

The Hybrid-Remote Playbook

Adapting Your Agile
Process to Asynchronous
Communication

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FOREWORD

The future of work is now.



BEFORE COVID-19, working outside the office was primarily viewed as an exception to the rule or an occasional perk; in 2019, [less than 6% of the American workforce worked from home](#). The office allows us to have face-to-face interactions with our teammates, and colocation makes it easy to strike up a casual conversation around a watercooler, ask a question with a shoulder tap, or huddle in a conference room for a brainstorming session.

But the rapid shift to remote work due to the pandemic catalyzed the adoption of a work structure most employers wouldn't have entertained in typical circumstances — and in May 2020, the percentage of the American workforce working from home suddenly jumped to over 33%. Our connection



to our teammates has exclusively been through our devices — be it emails, instant chats, or (many) video calls.

Even though we've been working from home during a global pandemic, and all of the [emotional tumult](#) that has come with it, we've experienced [higher productivity levels](#) and enjoyed [more flexible schedules](#). So much so, in fact, that companies are making major bets on hybrid-remote working

models once it's safe to be back in the office again. In a recent Gartner survey of leaders across various industries, [82% indicated they will allow employees to work remotely in some capacity](#). And it seems every day we're hearing about how major companies, including Spotify, Infosys, Salesforce, and Uber, are now offering their employees flexible work options, be it in-office, remote, or a combination of the two.

If there's anything the last year has taught us, it's that work is *never* going back to the way it was before. But the bandaid communication and collaboration solutions that have gotten us through quarantine (and the feelings of [loneliness](#), isolation, and [paranoia](#) that came with it) won't cut it anymore.

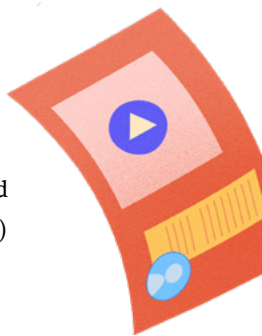
As we usher in this new era of work, **it's time to establish new ways to brainstorm, document, collaborate, and communicate to foster productive,**

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If there's anything the last year has taught us, it's that work is *never* going back to the way it was before. But the bandaid communication and collaboration solutions that have gotten us through quarantine (and the feelings of loneliness, isolation, and paranoia that came with it) won't cut it anymore.



**happy, and
scalable teams —
no matter where or
when they work.**



Loom has been a hybrid-remote company since its founding in 2016. In 2020 alone, we grew our globally distributed team by 3x, increased our user base by 8x, executed a rebrand with new pricing and packaging, and held our first ever [virtual offsite](#) — all completely remotely and powered by asynchronous communication, particularly (and unsurprisingly) video messaging.

But just because we did all of that doesn't mean it was easy — hybrid-remote work is far more challenging than working from an office because it involves an overhaul of everything we previously knew, from tools to process to communication to documentation. So we're sharing best practices for adapting your time-trusted frameworks for building and taking products to market to accommodate a hybrid-remote workforce.

Whether you work on or oversee a product, design, or engineering team, we'll provide you with tactical and strategic takeaways, new ways of thinking, and a fresh perspective on hybrid-remote work and how to leverage asynchronous communication to do your best work, wherever you work.



Why work still feels like work (no matter where you are)

AS MANY OF US HAVE LEARNED DURING QUARANTINE, remote work hasn't solved all of our problems. We're still hunkered down at a desk (however makeshift it might be), firing off emails and instant messages, and throwing on clean shirts before shuffling in and out of video meeting after video meeting. Work has changed, no doubt, but we're still relying on the same antiquated workplace communication methods we used when we were in cubicles, or at least the virtual versions of them. We're getting by, but we're not getting ahead.

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**We're getting by, but
we're not getting ahead.**

At a typical workplace, you use two primary modes of communication: synchronous meetings (be it in-person, virtual,



or over the phone) and asynchronous written messaging (e.g., email, instant messaging).

Synchronous communication is communication that occurs in real time. Some examples of synchronous communication at the workplace include:

- Phone calls
- Video meetings
- In-person meetings
- Water cooler conversations
- Chatting with a colleague at their desk

Synchronous communication carries obvious benefits — it can help you build rapport, provide nuance during sensitive conversations (like delivering critical feedback), get people on the same page quickly, or address a timely issue. Not to mention, we've spent our whole lives doing it and learning how to do it well.

Some meetings can be incredibly productive, but we default to them so much that we've grown to loathe them. In fact, 34% of respondents to a recent Korn Ferry survey believe they [waste 2-5 hours per week in useless meetings](#). And they're expensive in every sense of the word. (Think about it: a 30-minute meeting with 10 people actually equates to 5 hours of time. Now multiply that by an hour's worth of everyone's salaries, and you've got yourself quite a chunk of change).

Moreover, [context switching](#) between meetings is damaging to productivity, especially when you consider it takes us [23 minutes to redirect your attention after a distraction](#). [Zoom fatigue](#) only makes it harder to get work done after back-to-back meetings.

