” does not include the letter “I”. However, teams *are* made up of individuals who have value and bring their individual talents and experience.



## MISCONCEPTION

# “I can do it all myself”

“Alone we can do so little;  
together we can do so much.”

*Helen Keller*

“You can do anything,  
but not everything.”

*David Allen*



**Ian Johnson** 12:01 PM



**@here** Launch announcements: Two more Drupal sites are now ready for launch internally at PwC, leveraging the Site Factory distribution MC has developed for them!

The complex One Firm Risk Organization (OFRO) project was discovered, designed, and delivered in nine short weeks. This intranet was a joint effort with over 28 internal stakeholders and will be used by all 71,000 employees in the Americas.

Mediacurrent's partnership with PwC has strengthened, and Drupal use inside PwC continues to expand. This is due to relentless efforts of the incredible Mediacurrent folks on both the OFRO and Site Factory projects. I am grateful for all the collaborative efforts that went into these projects from all involved:

[@amessenger](#) [@anth](#) [@chris](#) [@cheryl](#) [@cruno](#) [@erichuffman](#) [@danielle](#) [@davin](#) [@jaime.ujj](#)  
[@joestewart](#) [@jamesrutherford](#) [@joshua.boltz](#) [@michellecox](#) [@robmcbride](#) [@samseide](#)  
[@shrop](#) [@Tim Bell](#)



## MISCONCEPTION

# “I don’t need to ask for help”

“The only mistake you can make  
is *not asking* for help.”

*Sandeep Jauhar*



**Ian Sholtys** 🐶 10:53 AM

Is there a standard way to do software updates which require you to sign in on the app store?



**Kelly Dassing** 🌊 10:54 AM

[@iansholtys](#) there should be login creds in passpack



**Ian Sholtys** 🐶 10:54 AM

There it is!

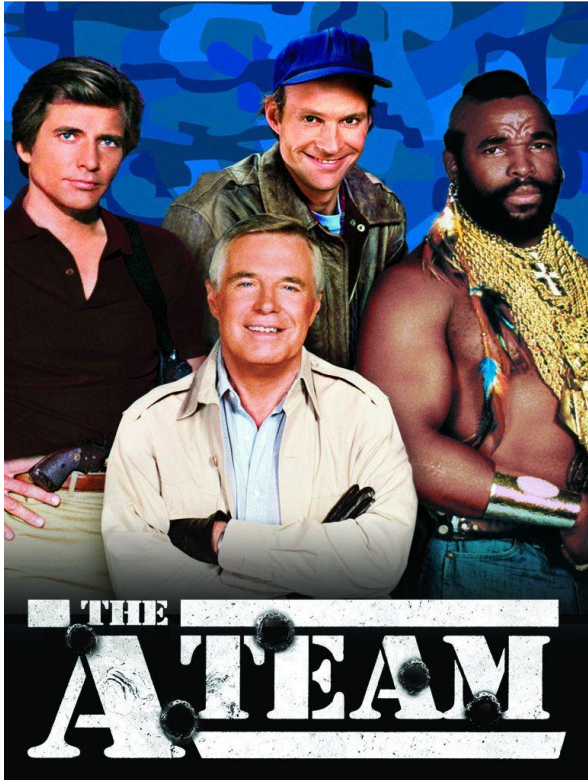
“Make the most of introverts’ strengths – these are the people who can help you think deeply, strategize, solve complex problems, and spot canaries in your coal mine”

*– Susan Cain from her Ted Talk, “The Power of Introverts”*

A group of approximately 12 skydivers are arranged in a circular formation, floating in the air. They are seen from above, with their arms and legs outstretched. Below them, a city with a grid-like street pattern and some green spaces is visible. The entire image has a dark, blue-grey tint.

# What Makes a Healthy Team?

They make it look easy and have a cool van



# What Makes a Healthy Team?



Leadership



Mentorship



Service

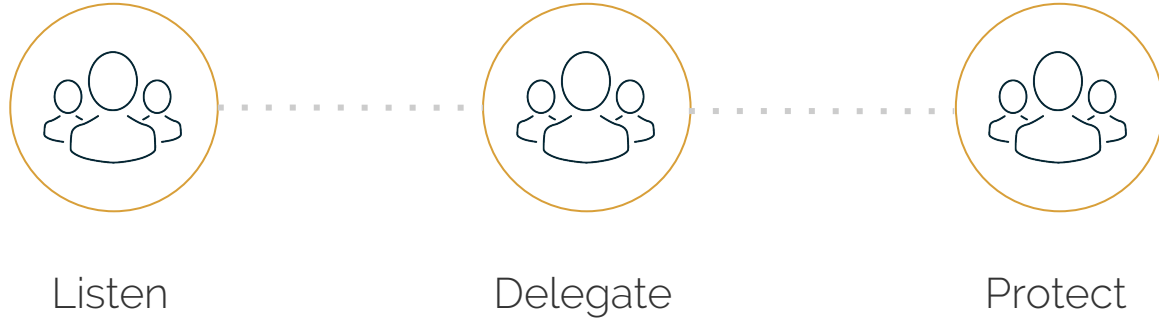
# Team Members Lead

- All on the team can lead
- Step up to leadership opportunities
- Put others first and care about the team
- Good leaders give others a chance to lead





