ATLASSIAN

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.

Shape up your team

Build a shared understanding

SVEN PETERS | TEAM ADVOCATE | @SVENPET

Stand up

Working on user stories

Chat discussions

Sam
Who's putting together the questions for the interview on Wednesday?

Richard
Sam, you're the team lead. Isn't it your job? Maggie did it last time.

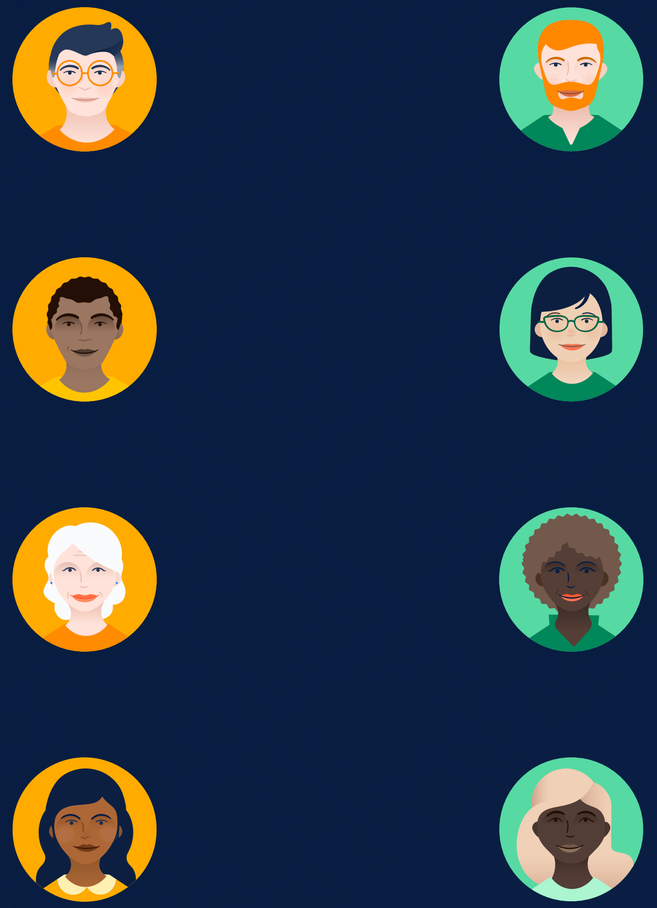
Sam
I want the questions come from the team.

Maggie
Sam, I won't have time. We need to finish the tests so we can release on Thursday. Richard, can you jump in?

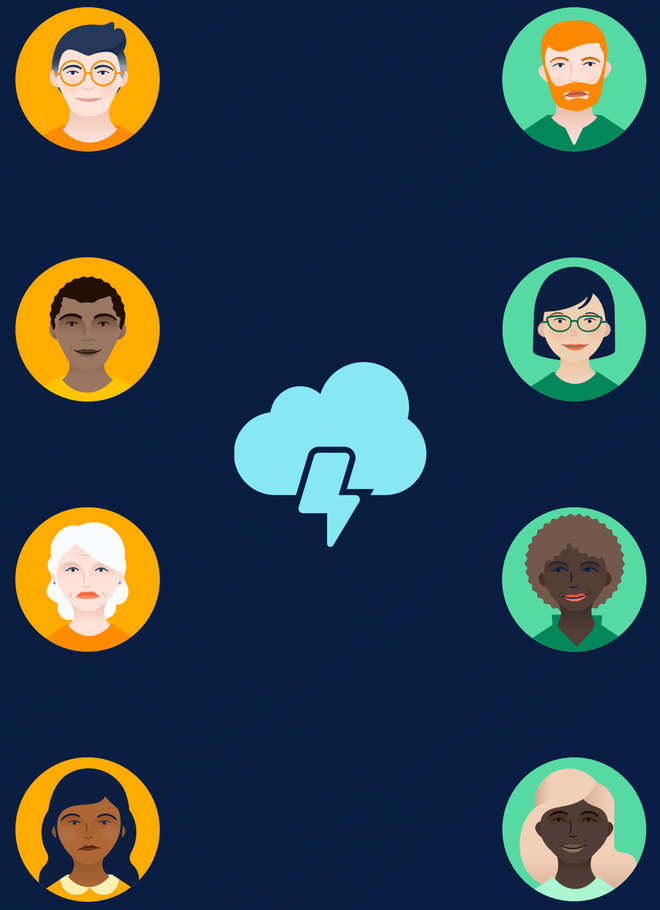
Sam
My calendar is filled up and it's already in 2 days.

Richard
I still don't think it's my responsibility but I can put something together for Wednesday

