Managing a Passionate Team

How to change the world without burning out

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(she/her)
Currently @ Zipline
Prev: Trust & Safety / Community @ GitHub

24

Continuous hours I was addressing this issue

20,000

People I ...thought were totally locked out of our service

1

People actually affected

...not even locked out

How to make sure the team is spending its energy efficiently?

Working hard for something we hate is called stress, working hard for something we love is called passion.

- Simon Sinek

Optimizing for Passion

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Clear Priorities

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Firm Boundaries

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Rotating Intensity

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Stakeholders should have a consistent experience when engaging with your team.

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Firm Boundaries

We do not respond to chat messages on the weekend - please page us if needed.

Rotating Intensity

"Go down now, {teammate} has got it, I need you back online at {time}"

Thanks!