Think of synchronous communication like a piece of decadent, fudgy chocolate cake. Fantastic in small quantities, but ... not so great in large ones, or when rushed through. 🍰



Asynchronous communication is communication that occurs on your (or your recipients') time; it involves an expected lag between when the sender delivers their message and when the recipient receives it. Some examples of asynchronous communication at the workplace include:

- Emails
- Direct messaging
- Written letters (remember those?)
- Text messages
- Voicemails
- Company wikis and workspaces
- Project management tools
- Video messages

Asynchronous communication allows you to consume a message at your own pace and in a way that makes sense for your own schedule, freeing up your and your recipients' schedules for deep work and limits context switching. It also ensures proper documentation, democratizes information sharing, and is inclusive of teammates in other time zones.

Think of asynchronous communication as a well-balanced, satisfying meal. It gives you exactly what you need, when you need it, and powers you through your day.

Asynchronous video messaging: the key to the future of work

Apart from in-person or virtual meetings, written communication is the primary method we use to get work done — and with good reason: it's very familiar to us, and thoughtful and careful documentation [enables productivity](#) and [ensures consistency](#).



But written communication isn't without its flaws, especially in this digital age. Let's face it: no one looks forward to writing or reading a wall of text.

There are a few other reasons why written communication can be difficult:

1 Written communication is impersonal

Because you're consistently reduced to just a few lines of text with every message you deliver, relying on written communication as your only asynchronous method of communicating is detrimental to relationship-building, which is foundational for happy, productive teams.

2 Written communication can make things hard to explain — and therefore hard to understand

It's common to misinterpret an email or instant message, leading us to question the sender's true intentions.

3 Written communication can easily be dragged into your personal life

It's pretty low-effort to send or consume a typed message, which is why we tend to allow written communication to seep into our personal lives. (Think about how many work-related messages you've written or read in bed, while commuting, or even at the dinner table).

It's no wonder, then, that [76% of executives want to move away from email in favor of other communication methods](#).



Given asynchronous communication's inherent flexibility and bias towards deep work, it's necessary for it to be foundational to every way you approach your frameworks. But because asynchronous communication at the workplace has primarily been text-based, it can strip communications of the human nuance of nonverbal communication like facial expressions and body language to help contextualize an individual message.

In a workplace context, asynchronous video messages (like looms!) allow you to capture your voice, face, and screen altogether to give asynchronous updates that special human spark without having to hop on a video call or chat with someone in person.

Here's why video messaging is a natural fit for your workflow:

1 We're used to video

In the [2015 edition](#) of her popular annual Internet Trends report, venture capitalist Mary Meeker noted global consumer internet video traffic was at 64%, a 7% jump from just two years prior — a clear signal the vast majority of us are already comfortable both creating and consuming video content.

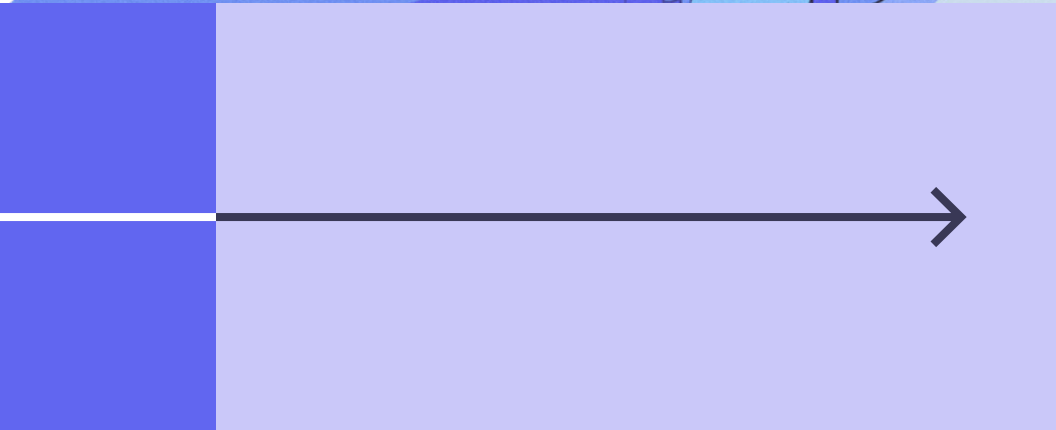
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2 Video is (very) effective

In a study published in the [Journal of Computing in Higher Education](#), researchers concluded video inspires consumers to experience deeper feelings, moods, and emotions and more readily enables them to change their behaviors.



In a hybrid-remote world, incorporating asynchronous video into your workflow means being able to think more creatively, better convey ideas, spot more opportunities, close feedback loops faster, and form deep, meaningful connections.



The hybrid-remote approach to the Agile framework

DEVELOPED IN 2001, the [Agile Manifesto](#) was the brainchild of 17 software developers seeking to shape and improve the future of the software development process, particularly in fast-paced and challenging environments.