Meeting with sales



Meeting with sales



Working on new user story

Spreadsheet export

Shared **understanding**

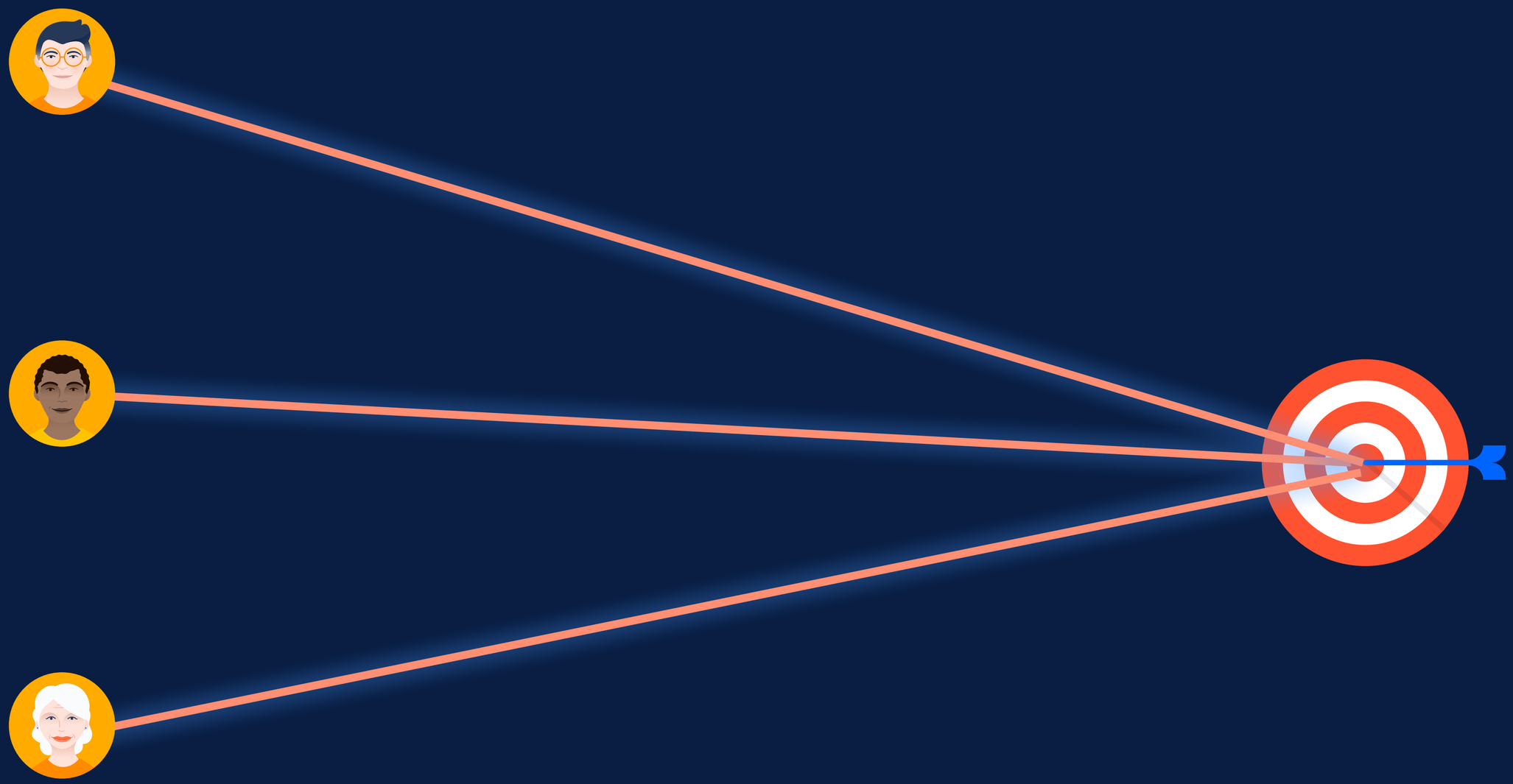
Team poster

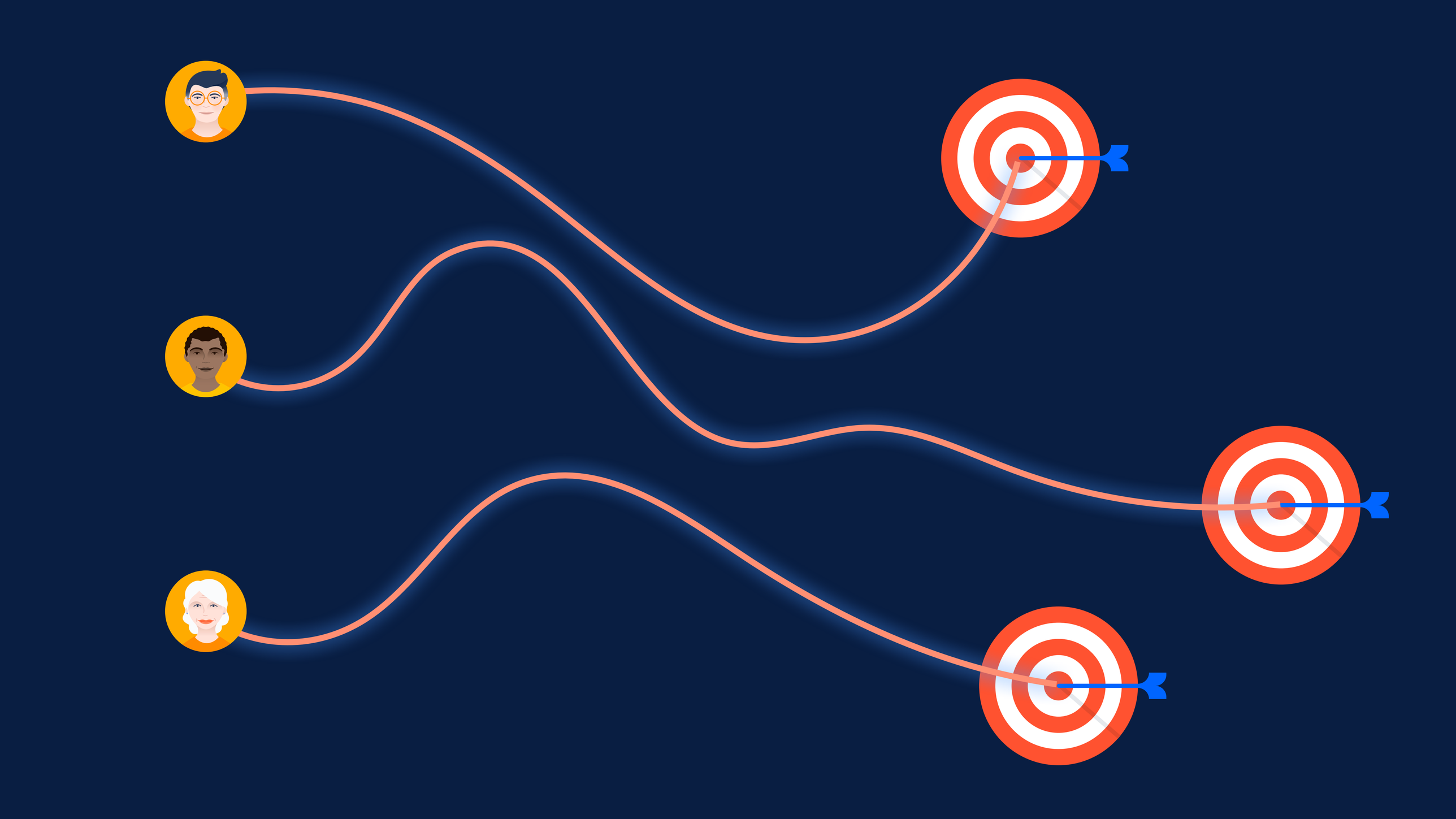
Roles & responsibilities

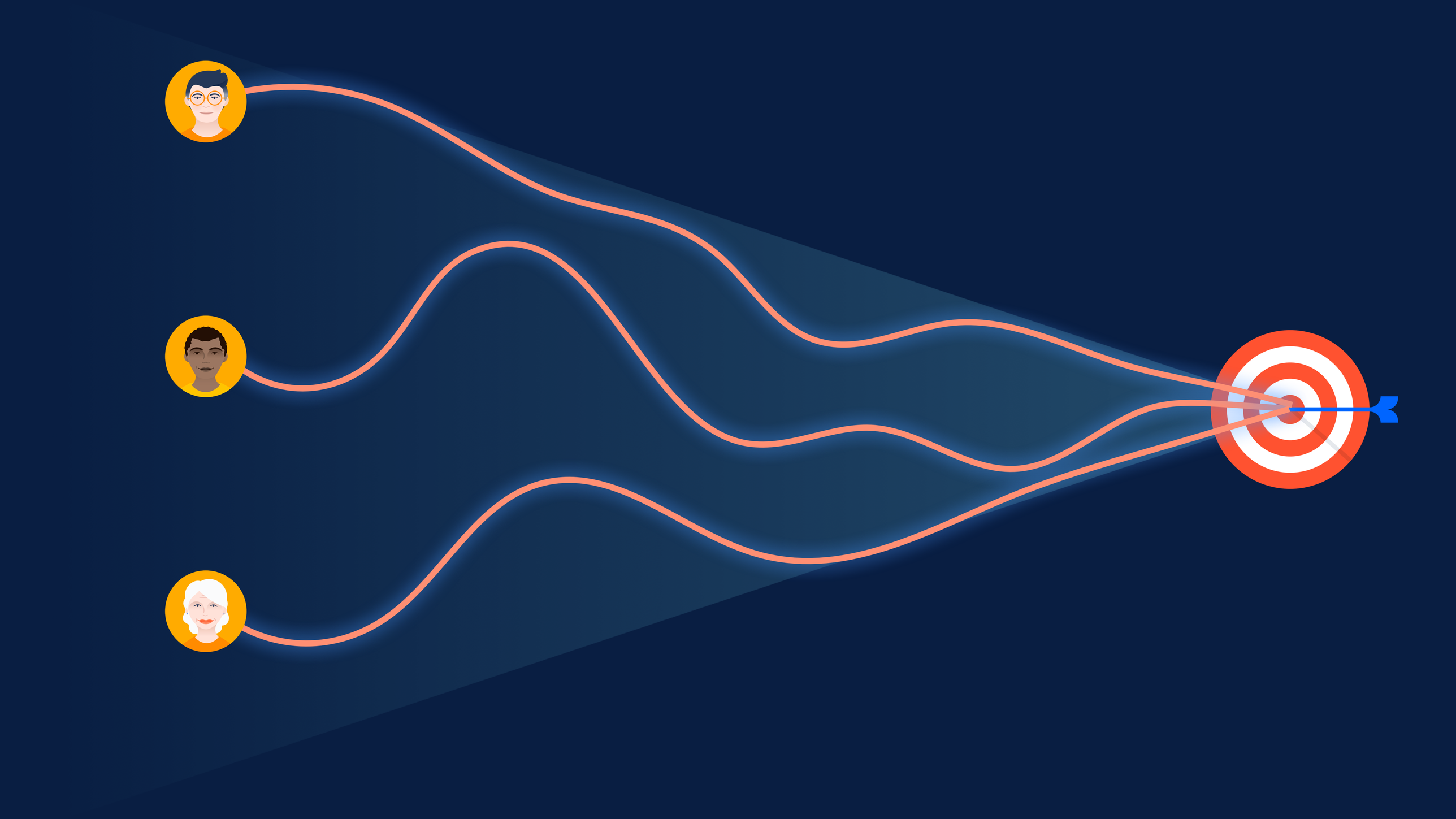
Working agreements

Network of teams

Shared **understanding**







Team **poster**

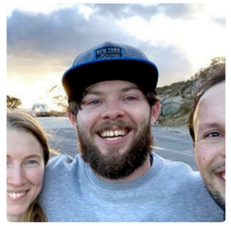
Team poster | Roles & responsibilities | Working agreements | Network of teams

Home | Recent | Spaces | People | Apps | Templates | Create | Search

👋 Hello, we are the ADS Craft Leadership Squad. We are an enabling team and our purpose is to guide our teams in bringing our ADS vision and strategy to life.

Reach out to us via `@design-system-craft-leads`

Who are we

				
Content Design Lead @Julian Fleetwood **Canberra, Australia** User Manual	**Design Architect** @Jennie Yip **Bay Area, USA** User Manual	**Engineering Architect** @Michael Dougall **Sydney, Australia** User Manual	**Product Manager** @Yousef Abusamak **Sydney, Australia**	**Program Manager** @Lachie Wallman **Adelaide, Australia** User Manual

Team poster | Roles & responsibilities | Working agreements | Network of teams

What's included...

