



The content described herein is intended to outline our general product direction for informational purposes only. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

The development, release, and timing of any features or functionality described herein remain at the sole discretion of Atlassian and is subject to change.



Simplify the complex art of communicating between teams



RACHEL LIN | PRODUCT MANAGER | ATlassian

Communicating well is hard.

How do you bring others **up to speed**?

Who are the **relevant** people you need to communicate with?

What should you include that is **meaningful** to them?

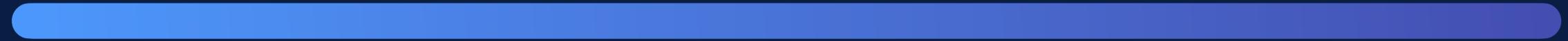


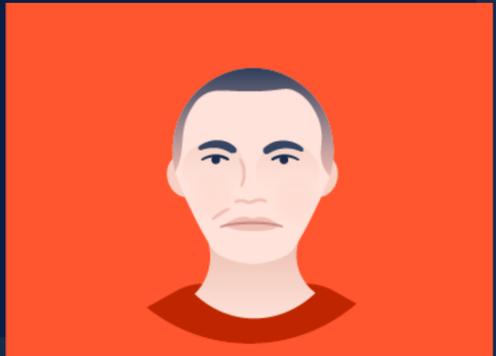
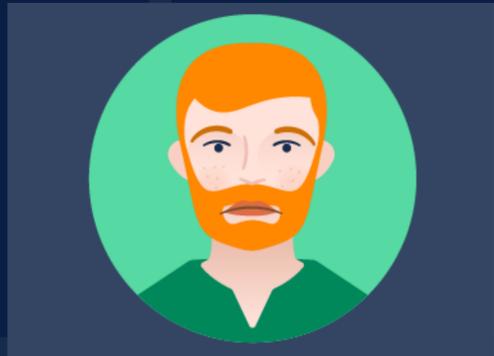
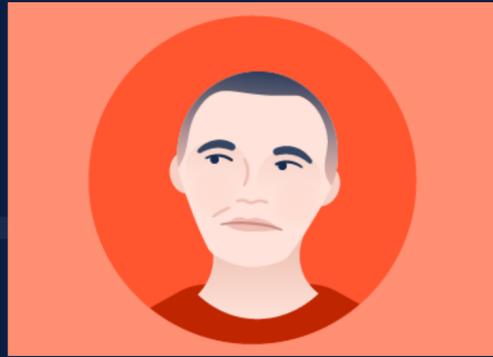
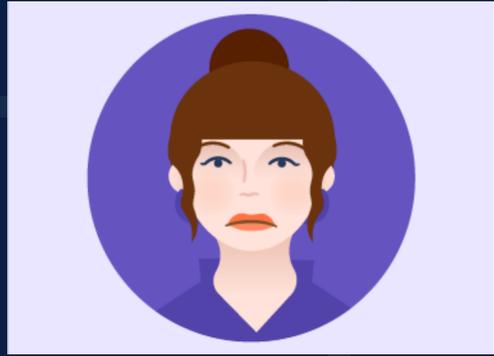
YOUR TEAM



TEAM-TO-TEAM

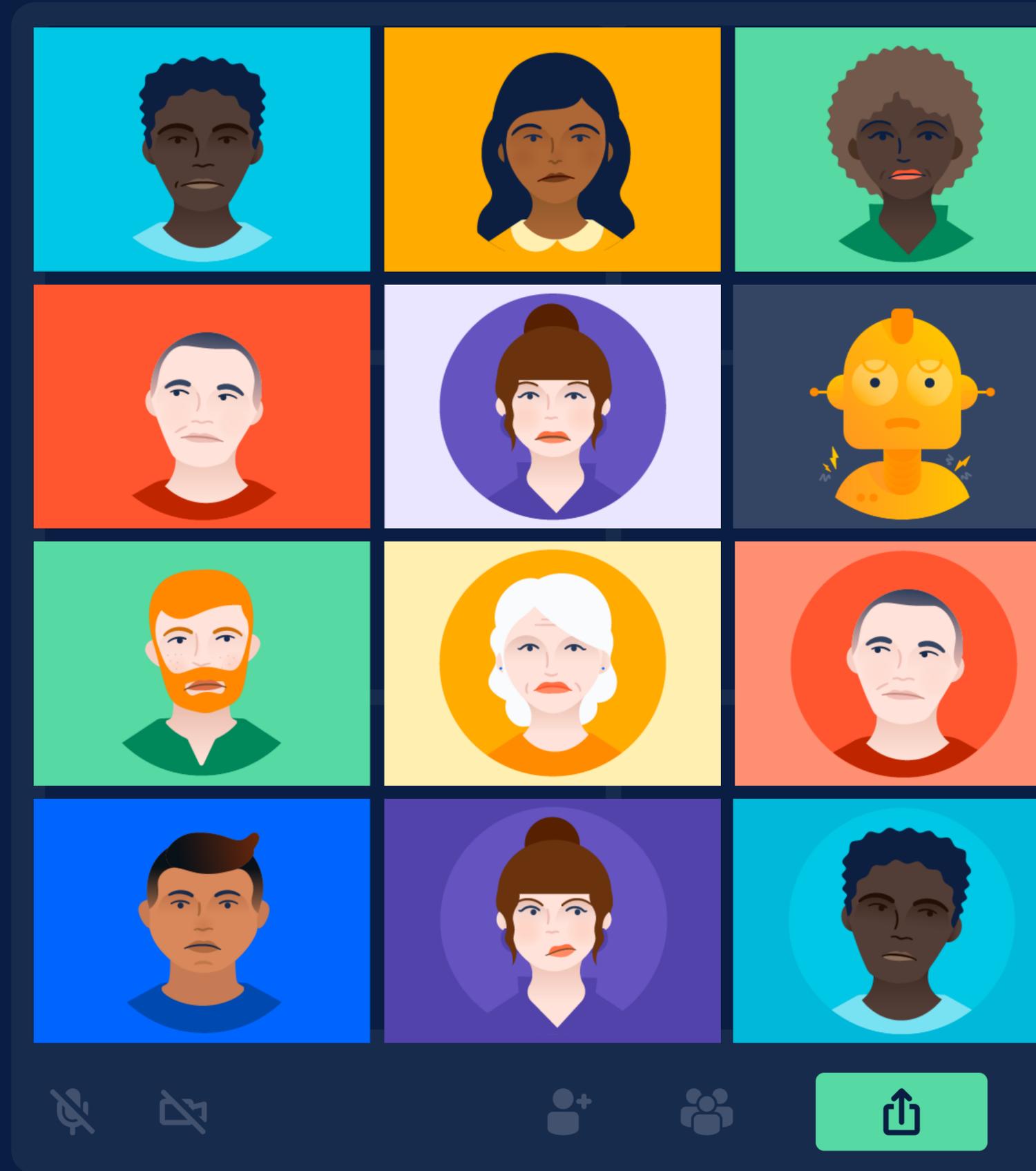






“

Why wasn't
this an email?









WHY IS TEAM-TO-TEAM COMMUNICATION **SO HARD?**

65%

Teams working
remotely or in hybrid
environments

254

Average number of
apps a company is
using

75%

Employees who
believe remote work
should become the
norm

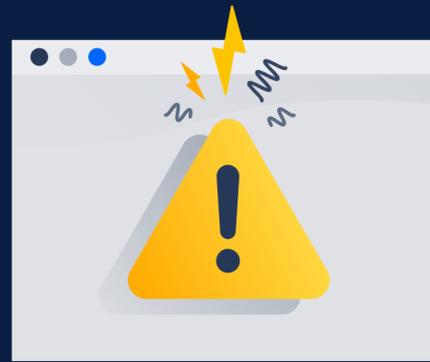
Okay, so what?

“

I love status reporting 

– SAID NO ONE, EVER.

THE COST OF POOR TEAM-TO-TEAM COMMUNICATION



Duplicated work

Employees waste **6 hours** per week on duplicated efforts.