Today, teams and organizations across the globe implement some level of Agile methodology to their software development process based on its [12 Principles](#).

In a hybrid-remote environment, asynchronous communication

plays a pivotal role in successfully adhering to an Agile framework. Adhering to principles #4 and #6, which state developers and businesses must work together daily and face-to-face conversations are the most efficient and effective

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In a hybrid-remote environment, asynchronous communication plays a pivotal role in successfully adhering to an Agile framework.



method of conveying information, however, requires more than just written documentation to pull them off successfully.

Throughout this playbook, we'll show you how product, design, and engineering teams can abide by the Agile methodology in a hybrid-remote work environment successfully using various forms of asynchronous communication to carry them from brainstorming and sprints to stand-ups and retrospectives.

Forming (and fueling) your flywheel

“A flywheel is an incredibly heavy wheel that takes huge effort to push. Keep pushing and the flywheel builds momentum. Keep pushing and eventually, it starts to help turn itself and generate its own momentum.”

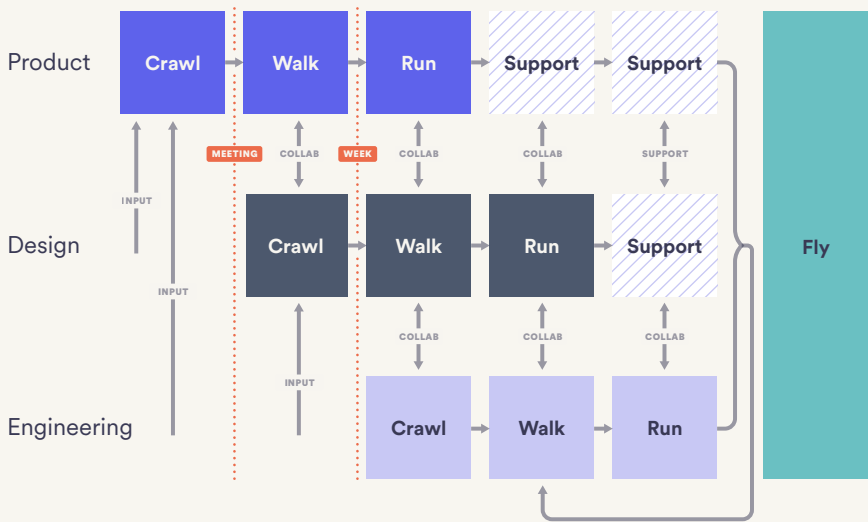
JIM COLLINS,

Turning the Flywheel

The flywheel model allows teams to push forward on major projects together. So even when they encounter moments of friction, the momentum of the flywheel will prevent a project from grinding to a halt.

Whether at the beginning or end of a project, the flywheel model helps teams ensure they're building appropriate tooling, measurement, and means of product and design empowerment at the earliest stage possible. And by the time the project is up and running, teams can minimize the amount of work in progress and properly measure stability and performance.





Loom's Product, Design, and Engineering teams' current project framework. Each team has distinct roles and responsibilities throughout the project lifecycle, all of which support one another.

The flywheel model is just another helpful way to think about your Agile framework, and it's how we do so at Loom.

Now that we've covered the fundamentals, it's time to explore how best to communicate your ideas asynchronously throughout all stages of your product development lifecycle, starting with brainstorming.



CHAPTER 1

Brainstorming



IN TYPICAL CIRCUMSTANCES, you and a group of teammates can gather in a conference room for a whiteboarding session to kick off the brainstorming process. But adapting the brainstorming process to a hybrid-remote format isn't as simple as allowing remote workers to join via video chat.

Coordinating and executing a productive brainstorming session between product, design, and engineering team members can be equally, if not more, advantageous in a hybrid-remote environment by offering increased participation, the ability to consider various perspectives in a shorter amount of time, and methodical documentation. Best of all? You don't need to work off of grainy phone pictures of your whiteboard or wade through a bunch of sticky notes to make sure you captured and are iterating on everything. (For a hybrid-remote-friendly whiteboarding tool, check out [Miro](#)).



High-performing hybrid-remote teams primarily default to asynchronous communication to fuel the brainstorming process instead of live meetings. From getting your team together to delivering feedback, below are a few ways to recreate the same feeling of collaboration and participation asynchronously you'd get during a live whiteboarding session.

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High-performing hybrid-remote teams primarily default to asynchronous communication to fuel the brainstorming process instead of live meetings.