Goals & projects

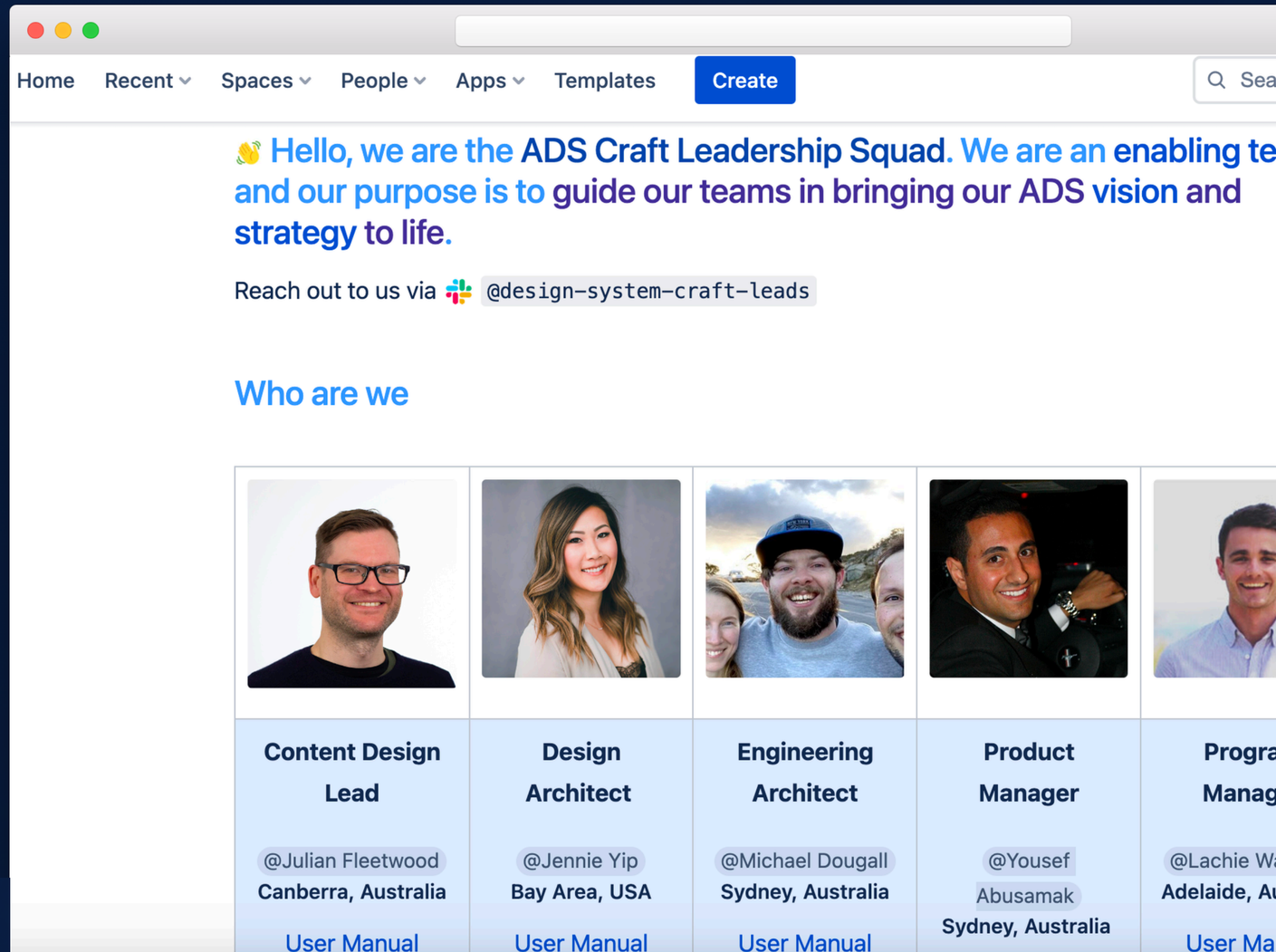
Team members

What problem is the team solving?

Who are the customers?

How will we measure success?

What solutions do we offer?



Team poster

Roles & responsibilities

Working agreements

Network of teams

Team Playbook Plays Why Team Playbook Ways of Working at Atlassian

Team Poster

Run this Play to get your entire team on the same page about what they should be working on and why. The bonus side effect? You'll equip your team with a document to help educate new team members, colleagues, and network teams on your mission and purpose.