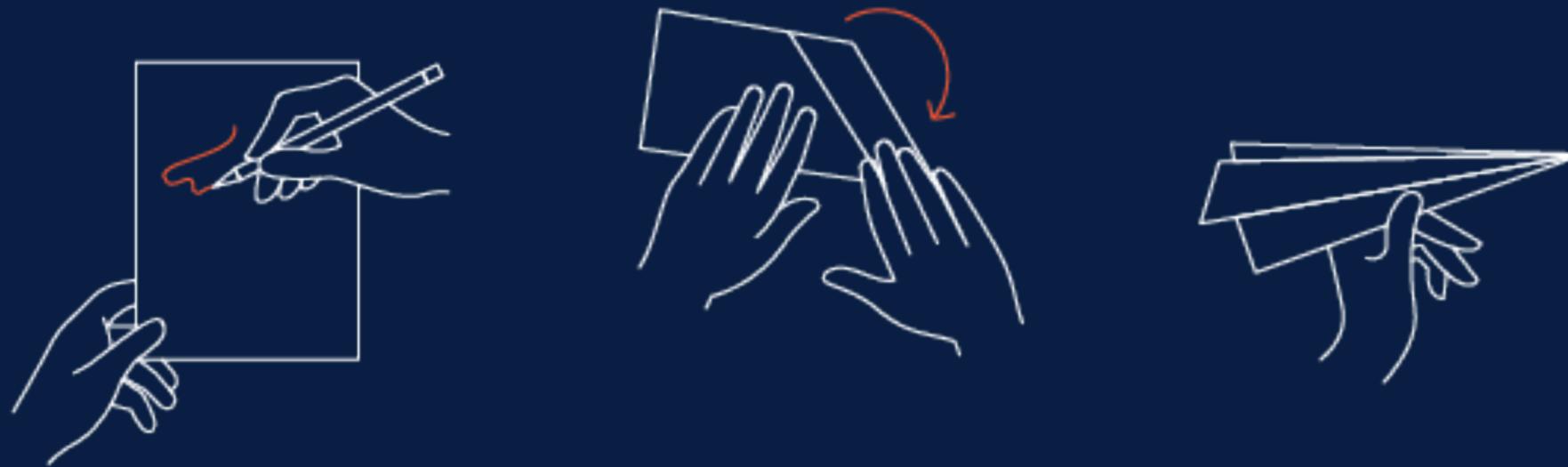
Wrong requirements

The wrong requirements can cost US businesses **\$30 billion** per year.



Misaligned investment

71% of teams are not aligned with the company vision.



THE LOOP

A system of communication for modern work

THE LOOP

BELIEF 1.0

BELIEF 2.0

BELIEF 3.0

BELIEF 4.0

Open up your
work in
progress

THE LOOP

BELIEF 1.0

Open up your
work in
progress

BELIEF 2.0

Common
vocabulary
over common
tooling

BELIEF 3.0

BELIEF 4.0

THE LOOP

BELIEF 1.0

Open up your
work in
progress

BELIEF 2.0

Common
vocabulary
over common
tooling

BELIEF 3.0

Curate, don't
automate

BELIEF 4.0

THE LOOP

BELIEF 1.0

Open up your
work in
progress

BELIEF 2.0

Common
vocabulary
over common
tooling

BELIEF 3.0

Curate, don't
automate

BELIEF 4.0

Show that
you're paying
attention

THE LOOP

BELIEF 1.0

Open up your
work in
progress

BELIEF 2.0

Common
vocabulary
over common
tooling

BELIEF 3.0

Curate, don't
automate

BELIEF 4.0

Show that
you're paying
attention

ATLAS – CONNECT THE DOTS BETWEEN WORK, PEOPLE, AND KNOWLEDGE

Atlas Home Projects Goals Teams Topics Create Search

Project Updates Goal Updates Questions Your work

Last week

You're following 14 active projects, here's the breakdown

On track 7 -2 from week before	At risk 3 +1 from week before	Off track 1 Same as week before	No update 2 Same as week before	Completed 🎉 1 +1 from week before
--------------------------------------	-------------------------------------	---------------------------------------	---------------------------------------	---

Project Nibok new sneaker launch

Amar Sundaram Friday **ON TRACK**

We've kicked off the work the launch the exciting and all new Sneaker Curator app. Together we will revolutionise the way that sneakerheads build, track and share their sneaker collections. Right now we are just getting our ducks in a row, but we are going to be getting the ball rolling very soon!

Date changed **AT RISK** → **ON TRACK**

Status changed **September** → **October**

Share • Unfollow • 5 👍 3 🍷 2 🎉

Add comment...

Your projects (2)

- New Onboarding
- iOS App Launch

New projects (5)

- HR Candidate Tracking
- Financial Month End
- Launch Controller
- Travel & Relocation Support
- Star Identification

Completed projects (4)

- Infrared Camera
- Employee Onboarding
- Travel Service Desk
- Satellite Mesh Firmware

The logo for 'SpeakEasy' features a white circle on the left containing a green letter 'S'. To the right of the circle, the word 'SpeakEasy' is written in a green, sans-serif font. The 'S' in the word 'Speak' is partially obscured by the white circle.

SpeakEasy

An iOS language-learning app

Butterfly Project Status Update as of February 17, 2023

Inbox ×



Lucas <lpun@am.speakeasy.com> [Unsubscribe](#)

to me ▾

October 24, 11:30 PM (10 hours ago)



Hi everyone,

The dev team has completed the Butterfly project's basic features, such as UR, login, PC, and CS. This sprint we completed 12 stories, 5 are in review and 2 were not picked up. We operated below sprint capacity (Vicky away in the Maldives and Elian out sick for a few days). The team is currently focusing on resolving technical issues and making progress on the AI-powered chatbot and SR features. We have completed the basic framework for both the chatbot and SR features, and now working on integrating them into the Butterfly project. Technical issues we are working to resolve are around accuracy issues with SR and creating natural conversation flow for the chatbot. We are determining which language framework to use to improve this and we will kick off a DACI next week. We will begin testing module 1 and 2 as part of our M3 then as well.

Challenges we've faced around the development of the AI chatbot and SR features are:

- Accuracy issues with the speech recognition feature: The SR relies on accurate speech-to-text conversion in order to provide users with real-time feedback on their pronunciation. The team has encountered challenges in ensuring that the SR feature accurately recognises and transcribes speech in different languages and accents.
- Creating a natural conversation flow for the chatbot: The chatbot feature is designed to provide users with a conversational language learning experience. However, creating a natural conversation flow has been challenging, particularly when it comes to anticipating and responding to a wide range of user inputs.
- Integrating the features into Butterfly: The AI-powered Chatbot and SR features must be seamlessly integrated into the LLMAL's existing framework and user interface, which has required extensive collaboration between the dev team and other teams working on the project.

We have completed approximately 73% of the development work. We need to do more investigation into some of the technical issues and potentially add an experience to the CSM module that was not in original scope. We should be able to bring this back on track after talking to the Drop Bears.

We will continue to provide updates on the project's progress and look forward to launching the LLMAL in the near future.