Assembling your brainstorming team

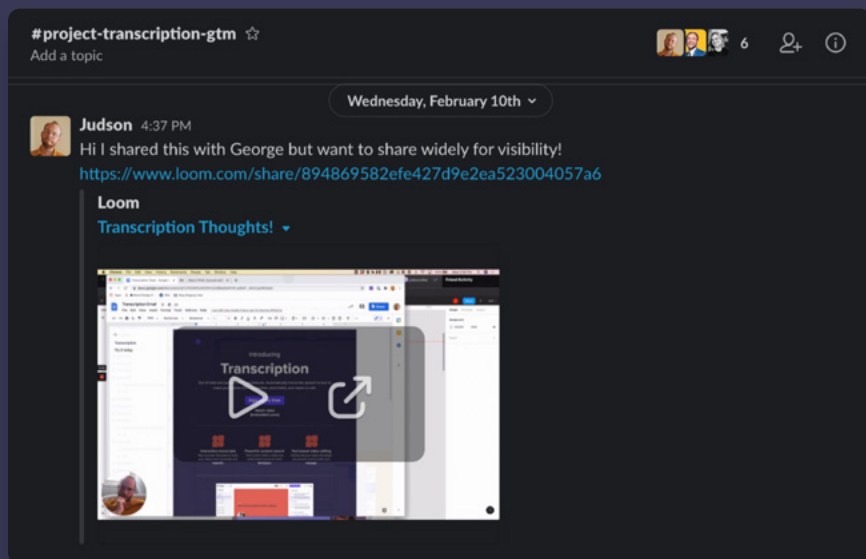
For a live brainstorming session, location, schedule, and timezone constraints can limit the number of people you're able to bring into your core brainstorming group. By defaulting to asynchronous communication, those constraints are instantly removed.

In order to determine who'll be a part of your brainstorming group, Harvard Business Review recommends you start by [identifying the type of roles whose input you desire for your project](#) and find people who suit those roles instead of just coming up with a list of particular names in order to ensure you're getting the exact input you need as early as possible.

No matter what you use to document your ideas (we recommend a combination of Miro, [Notion](#), and Loom), you can share them far and wide within your organization and allow for a diverse range of ideas and perspectives as you plan



your project — you can form an open Slack channel dedicated to your project, create a new document in a company wiki, or organize files in a shared drive, to name a few. From there, you can easily share these context-rich documents with your target group and solicit their input on their own time.



Here's a screenshot of one of Loom's project-specific Slack channels. These channels are open to anyone in the company to view or join to take a peek at the project's progress.

Exchanging ideas and delivering feedback

Product managers at Loom often kick off the brainstorming process solo and use asynchronous video messaging to gather input from colleagues across the Design and Engineering teams to move initiatives forward without friction.



Here's the process step-by-step:

1 **Gather documentation and analysis**

Don't worry about being too organized at this stage — brain dumping allows you to explore all of your options.

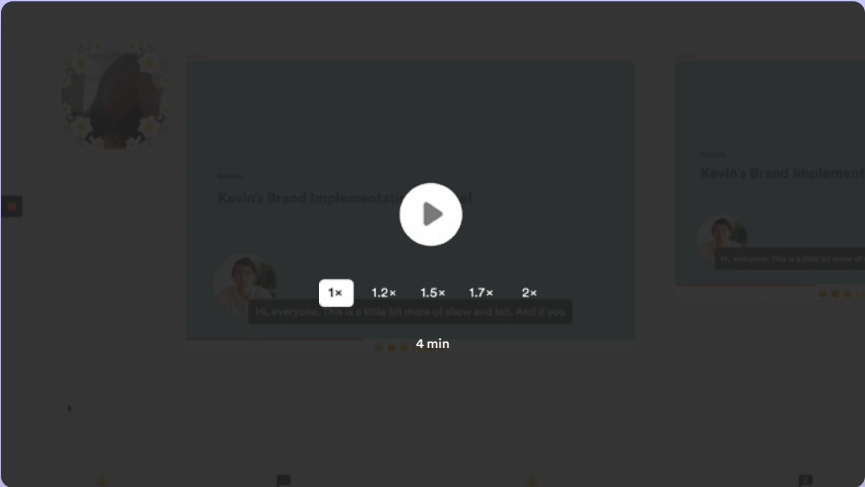
2 **Send a loom to your fellow project collaborators whenever you're stuck**

Walk through your thought process, visuals, plus any questions you have and drop the link to the Loom recording wherever you're collaborating — no need to wait until the next time your schedules line up for a live sync. And others can chime in with their thoughts, too!

3 **Iterate on feedback**

As you get responses to your loom, you can begin to weave in others' perspectives much earlier in the collaboration process. The result? Producing holistic, well-formed ideas faster than ever before. So by the time you're ready to hand off your work to another team, they're already aware of how the project has progressed so far. Not to mention, having a record of the various iterations of an idea, instead of relying on notes you quickly jotted down during a synchronous meeting, allows you and your recipient to make sure you've communicated and understood each other's ideas as much as possible and make decisions more quickly and effectively.





In this Loom video, Design Manager Britt Layton solicits feedback from the greater Design team around progress she's made with Loom's closed captions.



In the next chapter, we'll explore how you can take your newfound ideas and put them into action.