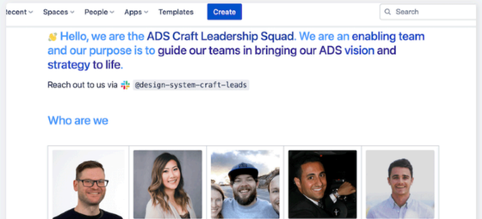
Jump to instructions

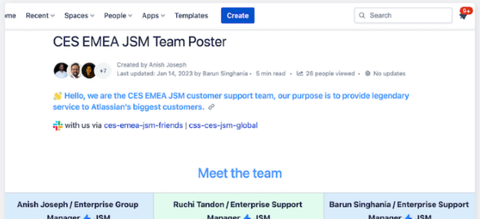
PREP TIME 15 MIN

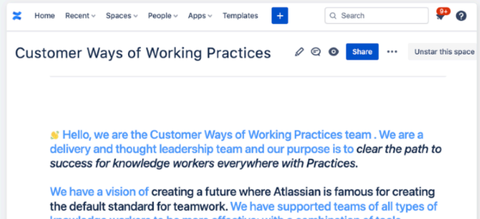
RUN TIME 60 MIN

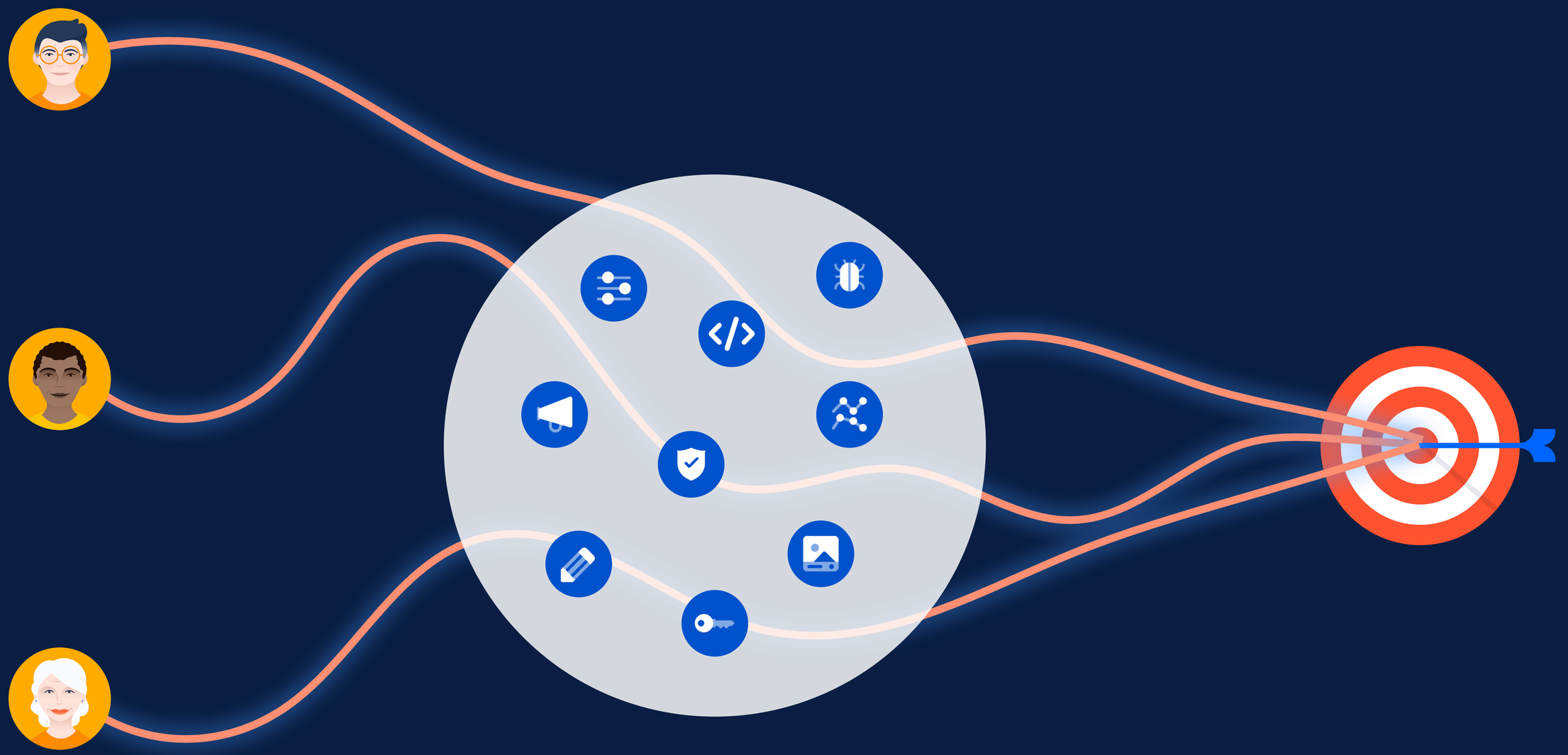
PEOPLE 3-10

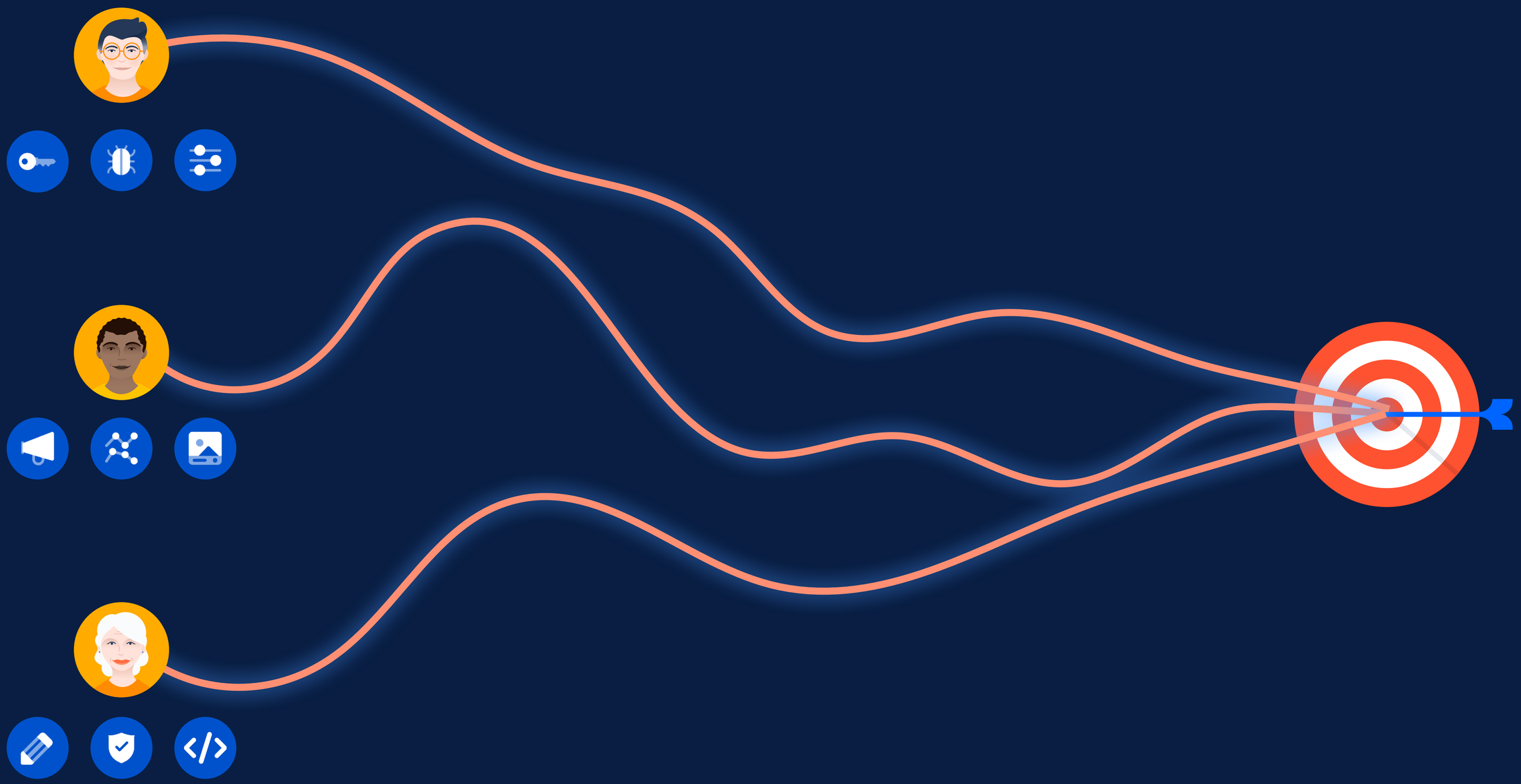
Team Poster in action





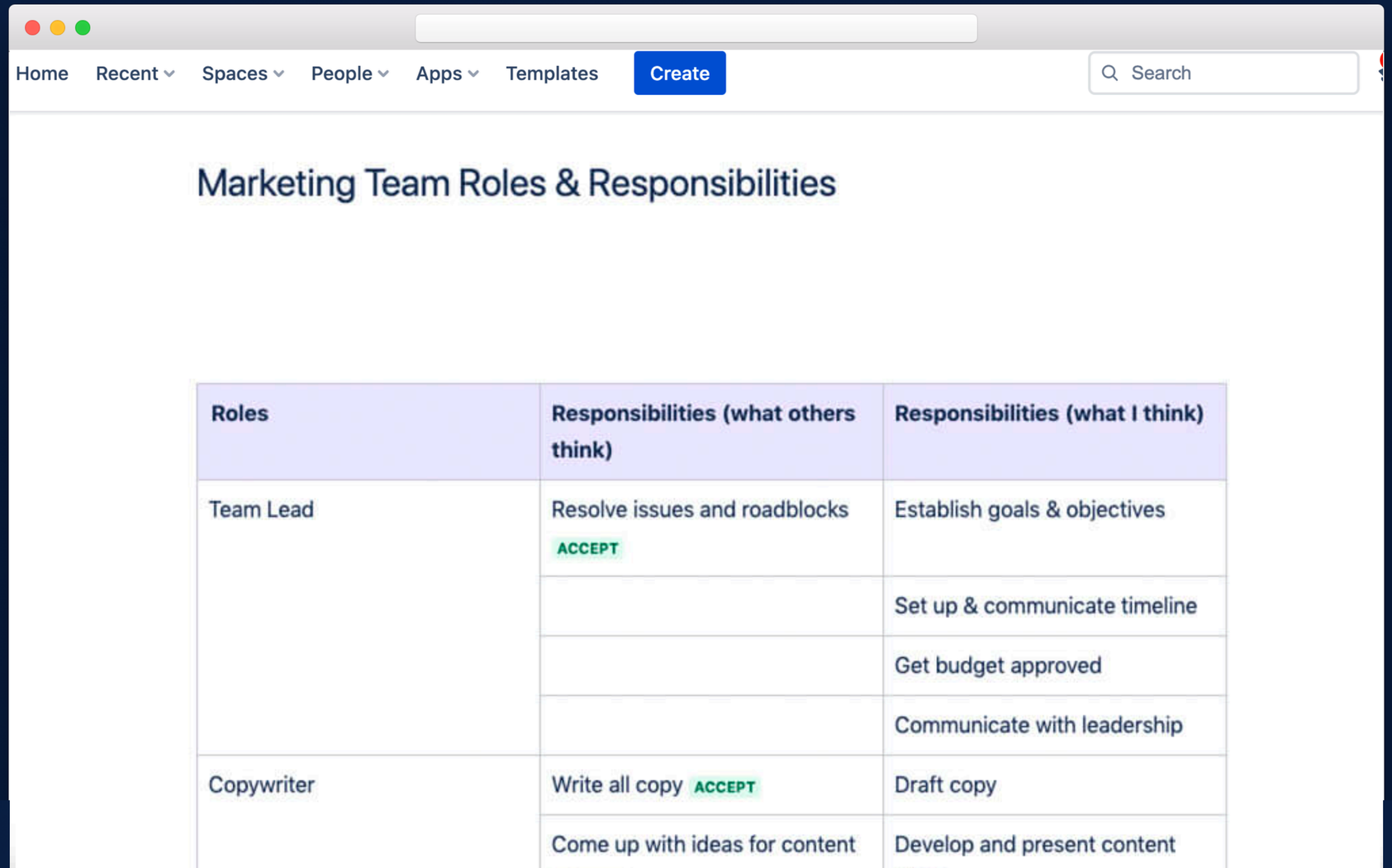






Roles & **responsibilities**

Team poster | Roles & responsibilities | Working agreements | Network of teams