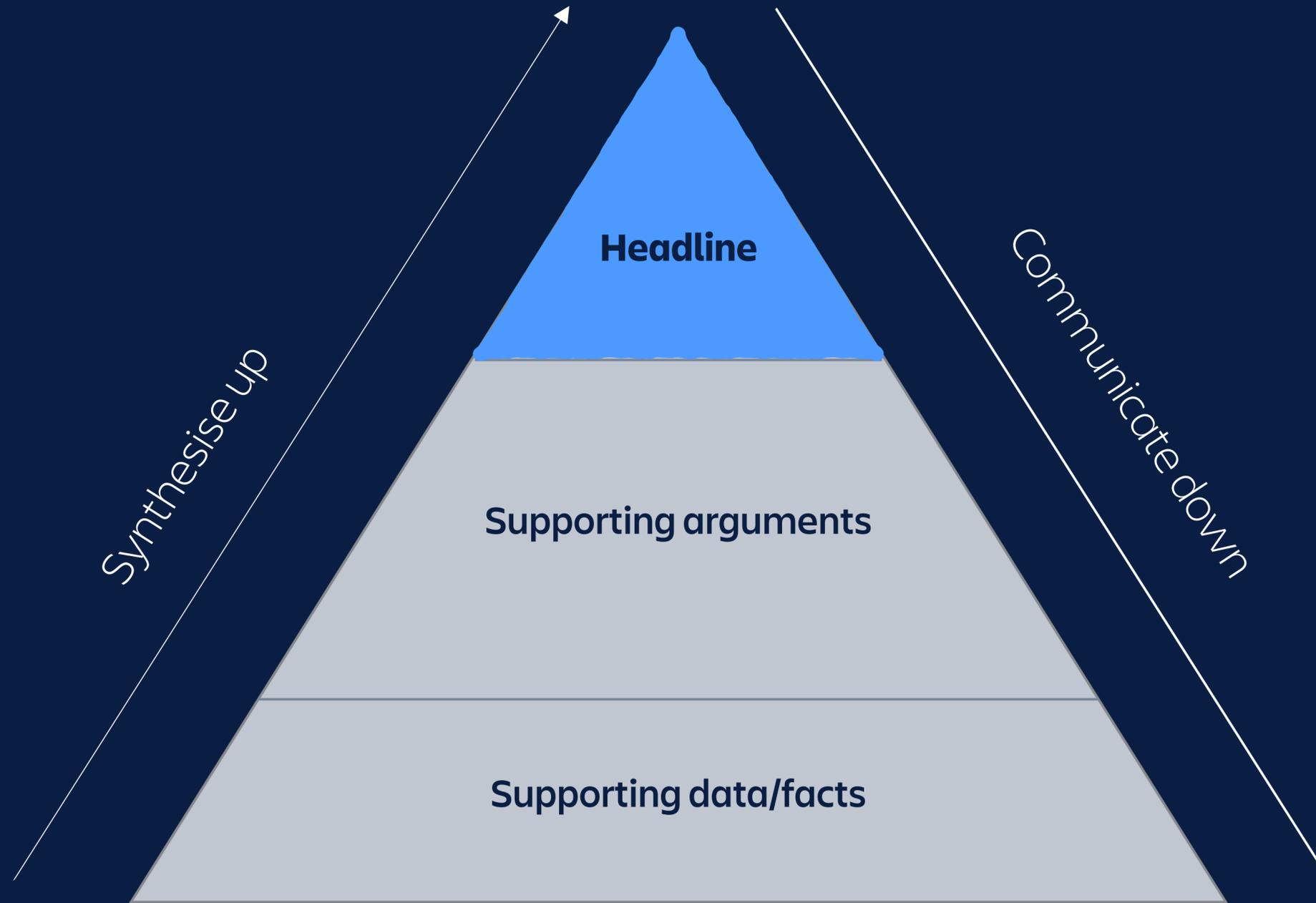
1. Keep it short

60%

of employee time is wasted on work about work.

The Minto Pyramid Principle

Barbara Minto (1985)



Butterfly Project Status Update as of February 17, 2023

Inbox x



Lucas <lpun@am.speakeasy.com> [Unsubscribe](#)
to me ▾

October 24, 11:30 PM (10 hours ago)



Hi everyone,

The dev team has completed the Butterfly project's basic features, such as UR, login, PC, and CS. This sprint we completed 12 stories, 5 are in review and 2 were not picked up. We operated below sprint capacity (Vicky away in the Maldives and Elian out sick for a few days). The team is currently focusing on resolving technical issues and making progress on the AI-powered chatbot and SR features. We have completed the basic framework for both the chatbot and SR features, and now working on integrating them into the Butterfly project. Technical issues we are working to resolve are around accuracy issues with SR and creating natural conversation flow for the chatbot. We are determining which language framework to use to improve this and we will kick off a DACI next week. We will begin testing module 1 and 2 as part of our M3 then as well.

Challenges we've faced around the development of the AI chatbot and SR features are:

- Accuracy issues with the speech recognition feature: The SR relies on accurate speech-to-text conversion in order to provide users with real-time feedback on their pronunciation. The team has encountered challenges in ensuring that the SR feature accurately recognises and transcribes speech in different languages and accents.
- Creating a natural conversation flow for the chatbot: The chatbot feature is designed to provide users with a conversational language learning experience. However, creating a natural conversation flow has been challenging, particularly when it comes to anticipating and responding to a wide range of user inputs.
- Integrating the features into Butterfly: The AI-powered Chatbot and SR features must be seamlessly integrated into the LLMAL's existing framework and user interface, which has required extensive collaboration between the dev team and other teams working on the project.

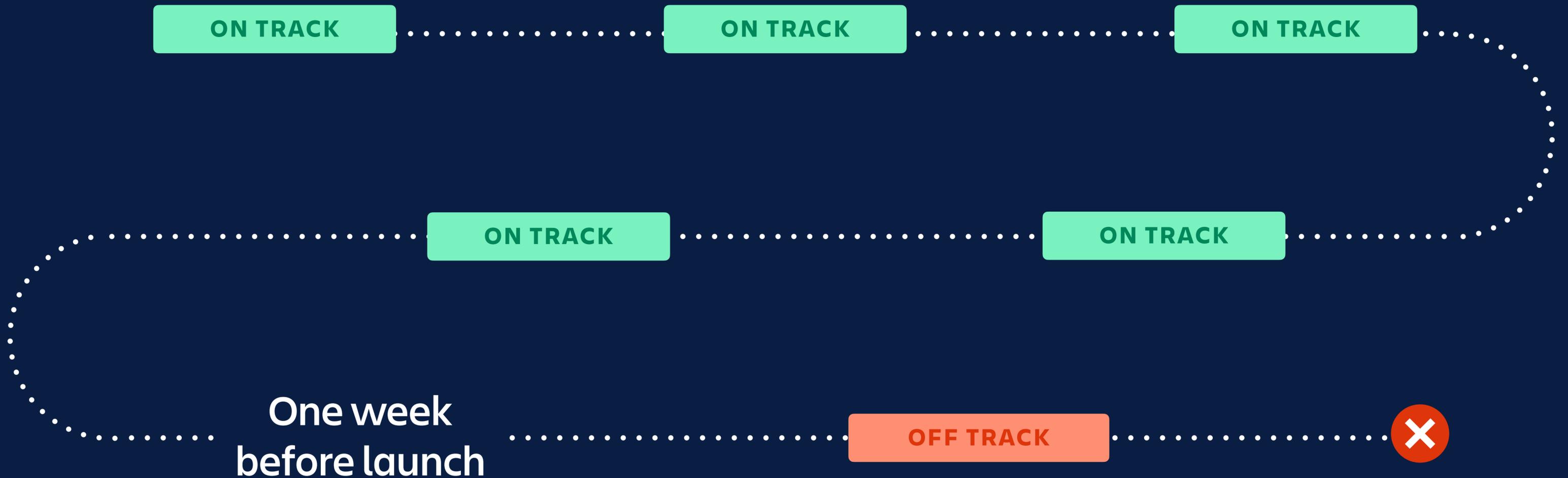
We have completed approximately 73% of the development work. We need to do more investigation into some of the technical issues and potentially add an experience to the CSM module that was not in original scope. We should be able to bring this back on track after talking to the Drop Bears.

We will continue to provide updates on the project's progress and look forward to launching the LLMAL in the near future.

**2. Call out changes early
and often**



TIMELINE OF A CLASSIC WATERMELON PROJECT





Project update
Butterfly Project



Lucas Pun 4 days ago

● At risk for 📅 May

The development is now 73% complete. This is subject to change due to increasing unexpected scope - we will mark it At Risk for now but hope to resolve after speaking with the Drop Bears.

The dev team has completed Butterfly project's basic features, such as UR, login, PC and CS. We're focused on resolving technical issues on our AI chatbot and SR features, around accuracy and creating natural conversation flow. We have completed the basic framework for the chatbot and SR and we're working on integrating them into the app. We will kick off a DACI next week to decide on the language framework to improve this and test module 1 and 2 as part of M3.

Status changed ● On track → ● At risk

Share • Unfollow • 🤗 3 • ❤️ 3 • 🔥 1 • 🙌 6 • 😊



Add a comment

**3. Focus on outcomes,
not output**



“Can we link all the epics to
automate all the status
updates?”

Marie, Project Manager

..Ten minutes later



“...Actually, what the leadership team really cares about is **the color**. What does 75% done really mean?”

Marie, Project Manager



Project update
Butterfly Project



Lucas Pun 4 days ago

● At risk for  May

~~The development is now 73% complete.~~ This is subject to change due to increasing unexpected scope - we will mark it At Risk for now but hope to resolve after speaking with the Drop Bears.

The dev team has completed Butterfly project's basic features, such as UR, login, PC and CS. We're focused on resolving technical issues on our AI chatbot and SR features, around accuracy and creating natural conversation flow. We have completed the basic framework for the chatbot and SR and we're working on integrating them into the app. We will kick off a DACI next week to decide on the language framework to improve this and test module 1 and 2 as part of M3.