Further reading:

- [“How to brainstorm remotely”](#)
— *Zapier*
- [“How to run a remote brainstorm”](#)
— *Figma*



CHAPTER 2

Setting your project in motion



WHEN THE BRAINSTORMING PROCESS IS OVER, it's time to make decisions, align on goals, and get sign-off to set your project in motion.

Agile ceremonies, such as sprint planning, stand-ups, and retrospectives (the latter two of which we'll cover in the final two chapters), are the lifeblood of the Agile process. But in a hybrid-remote environment, frequent synchronous meetings aren't feasible for teams spread out across different time zones — and by sticking to that format, you're risking having key stakeholders miss out on a project's progress.

In this chapter, we'll explore ways you can set up your communication process and reduce the risk of technical debt early on with successful asynchronous Agile ceremonies.



Running sprint planning asynchronously

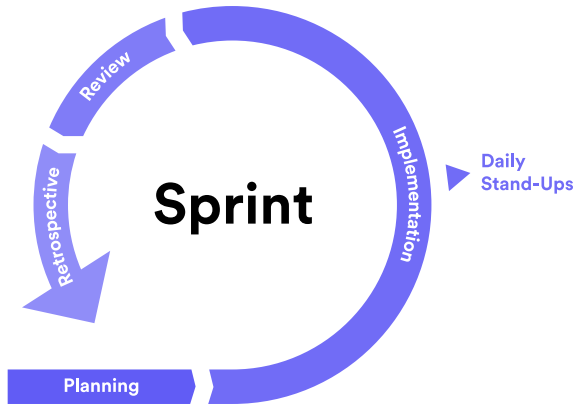
Agile projects are divided into sprints — which are short phases (usually one to four weeks long) that are typically incremental releases of a product designed to enable teams to move quickly and reduce bugs.

During sprint planning, the product owner and development team nail down what to prioritize next in order to best serve the needs of customers. It's a highly collaborative process; while the product owner outlines the overarching goal of the sprint, the

development team pulls items forward from the product backlog to make that goal achievable and begins to scope out the work. And for designers, sprint planning helps ensure that their design strategy reflects business goals, helps maintain consistency, and prompts them to continually assess for quality.

When sprint planning in a hybrid-remote environment, alignment is of utmost importance. Ensuring everyone is on the same page means everyone can move forward with the sprint without creating double work or running into issues down the road.

But one of the most common pitfalls of asynchronous communication is misalignment — it's easy to misinterpret someone's words, or worse, let an important message slip through the cracks entirely. The good news is that miscommunication is avoidable when you use asynchronous communication tools with thoughtful intention.



Here are some ways to make your asynchronous communication stack work for you at the outset:

1 Create communication guidelines for your project

Developing your own guidelines of when and how to use each of your various communication channels for your project can prevent most communication issues you may run into. How you communicate varies between projects and teams, so don't be afraid to put in the effort to nail this down together. (Maybe you only have live syncs if you're troubleshooting an issue, for example.). This level of intentionality can help you flesh out the foundation for your communication guidelines if you ever get stuck.

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2 Document, document, document

Although Agile teams don't typically prioritize up-front documentation, doing so is necessary for a hybrid-remote environment. It may feel like a ton of extra effort up front, but doing so will save time, reduce rework, and create more clarity and alignment in the long run, which means less technical debt.

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Whatever project management tool you're using for your project (we love [Notion](#), [Asana](#), and [Jira](#)), treating it as the single source of truth that contains all relevant research, data, and processes keeps everyone involved in your project on the very same page and helps you to provide rich context throughout the lifecycle of your project to ensure smoother handoffs. (**Pro-tip:** You can drop Loom video links into your written documentation to walk through some of the hairier parts of your project, such as walking through processes, code, and systems to communicate with other developers and non-technical collaborators.).

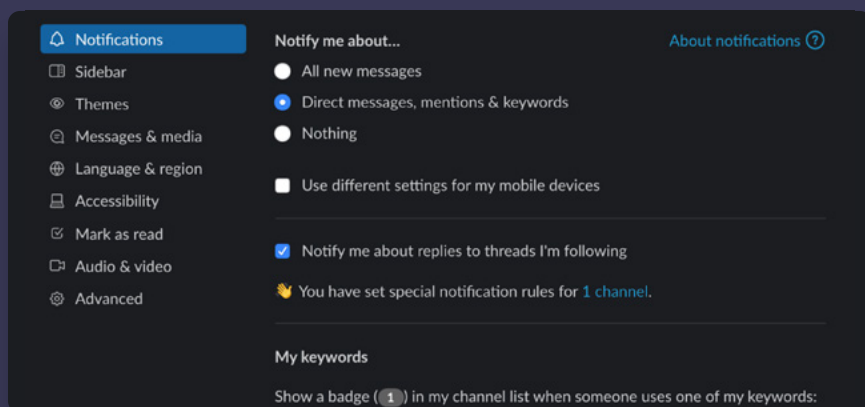


Running sprints asynchronously

Now you're ready to start your sprint, which means giving everyone the time and space to get their respective tasks done. Here are a couple of tips to running sprints asynchronously and avoiding distractions; getting more quality completed more quickly within realistic timelines; and leaving plenty of time to assess, test, and iterate without feeling like you're constantly spinning your wheels.

