

Communication and working mode

About Communication

Communication, i.e. transported information, can happen via different channels with different properties. We differentiate between **synchronous** channels in which all communicating parties are interacting at the same time and **asynchronous** channels, in which communicating parties are not required to work on the communication at the very same moment. Examples for synchronous communication are personal meetings or (video-)calls while asynchronous communication is often text-based like mails, Slack, Issues or this Handbook.

Also do channels differ in their **persistence**: While personal meetings and calls only exist for this very moment, information in a Handbook can be easily found again. Text messages like Slack also tend to get old and are thus considered non-persistent.

— This page and the whole SK Handbook is highly inspired by the [Gitlab Handbook about Communication](#).

How we communicate

Internal

Language

On-spot communication at SK happens in English or Swedish. If you're not fluent in Swedish, don't hesitate to ask for a conversation in English.

Persistent internal communication is always done in English.

The language of communication with externals depends

Remote working style

Smartakartan is a partly-remote initiative, mostly based and grown in Göteborg, Sweden. We mostly work independently syncing via Slack and have a bunch of [regular meetings](#).

Similar to other remote initiatives, we highly value asynchronous communication.

Channels

We use different channels for different level of information shared and the synchronosity

Synchronous communication

- Llama:n i GBG
 - For meetings in real life, we mostly use the co-working space Llama Lloyd on Hisingen, Göteborg, Sweden. <https://www.llamalloyd.se/coworkingspace/>
- Jitsi
 - For online meeting, we typically use Jitsi. <https://meet.jit.si/smartakartan>
- Standups
 - Typically we have standup meetings Mondays and Thursdays 8:45 in Jitsi.
- Working Wednesdays
 - Often, we meet Wednesdays at Llama:n for co-working or meeting.

Asynchronous communication

- Slack
 - Slack is our main channel of short-lived communication. We use the namespace <https://kollaborativekonomi.slack.com>. This namespace is shared with many other topics in [KES](#)
 - The most relevant channels for SK are
 - `#ke_om_smarta_kartan` most general channel around SK
 - `#ke_smarta_kartan_dev` channel around the technical development of SK
 - `#sk_ux` channel for UX discussions
 - `#ke_aktivamedlemmar` general channel for the active KES team
 - `#sk_` + some region. Channels for discussions specific to this client / region
- Handbook
 - You're reading the handbook right now. Yay! This is our Single Source of Truth containing all information of persisting relevance.
 - This is our all's document. Please fix any typo you find, clarify any confusion and update every piece of outdated information. Also don't hesitate to put in new content.
 - Our handbook is a very new piece of our communication strategy, but it'll be a vital and major part soon.
- Google Docs & Drive

- Traditionally Google Docs is a tool that we use very often for collaboratively create document and store file. There are at least two drives I'm aware of and some more random docs.
- Currently I don't know whether there is a good structure and dare to doubt this. This just documents the current state.
- For the future I assume that a lot of persistent information (e.g. guides) will move into the handbook.
 - For documents or information that are created wrt. specific event, we'll see, whether we keep them in google docs and link them here or move some information into the handbook.
- The drives and docs I'm aware of
 - KES Drive <https://drive.google.com/drive/folders/0B-JYAK6Z2JdkUGJqVU5qWExrZ28?resourcekey=0-mMEjhJCQcM7jNw1S0ecBpA>
 - GDrive SK4
https://drive.google.com/drive/folders/15xD7PqmqnNjKf_RsjQqBVDT2auBkkfuN
 - Krav SK3
https://docs.google.com/document/d/1MerETncgN8kq5oeXADo5M_3h4R3SN-02BW9_AoC-X7c/edit#heading=h.n8tpigfj523
 - Drive of Chaos
https://drive.google.com/drive/folders/14ZR2LeJ2ii_a41APoXRLX6LhhhmUXYhP
- Gitlab Code
 - The repo where the code lives is <https://gitlab.com/kollaborativ-ekonomi-sverige/smartakartan/>
- Gitlab Issues
 - All communication around development of the software is done in issues in the repo <https://gitlab.com/kollaborativ-ekonomi-sverige/smartakartan/issues>.
- Trello
 - KES uses Trello for its workflow. Thus typically all SK tasks that are not related to coding are found in KES's Trello board <https://trello.com/b/og5ER96p/kes-styrelsearbete>
- Odoo
 - We're currently trying out an Odoo instance at odoo.smartakartan.se.
 - A lead gets promoted into an opportunity when:
 1. The partners have an intention to spend money
 2. We have internally decided our price tag to be proposed.
 - To sync Odoo and Google calendars, follow this [tutorial](#), but use the following URI when asked for **"Authorized redirect URIs"**:
http://odoo.smartakartan.se/google_account/authentication.

External channels

- <https://www.facebook.com/smartakartan.se>
- <https://www.facebook.com/groups/1485617481672115>
- <https://www.instagram.com/smartakartan.se/>
- <https://www.instagram.com/kollaborativekonomi/>
- <https://www.linkedin.com/company/smartakartan/>
- <https://www.linkedin.com/company/kollaborativ-ekonomi/>

Revision #10

Created 23 November 2023 14:11:28 by Admin

Updated 19 February 2024 13:29:53 by Laetitia