Status changed

● On track



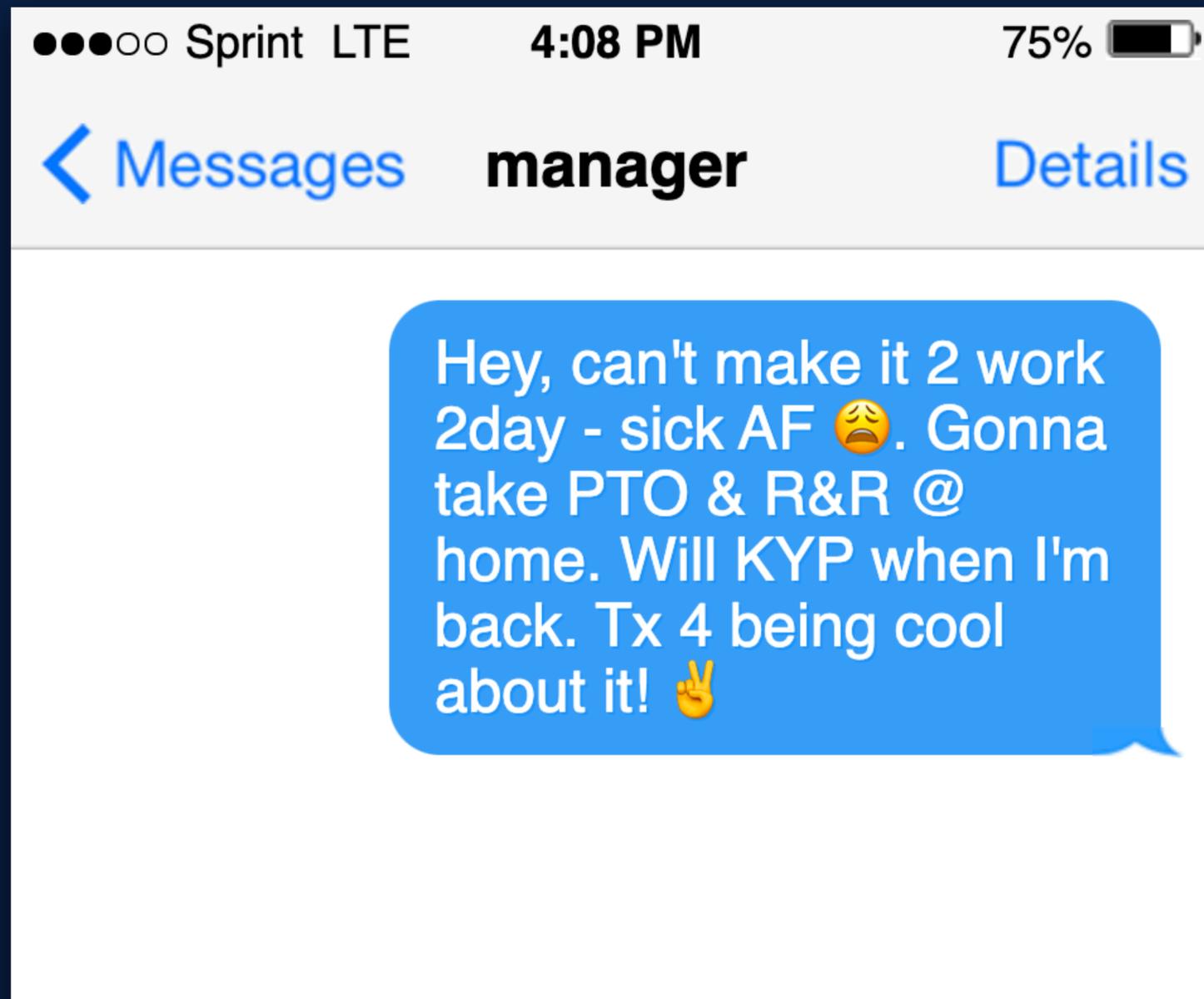
● At risk

Share • Unfollow •



Add a comment

4. Drop the jargon



- Does this make sense to someone seeing it for the first time?
- Is there terminology that needs to be defined up front?
- So what?



Project update

Development of the SpeakEasy iOS mobile product launch



Lucas Pun 4 days ago

● At risk for 📅 May

Marking **At Risk** due to technical issues and increasing scope → hope to resolve after speaking with **testing & QA team**.

Our team has completed **SpeakEasy (SE)** iOS app's basic features, such as **user registration**, login, **profile creation** and **course selection**. We're focused on resolving technical issues on our AI chatbot and **speech recognition features (SR)**, around accuracy and creating natural conversation flow. We have set the foundations for the chatbot and SR and we're working on integrating them into the app. We will kick off a **decision page** next week to decide on the language framework to improve this and test the **registration and profile creation flows** as part of **submitting to the app store**.

Status changed

● On track



● At risk

Share • Unfollow •



Add a comment

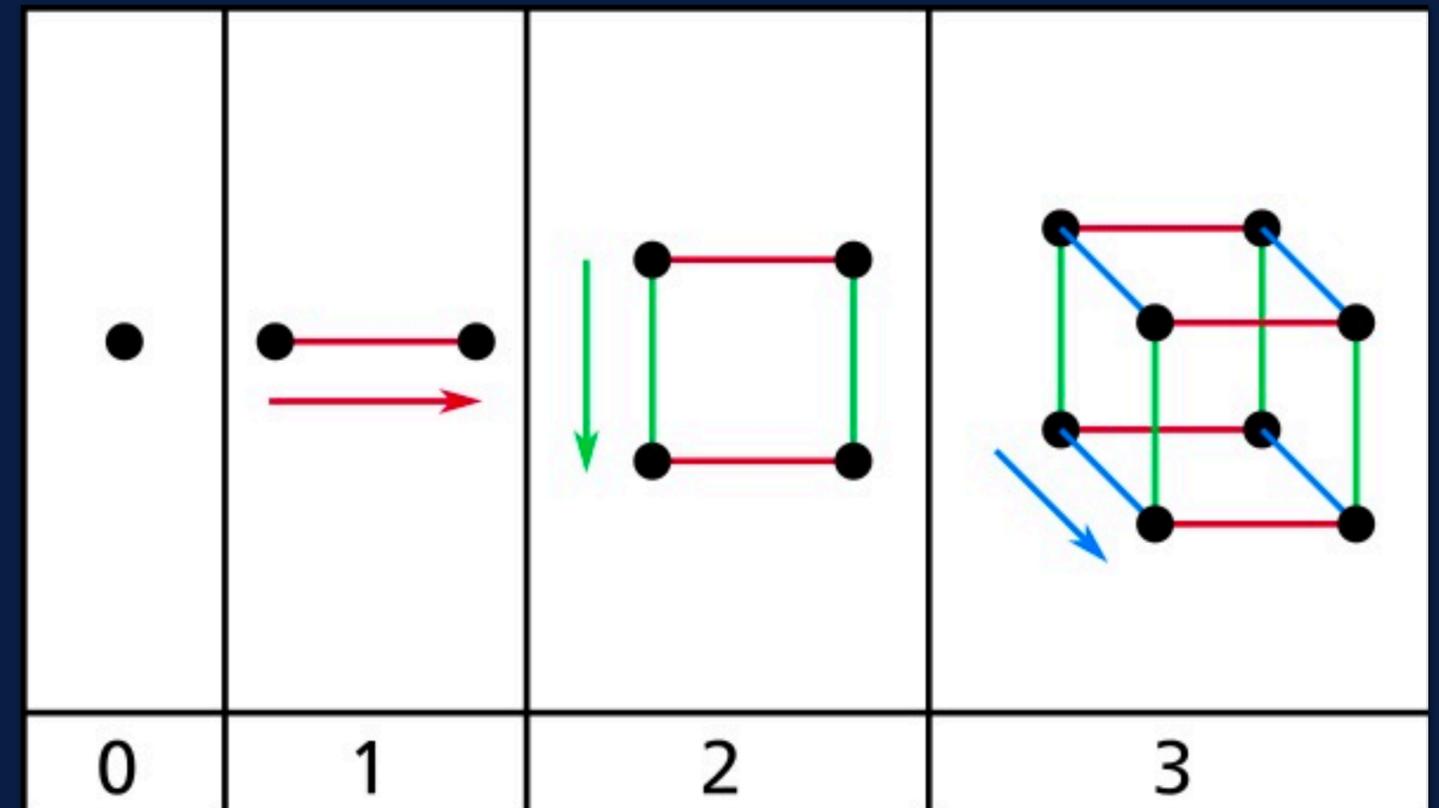
5. Use visuals

UNDERSTANDING DIMENSIONS (TEXT VS. VISUAL)

1st Dimension: The first dimension is the simplest of all dimensions, and it represents a line or a one-dimensional object. It has only length, and it can be measured in one direction. In mathematics, the first dimension is often represented by the x-axis on a graph.