What's included...

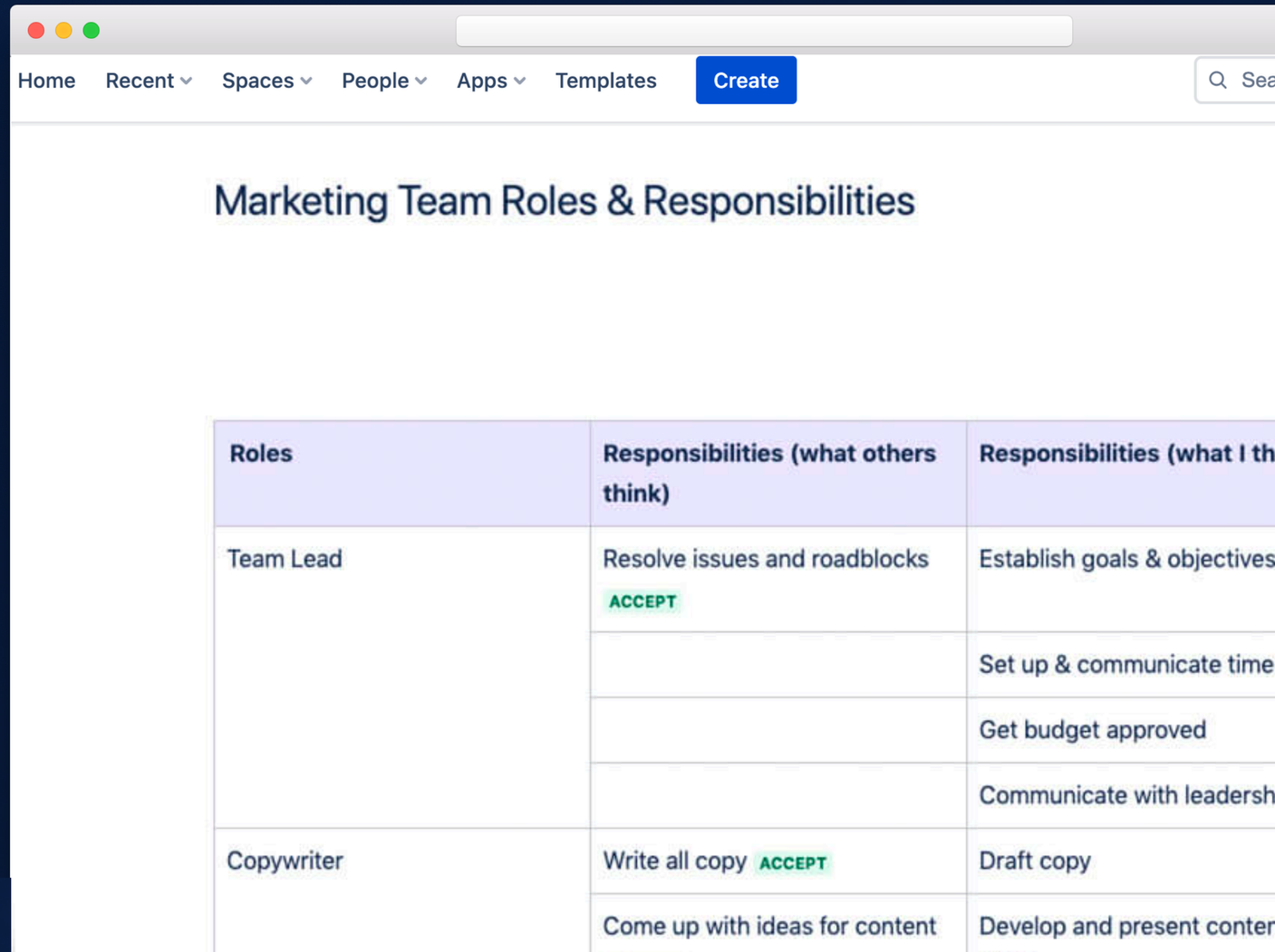
Identify roles on the team

Determine what others think

Share what you think

Identify gaps in role understanding

Identify unassigned responsibilities



ATLASSIAN

Team Playbook Plays Why Team Playbook Ways of Working at Atlassian

Roles and Responsibilities

Help your team work together effectively by clarifying individual responsibilities and finding gaps that need to be filled.