1 Adjust your settings and preferences

When you're in the midst of a sprint, having a cluttered calendar that pulls you in all sorts of directions isn't going to help you reach your goal. Enabling yourself and your team to default to asynchronous communication throughout the sprint allows every contributor to prioritize the focused, deep work it takes to hit your shared goal. If you find yourself bombarded with notifications, customize your notification preferences to turn off sounds or only send you alerts during certain hours to allow you to commit to periods of deep work and check unread messages on your own time. It sounds obvious, but a few tweaks here and there can transform the way you work!

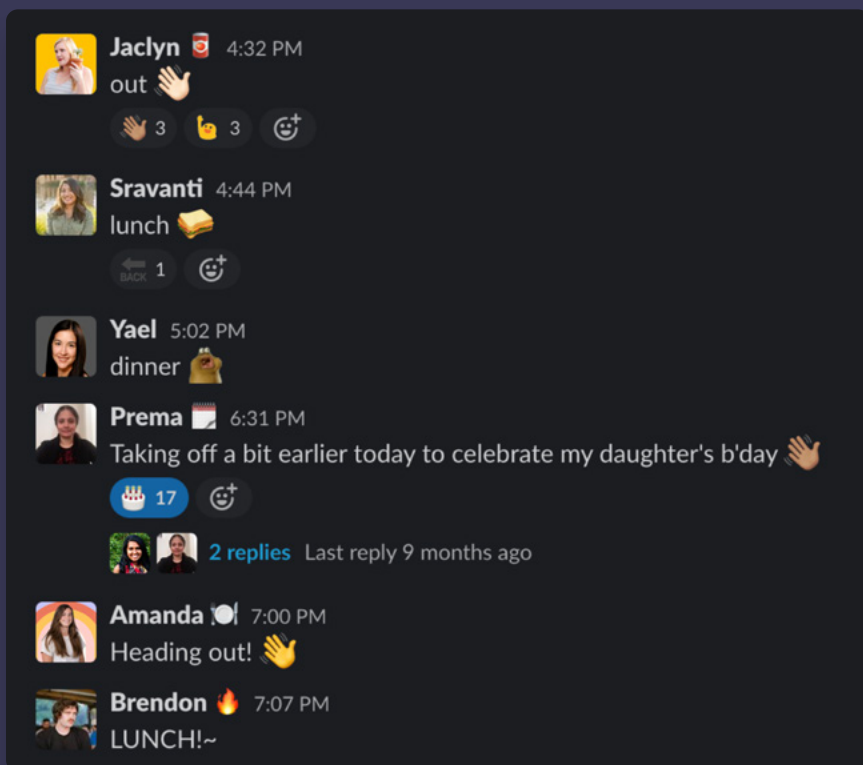


Adjusting your Slack settings can do wonders for your productivity.



2 Set your status — and set it often

Even if you're not in the same room as your colleagues, or working at the same time as them, you can set your status in tools like Slack, Microsoft Teams, or Google Chat whenever possible or block out time in your calendar to let your teammates know what you're up to without interrupting your work (and vice versa). Making a habit of this will create a culture of transparency (without the pressure of [presenteeism](#)) and lets you more easily manage expectations.



Loom's #general channel is chock full of status updates from Loommates around the world.



3

Craft your messages to fit your audience

It's tempting to over-communicate, especially when you can't see your teammates. To prevent your communication from being disruptive (or getting ignored), always consider your audience: what do they need to know? What's the best way to tell them? Perhaps it's through an update in a shared document, an instant chat, an email, a loom, or saved for your next live sync.

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Running sprint reviews and backlog refinement asynchronously

When the sprint is over, a sprint review helps the team align on what they accomplished and review the product backlog and ensure items in it are relevant, detailed, and appropriately prioritized for the next sprint.

Some common questions that arise during sprint reviews and backlog refinement sessions include:

What did we accomplish?

What didn't we get to?

What does the product backlog look like right now, and what are some of our high-priority items?

Leveraging visual communication is a quick and simple way to run a sprint review and review your backlog even when you and your team aren't working at the same time or in the same place. Individual contributors can record quick video messages about what they accomplished during the sprint for everyone else to consume on their own time, and the product manager can share an overview of the backlog and present high-priority items ahead of the next sprint planning session.



(Pro-tip: For teams that are distributed across the globe, sometimes decisions take a full 24 hours to make. Be liberal with your timelines, and document every single major decision so no one is out of the loop.)