# Leaders Must Promote Team Trust



# Team Members Mentor

- All on the team can mentor
- Step up to mentorship opportunities
- Share knowledge and experiences
- Care about the growth of others



# Team Members Serve

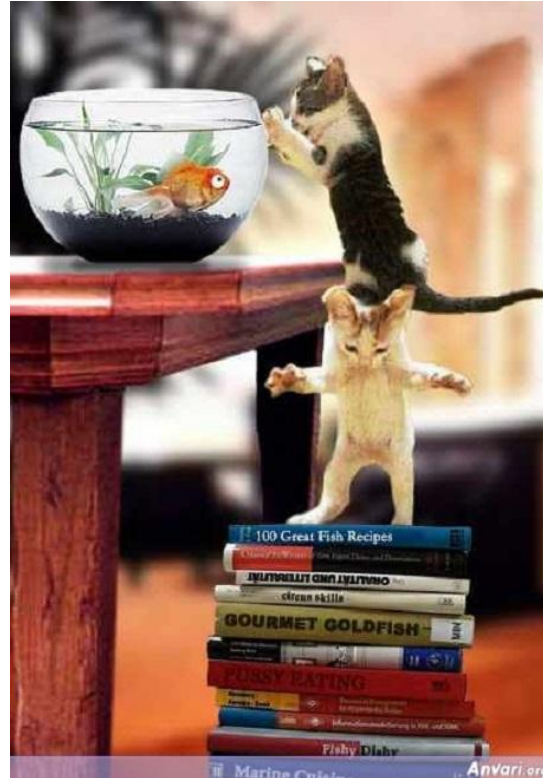
- All on the team serve each other
- The team serves clients
- Help others even when they are busy
- Never say “That’s not my job”



A group of approximately 12 skydivers are in freefall, arranged in a circular formation. They are holding hands, creating a ring. The background is a dark, aerial view of a landscape with fields and some buildings. The overall tone is dark and dramatic.

# How to Be a Great Teammate

# Everyone brings their individual skills!





**Steve Kinney**

@stevekinney

Follow



Senior developers: unblocking and being a force multiplier to the junior developers on your team is literally the most important thing you can and should be doing with your time.

If you're crushing code, while members of your team are stuck, you're actively hurting the team.

10:14 AM - 1 Feb 2018

1,808 Retweets 4,169 Likes



68



1.8K



4.2K



<https://twitter.com/stevekinney/status/959127713356374016?s=17>

# How to Be a Great Teammate

Be more **empathetic** and don't assume intent



**Communicate** effectively and appropriately

**Listen** and **value** the input and opinions of others



Give **authentic** praise

Understand it's **okay** to be wrong and to **ask** for help



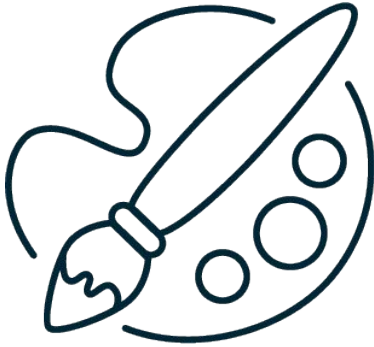
**Encourage** and **respect** each other

Hold each other **accountable** and learn from mistakes



Be **appreciative** and embrace each other's strengths and weaknesses





Be creative and experiment



# Our Competitive Advantage



#### OUR MISSION

— IS TO BRING TOGETHER —  
**TALENTED  
TEAM MEMBERS**  
THAT PROVIDE OPEN SOURCE  
SOLUTIONS FOR THE WEB

#### WE BELIEVE IN

TAKING CARE OF OUR TEAM FIRST  
CREATING A POSITIVE COLLABORATIVE  
& SUPPORTIVE ENVIRONMENT  
OPEN SOURCE SOFTWARE PRINCIPLES  
THAT PROMOTE SHARING AND GIVING BACK

#### WE WILL DO THIS BY

① REALIZING THAT  
— **CULTURE** —  
IS OUR ONLY SUSTAINABLE  
COMPETITIVE ADVANTAGE

② CREATING NEW  
— **LEARNING** —  
OPPORTUNITIES &  
PROFESSIONAL  
[ **FOR OUR TEAM** ]

③ SETTING EXCEPTIONALLY  
— **HIGH STANDARDS** —  
AND MAKING SURE  
OUR CUSTOMERS  
ARE WILDLY SUCCESSFUL

# C.A.R.E.

Compassion | Action | Respect | Empathy



# People: Our Competitive Advantage



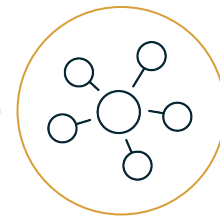
Talented Team



Growth  
opportunities



Authenticity and  
transparency



Client team  
integration

# Q&A



Thank you!



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