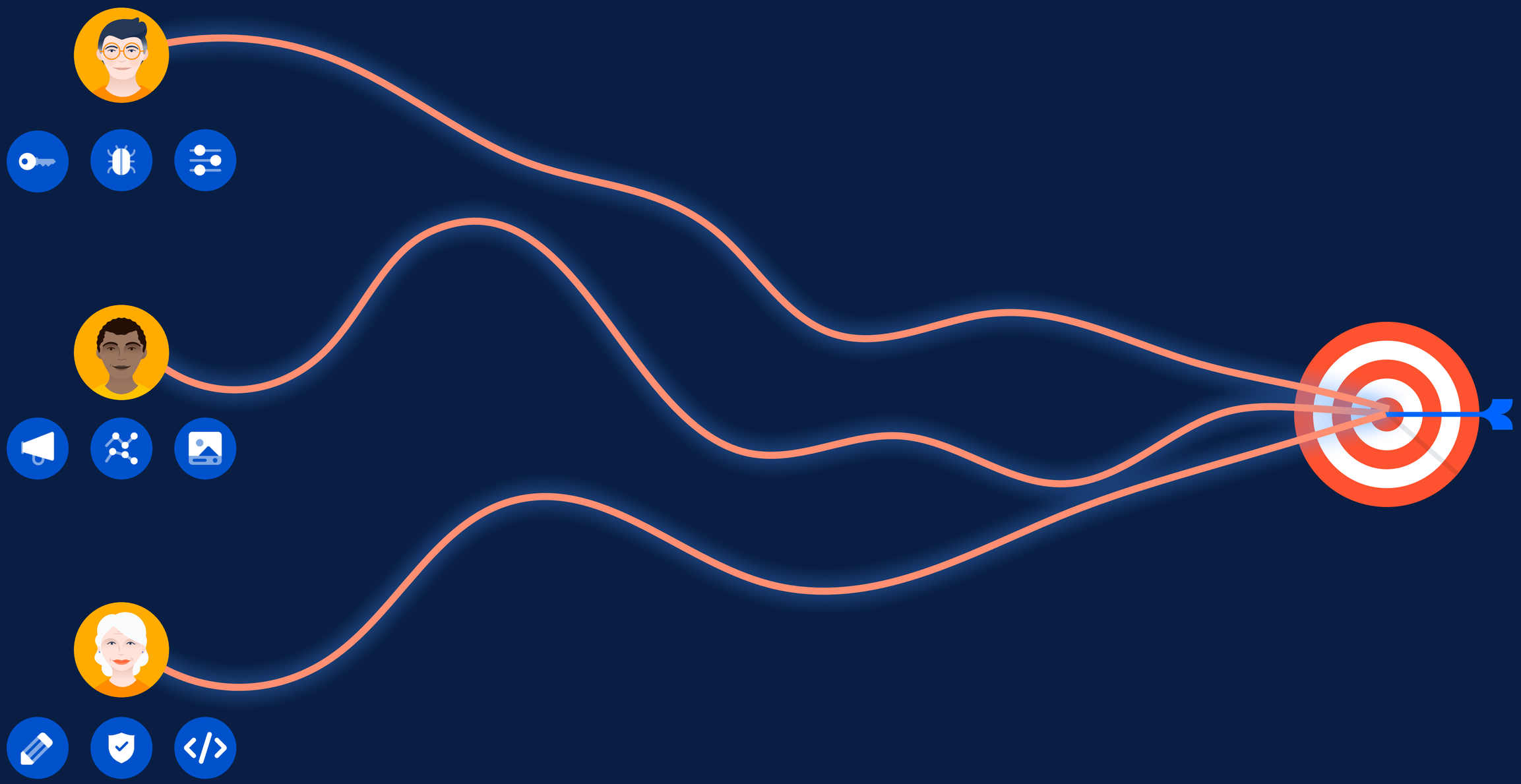
Jump to instructions

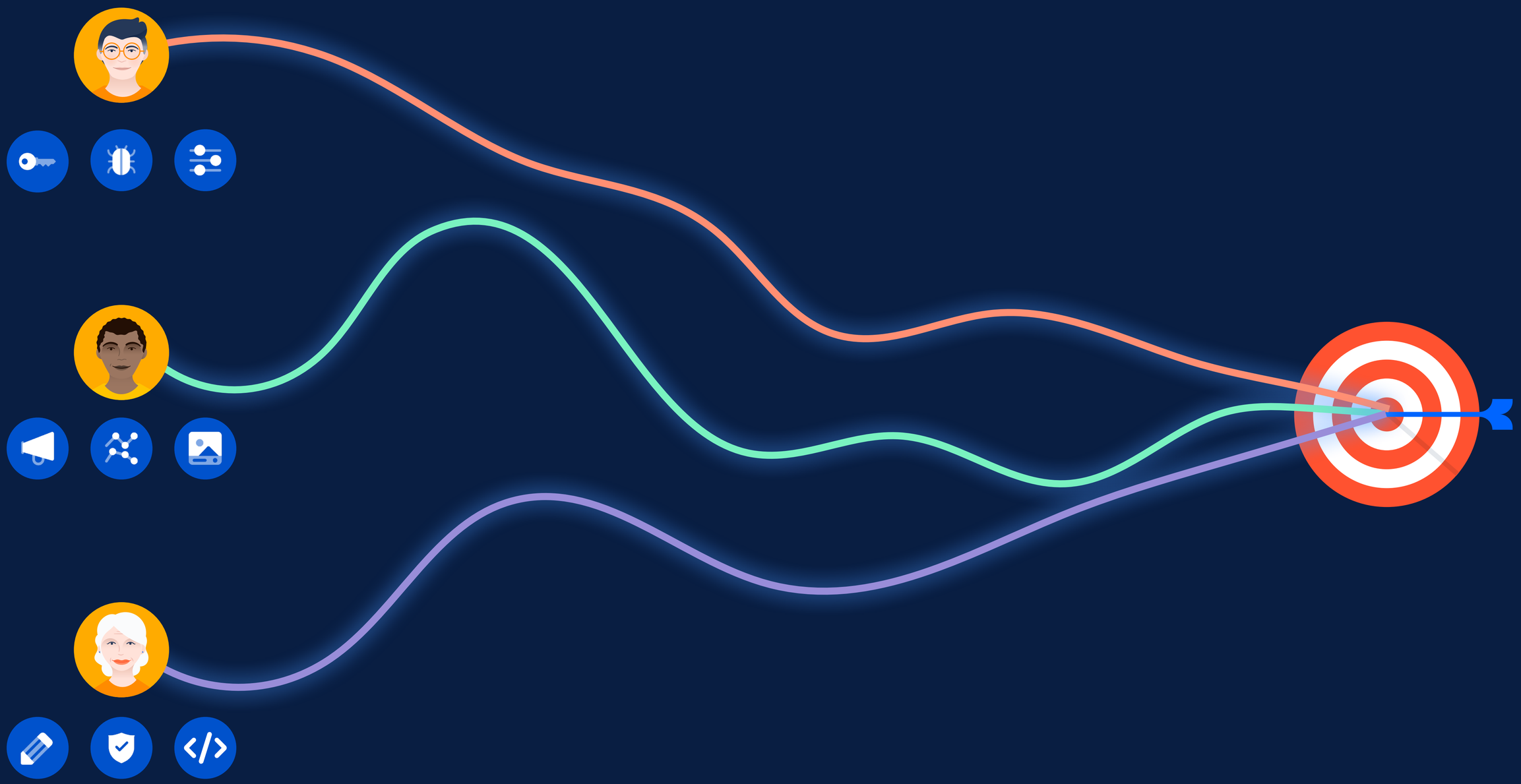
PREP TIME 15 MINS

RUN TIME 60 MINS

PEOPLE UP TO 5

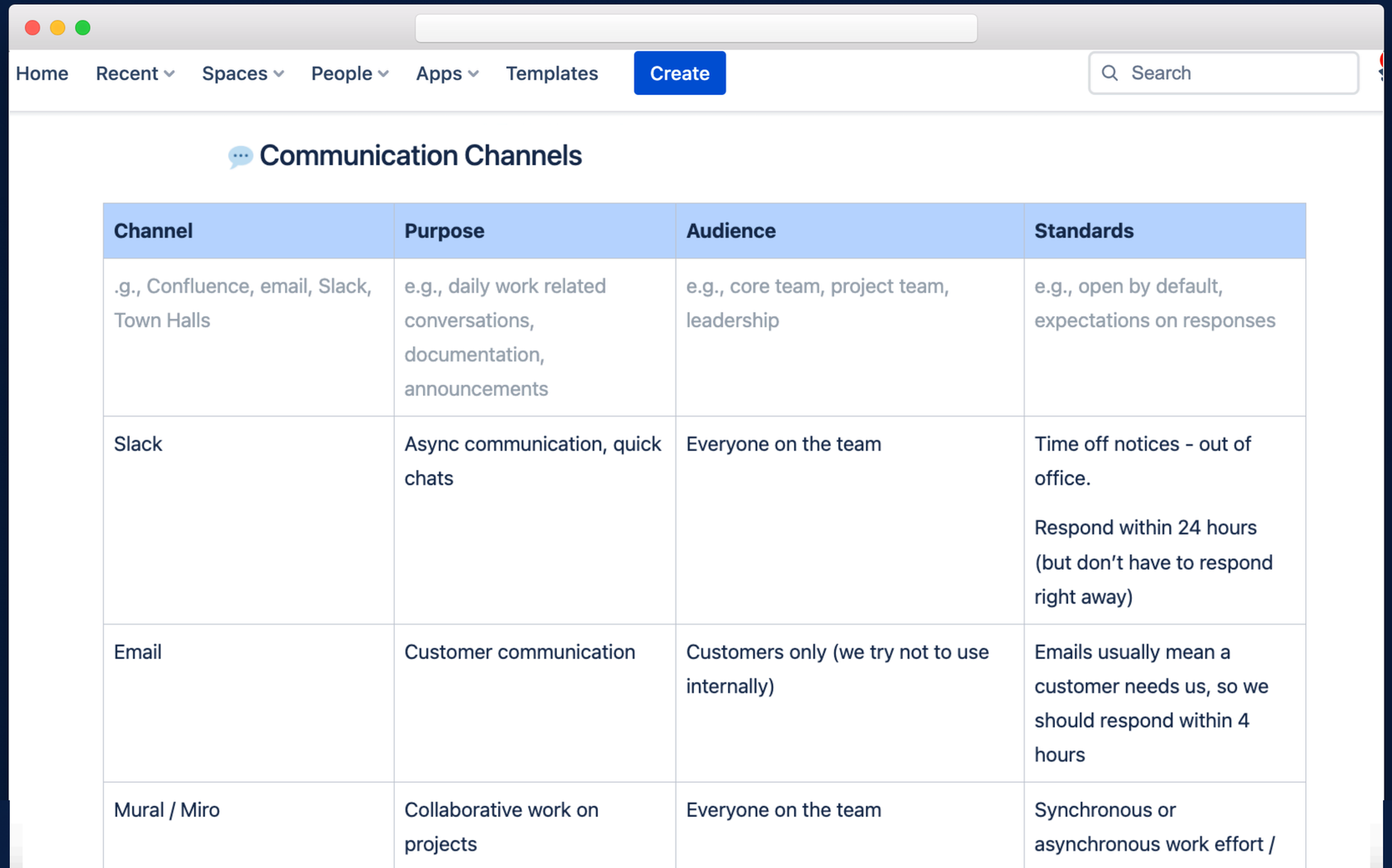
Roles and Responsibilities in action





Working **agreements**

Team poster | Roles & responsibilities | Working agreements | Network of teams



What's included...

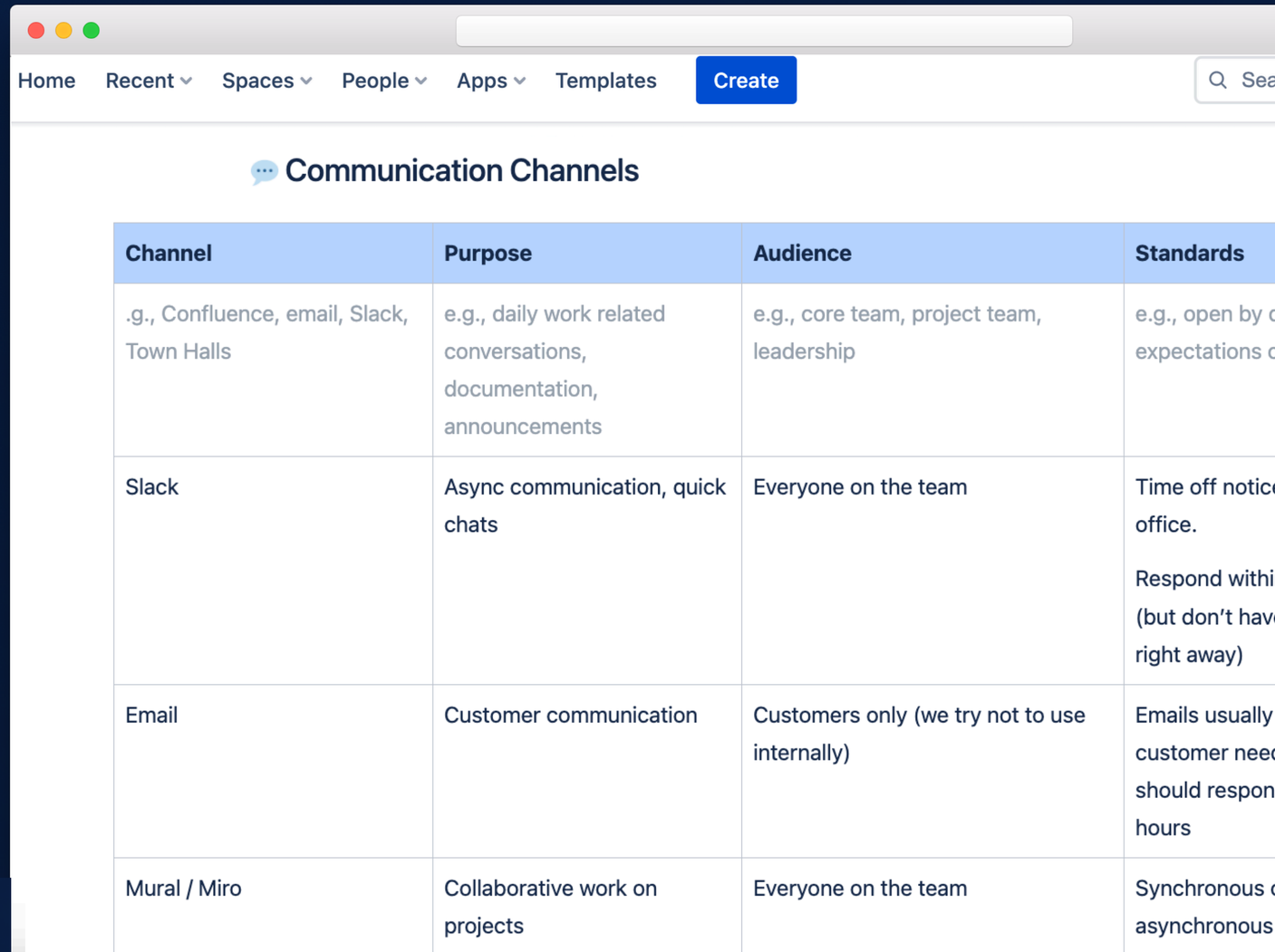
Team preferences

Communication channels

Meetings/rituals

Escalation process

Continuous improvement



💬 Communication Channels

Channel	Purpose	Audience	Standards
.g., Confluence, email, Slack, Town Halls	e.g., daily work related conversations, documentation, announcements	e.g., core team, project team, leadership	e.g., open by d expectations d
Slack	Async communication, quick chats	Everyone on the team	Time off notic office. Respond withi (but don't hav right away)
Email	Customer communication	Customers only (we try not to use internally)	Emails usually customer nee should respon hours
Mural / Miro	Collaborative work on projects	Everyone on the team	Synchronous asynchronous

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Team Playbook Plays Why Team Playbook Ways of Working at Atlassian

Working agreements

As a team, create a list of expectations of each other so you can work together successfully and avoid misunderstandings that may come up.