Allowing everyone the opportunity to hold the floor and share their work fosters a strong cross-functional team culture and empowers others to acknowledge their achievements. Plus, these reviews can provide historical context to any new teammates who might be joining mid-project.

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Leveraging visual communication is a quick and simple way to run a sprint review.

Next, we'll take a look at how to approach stand-ups in a hybrid-remote environment.

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Further reading:

- [“What Agile Development Looks Like on a Remote Team”](#)
— *Doist*
- [“How async and all-remote make Agile simpler”](#)
— *Gitlab*



CHAPTER 3

Conducting stand-ups and measuring progress



STAND-UPS ALLOW YOU TO SHARE YOUR PROGRESS

frequently to keep teams aligned, assure no rework is happening, and remove or prevent roadblocks.

But even in an office environment, synchronous stand-ups can be difficult to schedule, can run on too long, and, quite honestly, can grow a bit stale over time — after all, when you're in the throes of a big project, the last thing you want to do is wait your turn to share what you're working on when you're just itching to get back to work.

Using a mix between asynchronous written and video communication in your documentation process helps break up the monotony — and the fatigue — that comes with having to solely rely on your screen to get your work done. At Loom, synchronous meetings are carefully peppered throughout the project development and management process, especially during cross-functional handoff points. But for stand-ups and regular updates, we run them asynchronously.



Best practices for running asynchronous stand-ups and updates

Over the years, we've held hundreds of asynchronous stand-ups and updates, and, needless to say, we're pretty dialed into our process. 😊 Here are some of our asynchronous stand-up best practices, whether you're conducting them on a team or project level:

1 Give stand-ups structure

First, establish the cadence of your asynchronous stand-ups (e.g., daily or weekly) to best suit the needs of your project. Next, determine what details are necessary to share in your updates. For example, you can outline a set of questions that project participants are required to answer, and/or you set a time limit for how long updates should be. (Loom's Design team typically keeps their [stand-up updates in 90 seconds](#) so they can be as engaging as possible.).

A simple structure you can follow is sharing what you've done since your last update, what you're planning to do next, and how you're feeling. And if you need a little help keeping yourself and your team on track, you can use a tool like [Geekbot](#) can help you run an asynchronous standup at a regular cadence right in Slack.





allie APP 12:19 PM

Allie Hitchcock posted an update for Weekly Marketing Standup

What's the most fun thing that happened to you outside of work last week?

Splurged on Cheesecake Factory delivery. No shame. 🍰💰

What are your three biggest accomplishments from last week?

- Added new "invite your team" reminder emails to the L4T email onboarding flow
- Started mapping out a plan for adding and reorganizing help center folders in preparation for P&P
- Wrapped up plans for help center updates for GA

What are your three biggest goals for this week?

- Go live with GA updates (done as of this morning!)
- Make progress in planning high-level changes to the help center (adding and restructuring folders) for P&P
- Work on a few other miscellaneous help center updates

How are you feeling today?



Geekbot not only lets you hold asynchronous standups, as we do at Loom, but it allows you to download standup analytics to make team retros easier.

2

Make stand-ups accessible

Asynchronous stand-ups and updates allow everyone involved in the project, especially internal contributors, to share the progress of their work, and it's important to highlight their voices as much as possible.

Think about where you're surfacing and documenting these updates and how. Making your updates accessible to those involved in your project and the greater team as a whole — especially those located in different time zones — helps prevent bottlenecks and silos that form quickly in hybrid-remote environments simply because of lack of communication.



3

Consider what others need

Not everyone has the same [communication style](#), and it's important to acknowledge and accommodate that during asynchronous stand-ups. Whether someone is more comfortable recording their thoughts in written, video, or voice form, provide options that are respectful of teammates' comfort levels but also get everyone up to speed efficiently. With Loom, you can leave your camera bubble off or use a profile picture for the days when you're not quite camera-ready.

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In our final chapter, we'll uncover how to conduct retrospective meetings in a hybrid-remote environment.

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Further reading:

- [“Why Asynchronous Communication is Ideal for Weekly Team Updates”](#)
— *Loom*
- [“Quick Tips from Loommates: Provide Context Before a Meeting”](#)
— *Loom*
- [“Async Stand-Up Meetings: A Guide for Managers”](#)
— *Loom*



CHAPTER 4

Holding retro-spective meetings



RETROPSECTIVES ALLOW YOU TO REFLECT on the work that you and your teammates have done and share what went well, what didn't, and some ways to improve your process for future projects. Much like an asynchronous stand-up, running an asynchronous retrospective allows everyone to openly share their unique perspectives, without fear of interruptions or distractions.



Best practices for running and asynchronous retrospective

Retrospectives are highly collaborative in nature, with fruitful discussion being foundational to their success, and just like with stand-ups, we've learned a thing or two about how to run retrospectives successfully across distributed teams over the years. Here are our top tips on holding an asynchronous retrospective:

1 Use a tool that's designed for asynchronous retrospectives

Loom uses [Team O'clock](#), which can be used both asynchronously and synchronously and offers time limits and a variety of activity types for flexibility. Other tools like [Parabol](#) offer anonymous participation to allow everyone to share their feedback without holding back.