2nd Dimension: The second dimension is a plane or a two-dimensional object. It has length and width, and it can be measured in two directions. In mathematics, the second dimension is often represented by the x-axis and y-axis on a graph.

3rd Dimension: The third dimension is space or a three-dimensional object. It has length, width, and height, and it can be measured in three directions. In mathematics, the third dimension is often represented by the x-axis, y-axis, and z-axis on a graph.

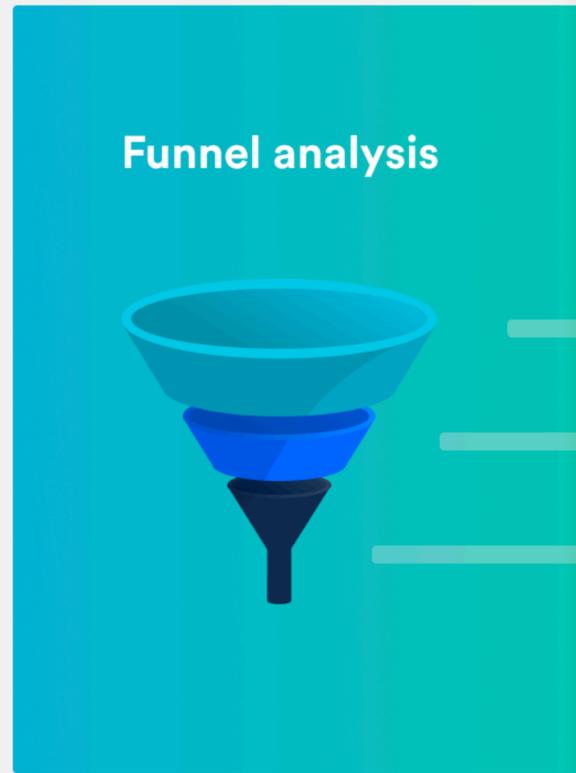


THE HUMAN BRAIN
PROCESSES IMAGES 60,000
TIMES FASTER THAN TEXT

 **Joshua Williams** Friday



 Slide presentation



 6  4 

 Add comment

 **Crystal Wu** Friday



 Figma design



 3  1  4 

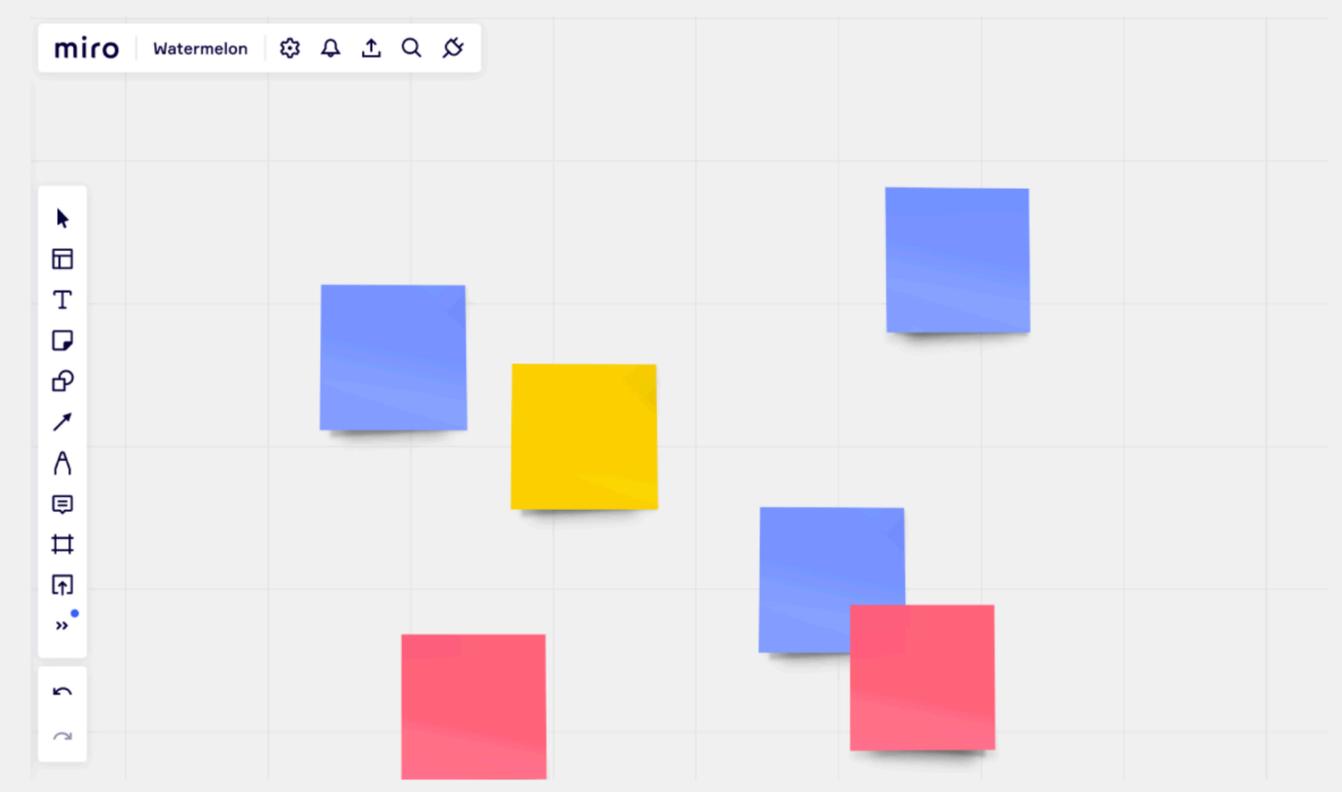
 Add comment

 **Abdullah Ibrahim** Friday

Off track  for June



 Miro whiteboard



 3  12 

 Add comment



Project update
Development of the SpeakEasy iOS mobile product launch



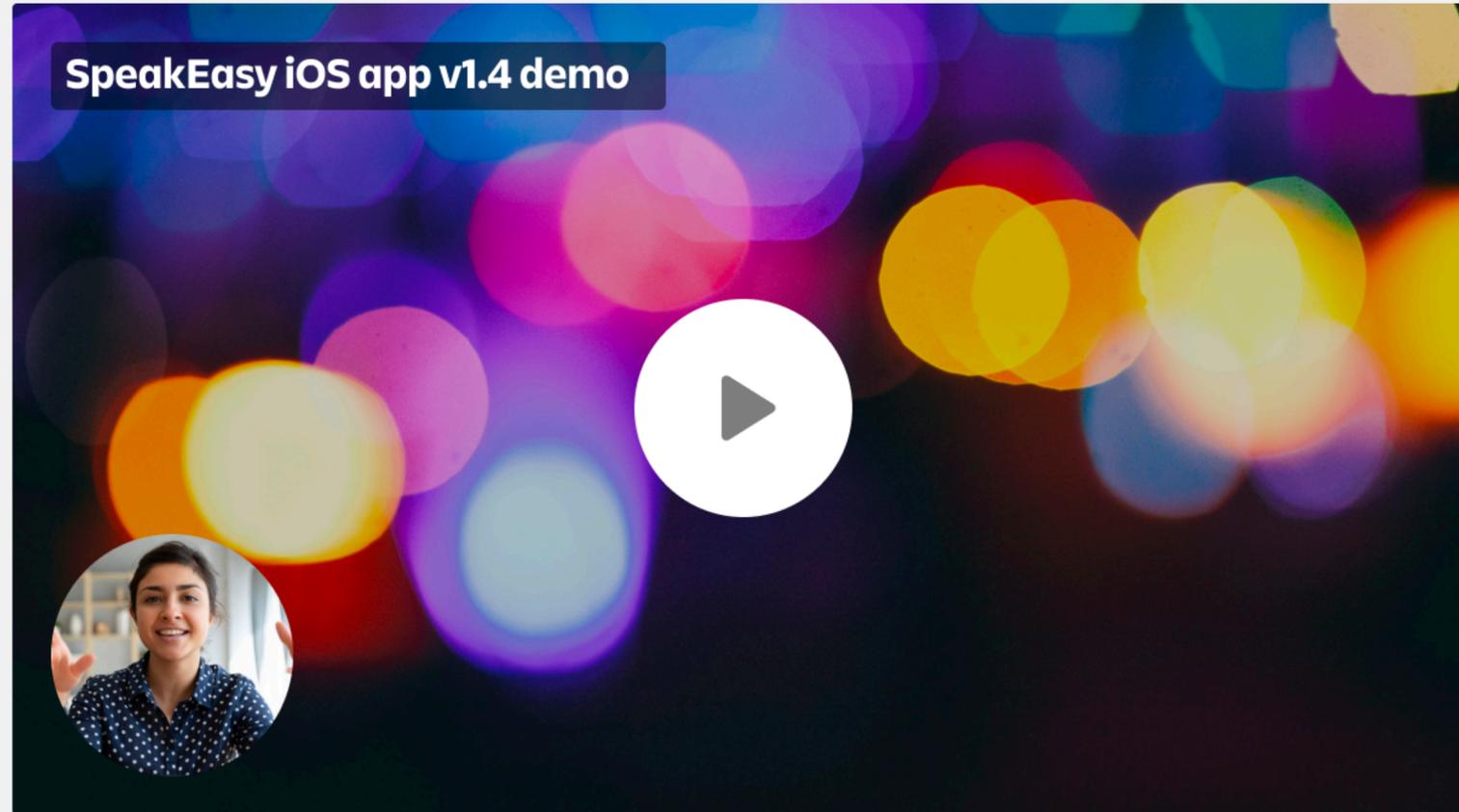
Lucas Pun 4 days ago

● At risk for 📅 May

Marking **At Risk** due to technical issues and increasing scope → hope to resolve after speaking with testing & QA team.

Our team has completed SpeakEasy (SE) iOS app's basic features, such as user registration, login, profile creation and course selection.

🌟 Loom recording



We're focused on resolving technical issues on our AI chatbot and speech recognition features (SR), around accuracy and creating natural conversation flow. We have set the foundations for the chatbot and SR and we're working on integrating them into the app. We will kick off a decision page next week to decide on the language framework to improve this and test the registration and profile creation flows as part of submitting to the app store.

Status changed

● On track →

● At risk

6. Normalise emojis