Jump to instructions

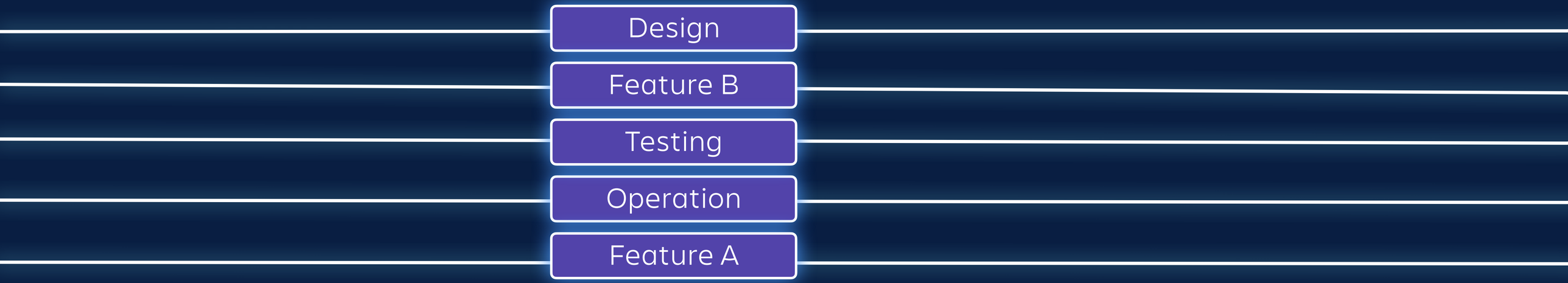
PREP TIME
5 MINS

RUN TIME
60 MINS

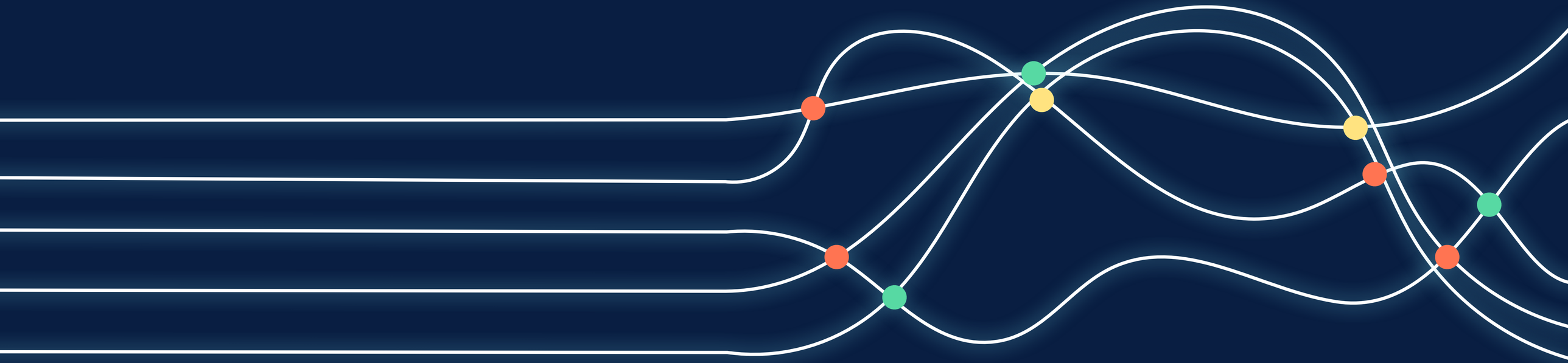
PEOPLE
2-10

Working Agreements in action

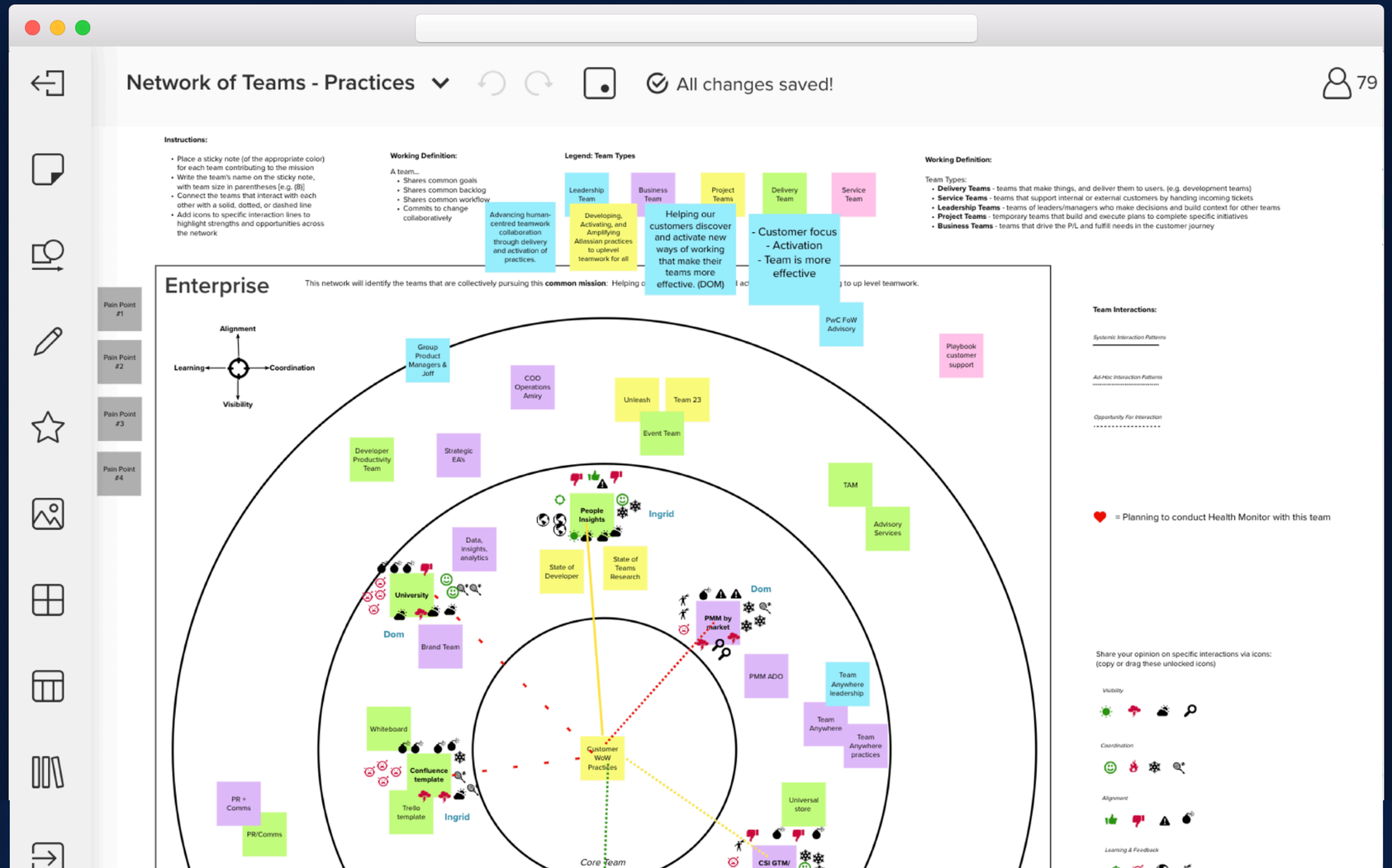
Autonomous teams highly aligned



Autonomous teams
highly aligned



Network of **teams**


Network of Teams - Practices
All changes saved!
79
Instructions:
Place a sticky note (of the appropriate color) for each team contributing to the mission
Write the team's name on the sticky note, with team size in parentheses [e.g. (8)]
Connect the teams that interact with each other with a solid, dotted, or dashed line
Add icons to specific interaction lines to highlight strengths and opportunities across the network
Working Definition:
A team...
Shares common goals
Shares common backlog
Shares common workflow
Commits to change collaboratively
Legend: Team Types
Leadership Team
Business Team
Project Teams
Delivery Team
Service Team
Advancing human-centred teamwork collaboration through delivery and activation of practices.
Developing, Activating, and Amplifying Atlassian practices to uplevel teamwork for all
Helping our customers discover and activate new ways of working that make their teams more effective. (DOM)
- Customer focus
- Activation
- Team is more effective
Working Definition:
Team Types:
Delivery Teams - teams that make things, and deliver them to users. (e.g. development teams)
Service Teams - teams that support internal or external customers by handing incoming tickets
Leadership Teams - teams of leaders/managers who make decisions and build context for other teams
Project Teams - temporary teams that build and execute plans to complete specific initiatives
Business Teams - teams that drive the P/L and fulfill needs in the customer journey
Pain Point #1
Pain Point #2
Pain Point #3
Pain Point #4
Enterprise
This network will identify the teams that are collectively pursuing this common mission: Helping
to up level teamwork.
Alignment
Learning
Coordination
Visibility
PwC FoW Advisory
Playbook customer support
Group Product Managers & Jeff
COO Operations Amiry
Unleash
Team 23
Event Team
Developer Productivity Team
Strategic EA's
TAM
Advisory Services
People Insights
Ingrid
Data, insights, analytics
State of Developer
State of Teams Research
University
Dom
Brand Team
Dom
PMM by market
PMM ADO
Team Anywhere leadership
Team Anywhere
Team Anywhere practices
Whiteboard
Confluence template
Trello template
Ingrid
Customer WoW Practices
Core Team
Universal store
CSI GTM/
PR + Comms
PR/Comms
Team Interactions:
Systemic Interaction Patterns
Ad-Hoc Interaction Patterns
Opportunity For Interaction
= Planning to conduct Health Monitor with this team
Share your opinion on specific interactions via icons:
(copy or drag these unlocked icons)
Visibility
Coordination
Alignment
Learning & Feedback

What's included...

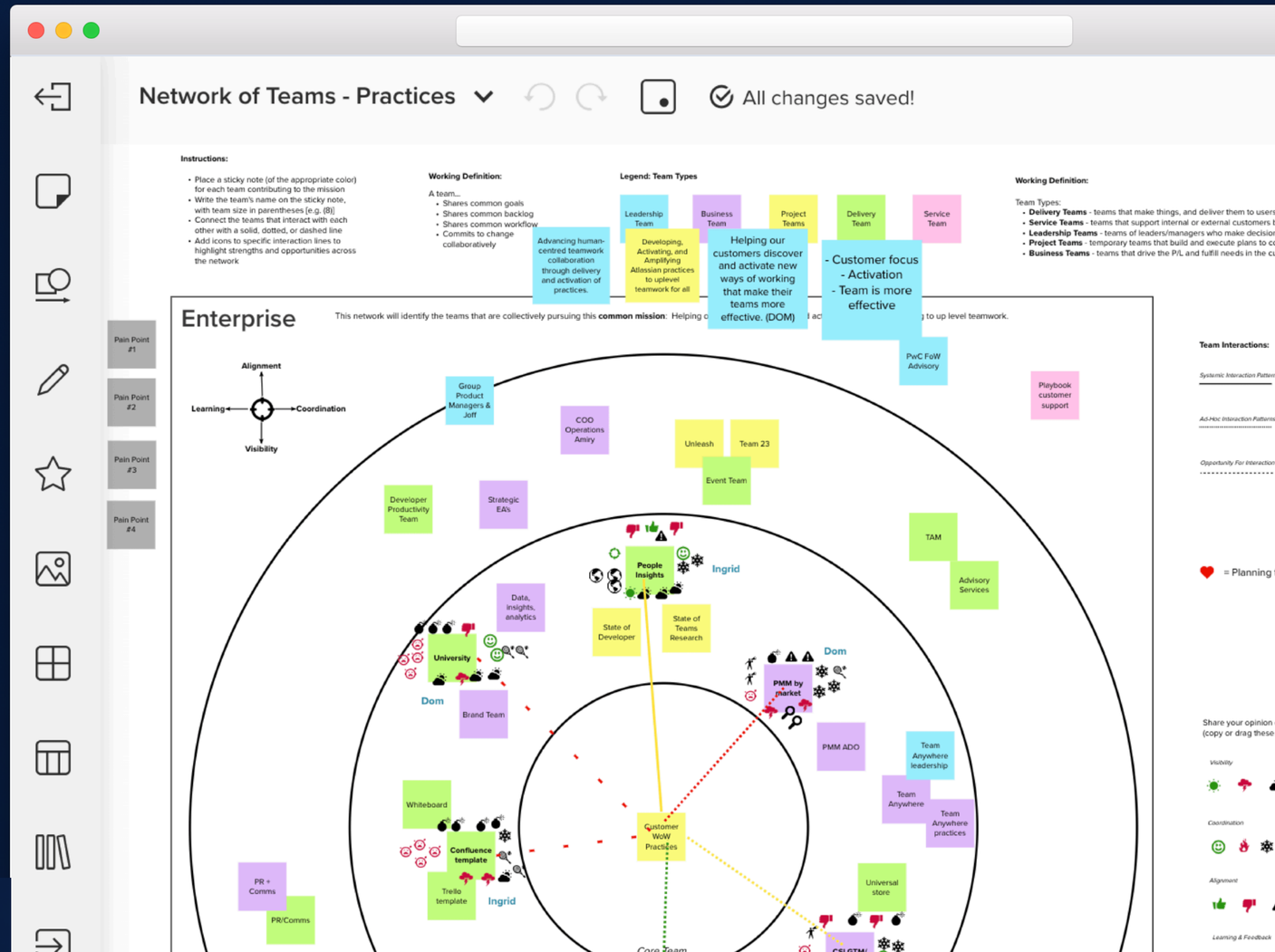
Identify the teams you work with

Classify teams by type and criticality

Determine the top five critical teams

Assign relationship owners

Assess the strength of the relationship



ATLASSIAN

Team Playbook Plays Why Team Playbook Ways of Working at Atlassian

Network of Teams

Map out your stakeholders and adjacent teams to identify the people involved in the success of a project and ensure healthy cross-team collaboration.