Before kicking off a retrospective with a new tool, make clear to your team how to use it beforehand, and outline expectations around how everyone is expected to contribute to it so everyone is fired up and ready to go come retrospective time.



Team O'clock APP 12:35 PM

Mobile Retro (9 March–23 March) retrospective completed with the following action items:

- if you need an answer, use ? in message
- @britt look into how to document quick win/backlog items in JIRA without clogging it up
- @mobileeng include error states in early discussions

You can see details about your retrospective [here](#).

Here's a look at a Team O'clock retrospective recap from Loom's Mobile team.



2 Don't wait to start thinking about your retrospective until your project is complete

Instead of waiting until the project is over to share a laundry list of thoughts, kick off your retrospective documentation at the beginning of your project. Allowing for continuous retrospective feedback as your project progresses can help teammates spot and document quick wins and inefficiencies right as they happen.

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3 Take action on action items

Conversations can die on the vine once the retrospective is over, especially in a fast-moving, hybrid-remote environment. Summarize the outcomes and key takeaways of the retrospective with the group, assign action items to appropriate team members, and integrate next steps into your next sprint to continually improve upon your process to prevent your process from existing in a vacuum.

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If you've made it this far, you're now equipped with the fundamentals to adapting your Agile framework for a hybrid-remote environment. In the next section, we'll wrap up with what you should consider when assessing an asynchronous communication tool for your team's work stack.

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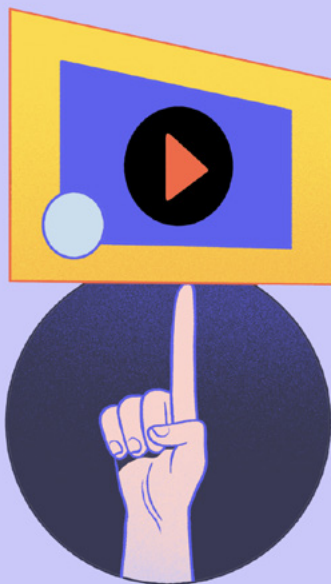
Further reading:

- [“How to hold a remote retrospective and have fun doing it”](#)
— *Gitlab*
- [“How Gitlab handles retrospectives”](#)
— *Atlassian*



CONCLUSION

Choosing a tool that boosts productivity and trust in a hybrid-remote world



ASYNCHRONOUS COMMUNICATION EMPOWERS hybrid-remote teams to communicate ideas, move projects forward, and [create culture](#) together whenever and wherever you work, allowing you to commit to your Agile framework anytime and anywhere, from ideation to implementation.

But it's not just top-notch communication tools that make asynchronous work effective — it's creating a culture of empowerment, [trust](#), and empathy that allows these tools to be used to their fullest extent. When choosing an asynchronous communication tool to drive your work forward, consider how it supports you to do the following:



1

Create psychological safety

Psychological safety enables teammates to fully express themselves — both the good and the bad — without fear of judgment or punishment in order to have richer conversations and make more impactful decisions.

Amy Edmonson, professor at Harvard Business School and inventor of the term, [told Forbes](#): “Psychologically safe employees are more interested in learning, excellence, and genuinely connecting with others than in looking good.”

Creating psychological safety means [setting aside judgment and embracing your vulnerability](#), and it allows whomever you’re speaking with to open themselves up to you more readily.

Use these techniques to create psychological safety:

Own up to your imperfections.

Ask for feedback.

When offering feedback, talk about the behavior you observed and the impact it had to keep it objective.

Ask what you can do to help the other person succeed.

Encourage different perspectives or opinions, especially ones that differ from your own.

[Listen from a place of curiosity](#), and take a genuine interest in what the other person is saying to prevent yourself from getting defensive.



Asynchronous communication tools should allow your teammates to capture their thoughts and ideas comprehensively and enable them to distribute them effectively in order to create psychological safety among teams.

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Remove barriers

Communicating asynchronously should be as easy as booking a conference room. The various tools you use to get your work done should be able to talk to each other in some way — for example, Loom videos embed directly into Jira, Slack, Notion, and Asana, allowing you to provide context and nuance to your projects using your face, voice, and screen no matter where you get your work done.

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Establish a source of truth

Asynchronous communication tools that make it easy to find and share your ideas help close feedback loops faster and provide a sense of interaction even in a hybrid-remote environment. We're constantly rolling out new ways to do just that with Loom — emoji reactions, instant editing, inline comments, and team workspaces are just the beginning.



Let's talk about asynchronous video messaging at work

Is your team ready to navigate the future of work?

Get in touch with us to learn more about how you can use Loom to accelerate the speed of information sharing and improve the effectiveness of your communication with asynchronous video messaging for your business.

Unlock Loom for Enterprise





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