**Emojis are the fastest
growing form of language
in history.**





Asheer Ahmad 4 days ago

● On track for May



We've shipped! And, as a bonus, we also snuck in the same changes to the related links section! You can check that out in the loom below



This p...



Alex Gisby 4 days ago

● On track for June



We will begin dogfooding Private Projects on Hello from next Monday! Watch the Atlas blog



Security review done - no unresolved maior issues 🎉



Rollou



Christina Bell 4 days ago

● On track for January



Wins



Empty states for dark mode and mobile



Top teams added to topic sidebar



Next week: Audit of "M1 - fast follows". Looking on track to ship to customers this coming week!

Share • Unfollow •



Add a comment



Project update
Development of the SpeakEasy iOS mobile product launch



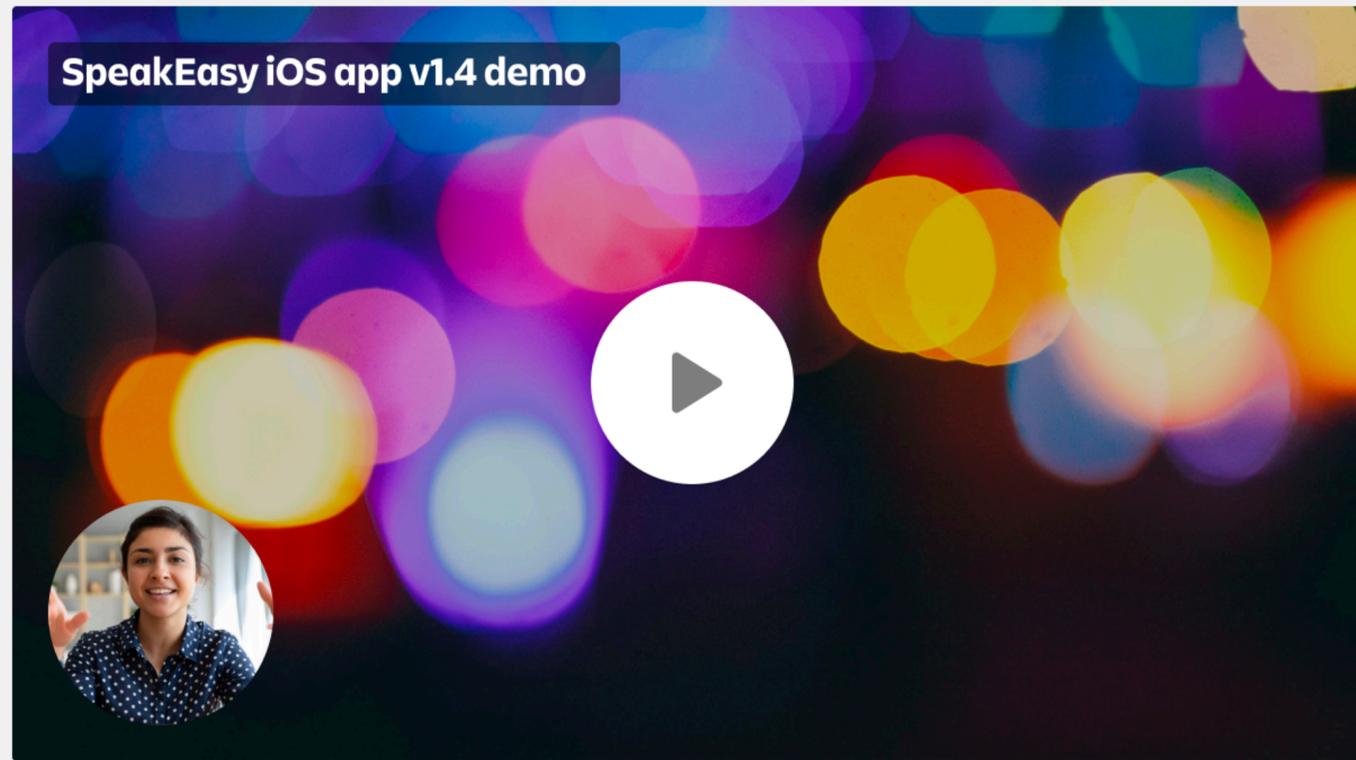
Lucas Pun 4 days ago

At risk for May

Marking **At Risk** due to technical issues and increasing scope → hope to resolve after speaking with testing & QA team.

Our team has completed SpeakEasy (SE) iOS app's basic features, such as user registration, login, profile creation and course selection.

Loom recording



We're focused on resolving technical issues on our AI chatbot and speech recognition features (SR), around accuracy and creating natural conversation flow. We have set the foundations for the chatbot and SR and we're working on integrating them into the app. We will kick off a decision page next week to decide on the language framework to improve this and test the registration and profile creation flows as part of submitting to the app store.

Status changed On track → At risk

Share • Unfollow • 🧡 3 ❤️ 3 🔥 1 🌟 6 🔄

7. Link out to the detail

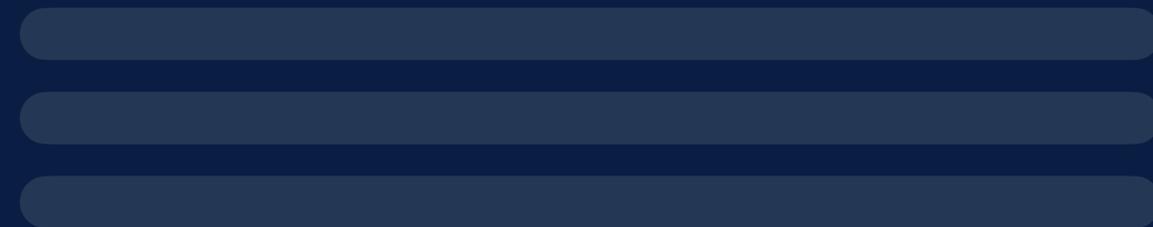


The Atlassian Times

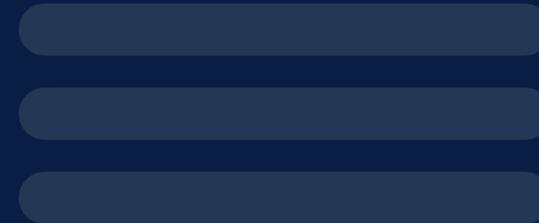


New product announced at annual conference!