Jump to instructions

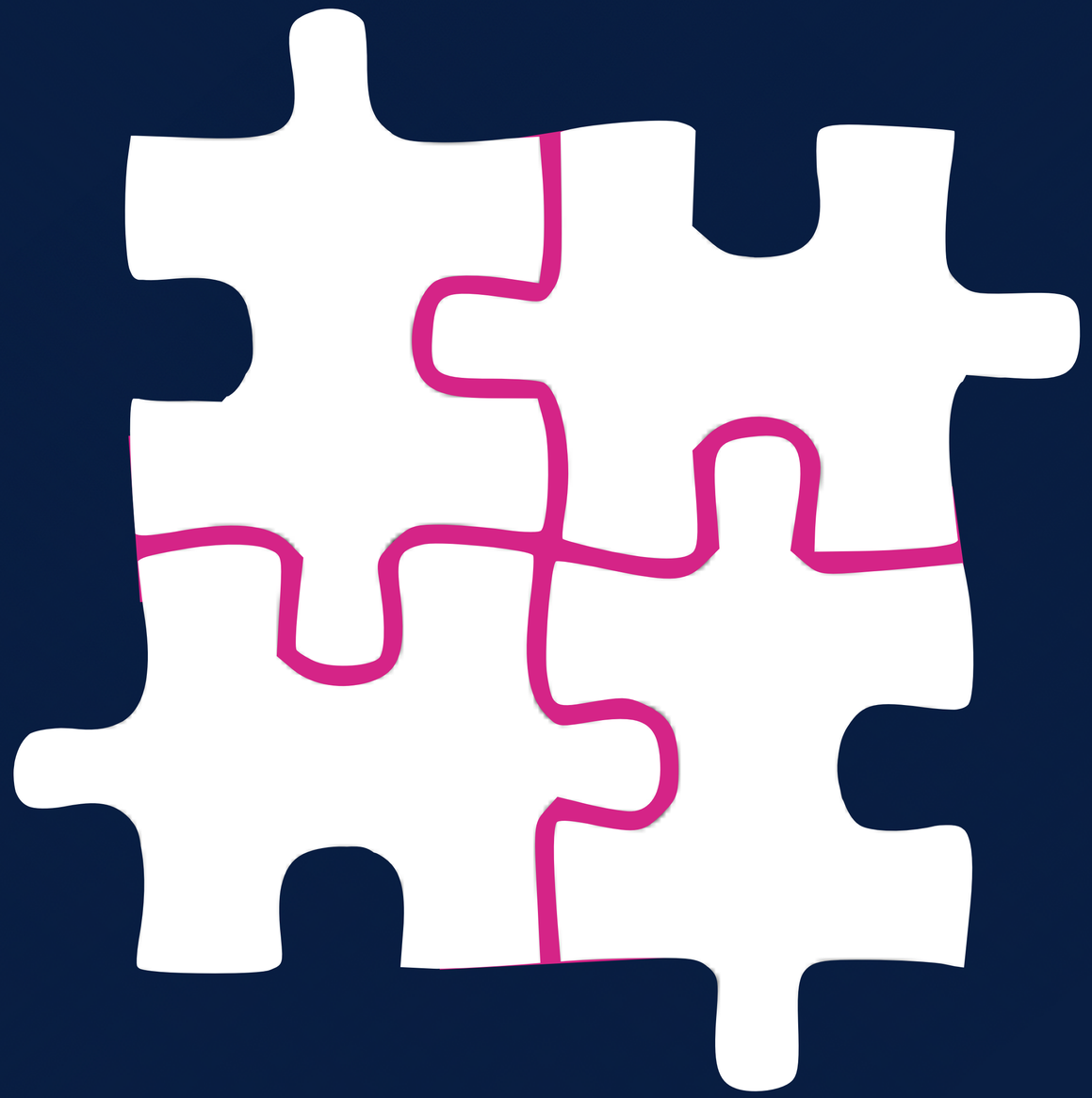
PREP TIME
15-30 MIN

RUN TIME
45-90 MIN

PEOPLE
3-10

Team poster

Roles & responsibilities



Working agreements

Network of teams

Atlassian University

Take the full video course to learn more tips and tricks!

It’s FREE!

Shared **understanding**

A team with no shared understanding is adrift,
Each member with their own view, no common gift.
Like a boat without a rudder, they spin in place,
No progress, no direction, no pace.

Shared **understanding**

The team may have great skills, but they don’t align,
Their efforts cancel out like waves in decline.
Each voice may be heard, but they don't resonate,
Their purpose lost, like a ship that can’t navigate.

Shared **understanding**

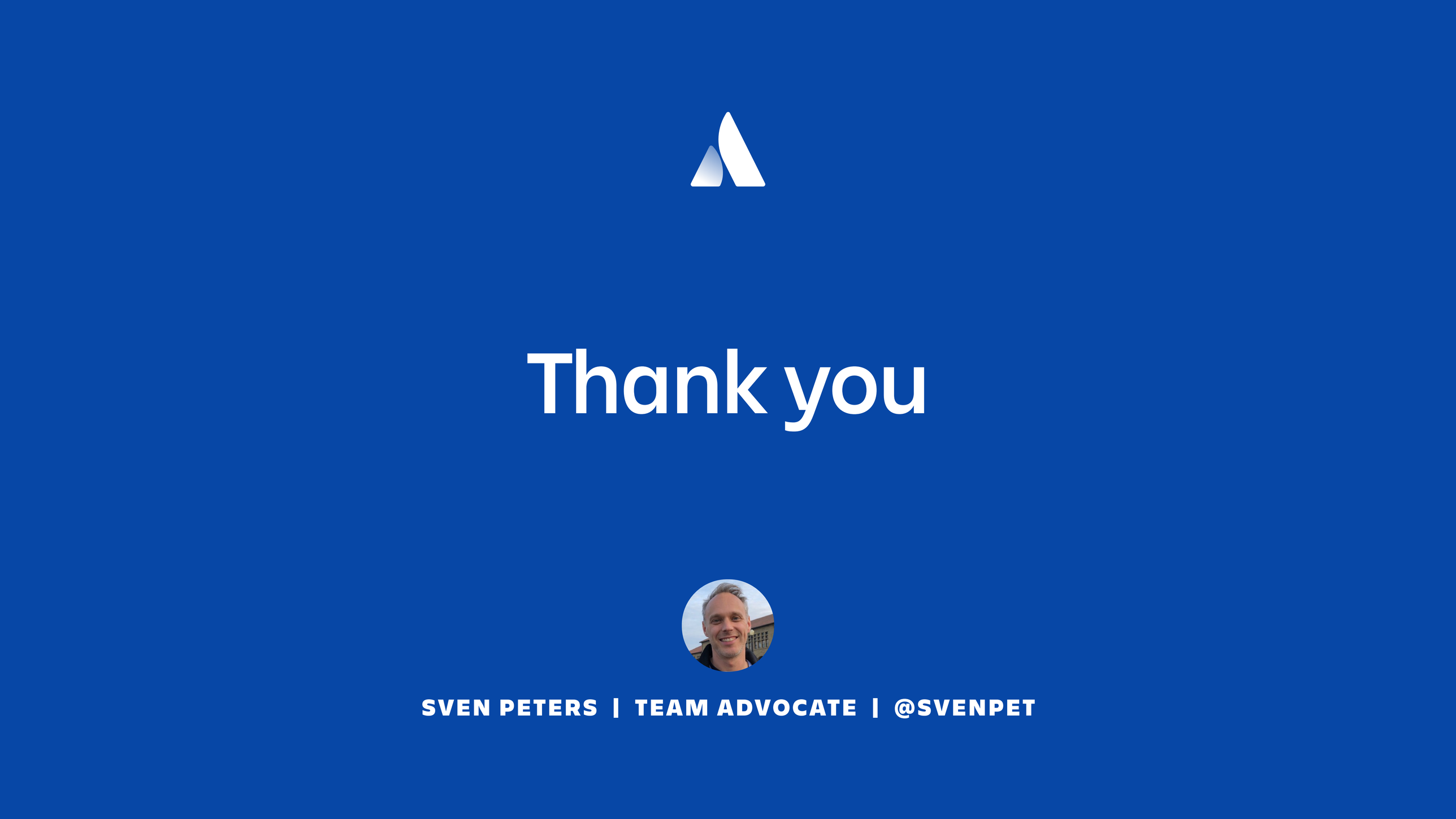
But with shared understanding, the team can steer,
Like a compass that guides, with nothing to fear.
Their strengths will combine like a sail in the breeze,
Their potential unlocked, with unity they seize.

Shared **understanding**

So let’s work to align and create a shared view.
With clarity and purpose, we’ll know what to do.
For a team with shared understanding can move ahead
Towards their goals with nothing to dread.

Shared **understanding**

If **ChatGPT** gets it, you should too!


Thank you
SVEN PETERS | TEAM ADVOCATE | @SVENPET