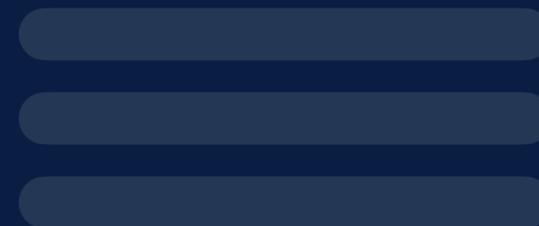
Page 4



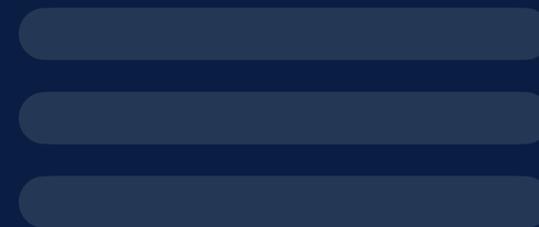
Page 10



Page 25



Page 16





New product announced at annual conference!

Placeholder for the main body of text, consisting of ten horizontal bars representing lines of text.



Project update
Development of the SpeakEasy iOS mobile product launch



Lucas Pun 4 days ago

At risk for May

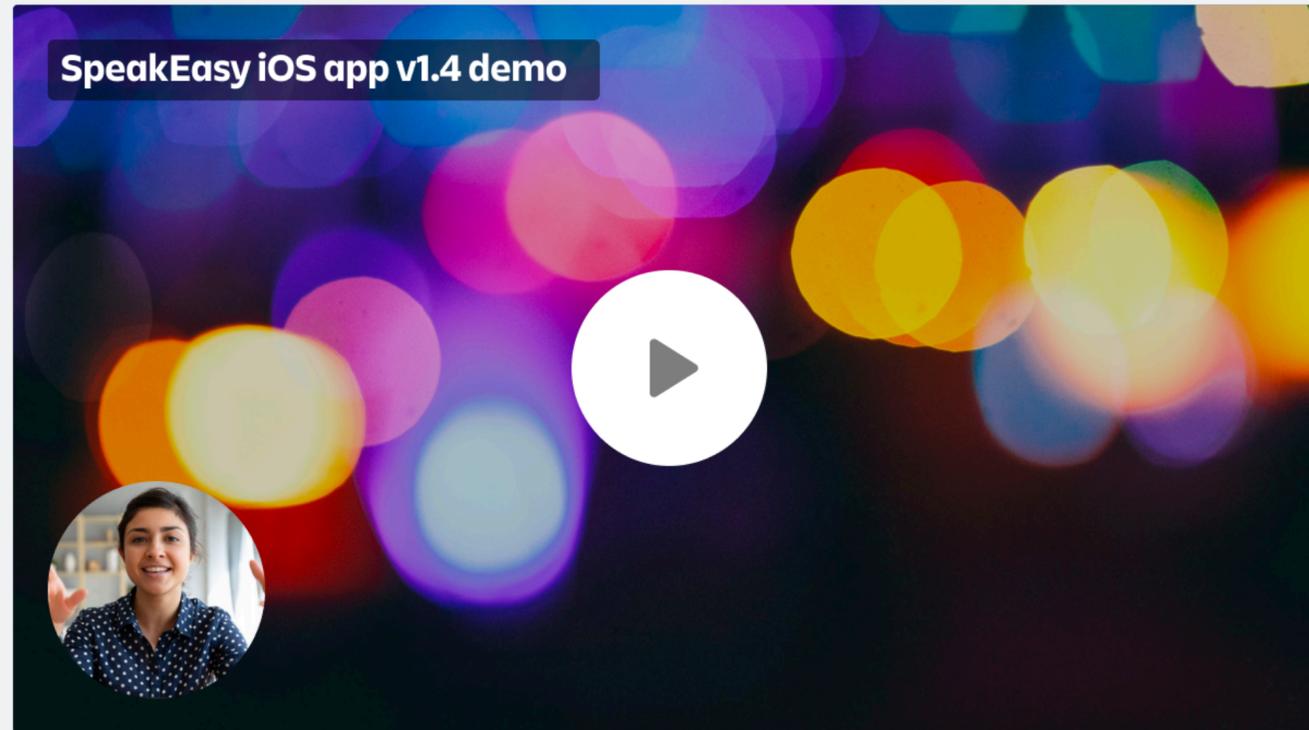


At Risk due to technical issues and increasing scope → hope to resolve after speaking with testing & QA team.



Completed SpeakEasy's basic flow. See demo.

Loom recording



Integrating AI chatbot and speech recognition (SR) into app



Resolving technical issues around accuracy & natural conversation flow for chatbot & SR



Decision next week to resolve this & testing flows to submit to app store



Details into the technical issues with the AI chatbot and speech recognition



Share • Unfollow •



3



3



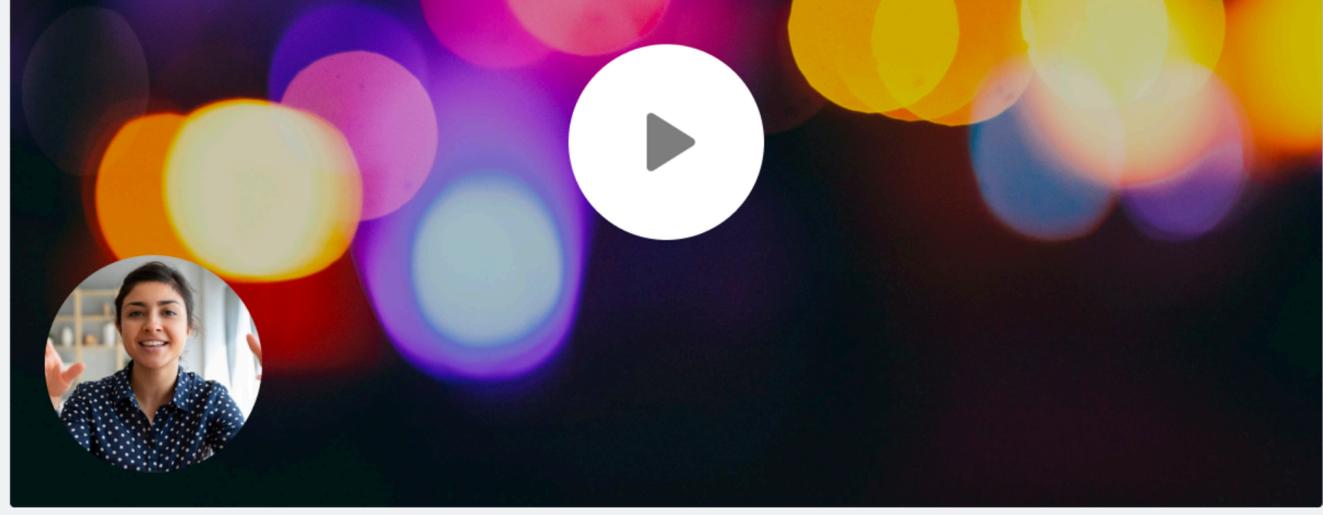
1



6



Add a comment



 Integrating AI chatbot and speech recognition (SR) into app

 Resolving technical issues around accuracy & natural conversation flow for chatbot & SR

 Decision next week to resolve this & testing flows to submit to app store

 Details into the technical issues with the AI chatbot and speech recognition 

Placeholder text for the expanded details section, consisting of several horizontal lines.

Status changed

 On track →  At risk

Share • Unfollow •  3  3  1  6 



Add a comment

8. Choose the right level of granularity

PROJECT

- More than two people, for more than two weeks
- Has **tangible work** done on it from day to day
- Broken down into **tickets or stories**
- Communicated on **weekly**
- Often maps to **epic-sized work** in Jira

GOAL

- Often, multiple teams working towards it
- Represents an **outcome** of work
- Broken down into **contributing projects**
- Communicated on **monthly**

**9. Deliver comms with the
right mechanism**

LEVEL OF COMMS

N-1 Direct

N-2 Team-to-team

N-2+ Exec stakeholders

The screenshot shows a Slack interface with a dark purple sidebar and a white main chat area. The sidebar is titled "Banc.ly" and contains the following navigation options: "All unread", "Threads", "Mentions & reactions", "Show more", "Starred", "# project-cardlaunch", "# project-iosapplaunch" (highlighted in blue), "Channels", "Direct messages", and "Anns". The main chat area shows a conversation with three participants: Farah, Lane, and Maria. The messages are as follows:

- Farah** 4:22 PM
- Lane** 4:44 PM
- Maria** 4:46 PM: I've written up a page on my findings from the en
- Farah** 4:50 PM: Thanks @Maria! Leaving comments now.
- Lane** 4:53 PM
- Maria** 4:59 PM
- Lane** 5:01 PM

LEVEL OF COMMS

N-1 Direct

N-2 Team-to-team

N-2+ Exec stakeholders

The screenshot shows the Atlas project management interface. At the top, there's a navigation bar with 'Atlas', 'Home', 'Teams', 'Goals', 'Projects', and 'Help'. A 'New' button is in the top right. On the left, a user profile for 'Molly' is shown with options for 'Your work', 'Explore', and 'Feeds'. The 'All following' feed is selected, showing 'marketing' and 'portland' teams. The main content area is titled 'Last week' and has filters for 'Everything', 'Goals', 'Projects', and 'Questions'. A summary row shows: On track (7, -2 from last week), At risk (3, +1 from last week), Off track (1, No change), No update (2, Same as last week), and Completed (1, +1 from last week). Below this is a project update for 'Development of the SpeakEasy iOS mobile product launch' by Annika Rangarajan on Friday. The update includes a green checkmark, 'App submitted to the marketplace 🙌 @molly', 'Testing and QA passed with new tests', and a link for 'iOS MVP full prototype'. A status update box shows the project moving from 'At risk' to 'On track' and the target date from 'May' to 'June'. At the bottom, there are interaction options: 'Share', 'Unfollow', 6 reactions (6 🌟, 6 😄, 1 🔥, 4 👍), and an 'Add comment' field.

LEVEL OF COMMS

N-1 Direct

N-2 Team-to-team

N-2+ Exec stakeholders

The screenshot shows a Confluence page for a business review. The page title is 'March - 2x2 business report' and it was created by Amar Sundaram. The main objective is to launch a language-learning app. The report is divided into four sections: 1 - This weeks metrics, 2 - Major decisions/risks/issues/updates, 3 - OKRs, and 4 - Upcoming launches.

1 - This weeks metrics

Steady growth over the past quarter, with a 15% increase in active users compared to the previous quarter.

The average user spends 25 minutes per day on the app, with 10 lessons completed on average per user.

SpeakEasy's user retention rate remains strong at 80%.

2 - Major decisions/risks/issues/updates

⚠ Risk users becoming overly reliant on the app and neglecting other language learning opportunities.

Users experiencing discouragement if they don't see immediate progress in their language skills.

[Risk mitigation report](#)

3 - OKRs

Goals filtered - Atlas

Goal	Status	Owner
Publish SpeakEasy app to the App store	ON TRACK	[Avatar]
Introduce AI and speech recognition tec...	OFF TRACK	[Avatar]
1million installs on iOS devices	AT RISK	[Avatar]
Grow our team by 50%	COMPLETED	[Avatar]
Maintain 95% customer satisfaction	AT RISK	[Avatar]

4 - Upcoming launches

Status	Launch
SHIPPED	Prototyping of AI features BETA
SHIPPED	App published to iOS marketplace
IN PROGRESS	Improved speech recognition fra...
IN PROGRESS	Additional language support 2.0
NOT STARTED	Additional language support 3.0

**10. It's okay to have a no
progress update**

WE SHOULD FEEL **ENCOURAGED** TO COMMUNICATE THIS!



Project update
Development of the SpeakEasy iOS mobile product launch



Lucas Pun 4 days ago

● On track for  May



No update from the team this week due to a short week for the Christmas and New Year break. We will resume work in the beginning of Jan.

Share • Unfollow •  3  3  1  6 



Add a comment

Butterfly

Lucas <lpun...>
to me ▾

Hi everyone,

The dev team
review and 2
currently focu
framework for
resolve are ar
to use to impr

Challenges w

- Accuracy i
time feedb
transcribe
- Creating a
experience
- Integrating
framework

We have com
potentially ad
Drop Bears.

We will contin

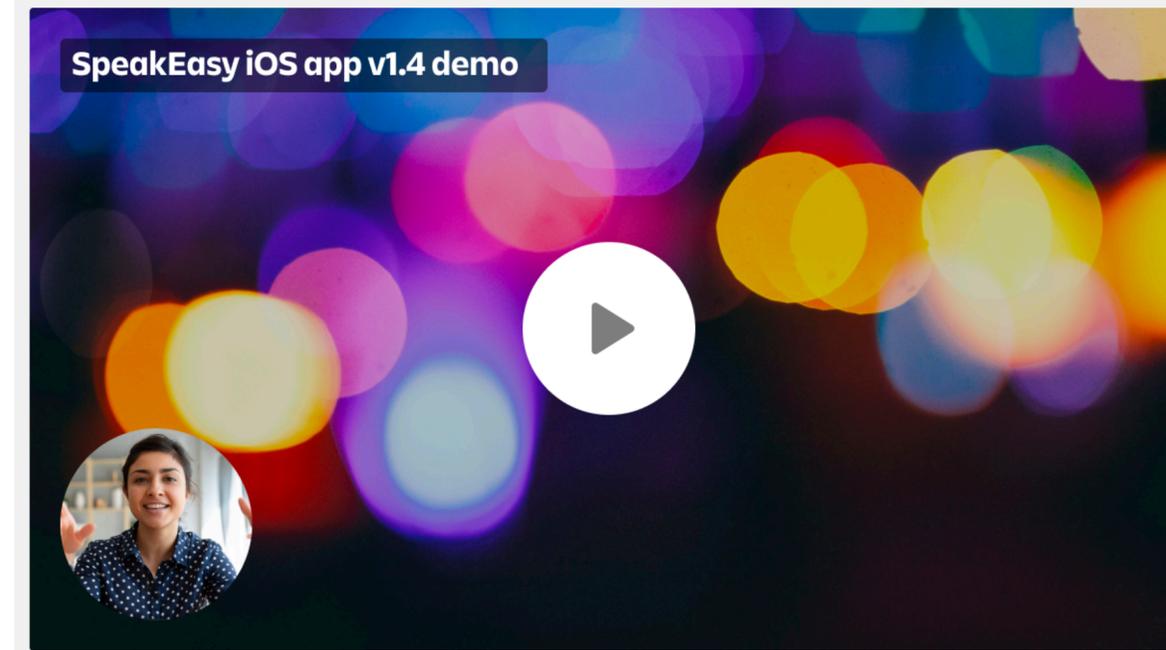
 **Lucas Pun** 4 days ago

● **At risk** for  **May**

⚠️ At Risk due to technical issues and increasing scope → hope to resolve after speaking with testing & QA team.

✅ Completed SpeakEasy's basic flow. See demo.

 Loom recording



🏗️ Integrating AI chatbot and speech recognition (SR) into app

🤖 Resolving technical issues around accuracy & natural conversation flow for chatbot & SR

▶▶ Decision next week to resolve this & testing flows to submit to app store

 Details into the technical issues with the AI chatbot and speech recognition ▾

Status changed ● On track → ● At risk

Share • Unfollow • 🤔 3 • ❤️ 3 • 🔥 1 • 🌟 6 • 🗨️

 Add a comment



, 5 are in
e team is
the basic
re working to
e framework

s with real-
and

ge learning
ponding to a

isting
project.

and
king to the

SIMPLIFYING THE COMPLEX ART OF TEAM-TO-TEAM COMMS

👉 Keep it **short**

😄 Normalise **emojis**

📢 Call out changes **early and often**

🔗 **Link** out to more detail

🎯 Focus on **outcomes**, not outputs

🧬 Choose the right **level of granularity**

😡 Drop the jargon

🔧 Deliver comms with the **right mechanism**

🖼️ Use **visuals**

👻 It's okay to have a **no progress** update