



NEW WAYS OF WORKING

Lessons from the Pandemic



Kelly Tetterton

Partner of Web Experience
Clarity Partners

Overview

WHAT WE WILL COVER TODAY

Remember the Before Times?

...and how we had to change?

What Next?

and options for the Hybrid World.

ABOUT CLARITY

- Chicago-based management and technology consulting firm
- Founded in 2004; 150+ employees
- Clients include public sector, Fortune 500, and nonprofit organizations
- Successfully completed hundreds of projects for state/local government, and higher ed organizations
- Numerous awards for growth and achievement
 - Inc 5000 member for seven consecutive years
 - Crain's Chicago Business 2022 Best Places to Work
 - Chicago Tribune Top Work Places for six consecutive years
 - 100+ website awards over the last 6 years
- Certified Minority Owned Business Enterprise (MBE)

CRAIN'S CHICAGO BUSINESS
BEST 2021
PLACES TO WORK



WE VALUE DIVERSITY

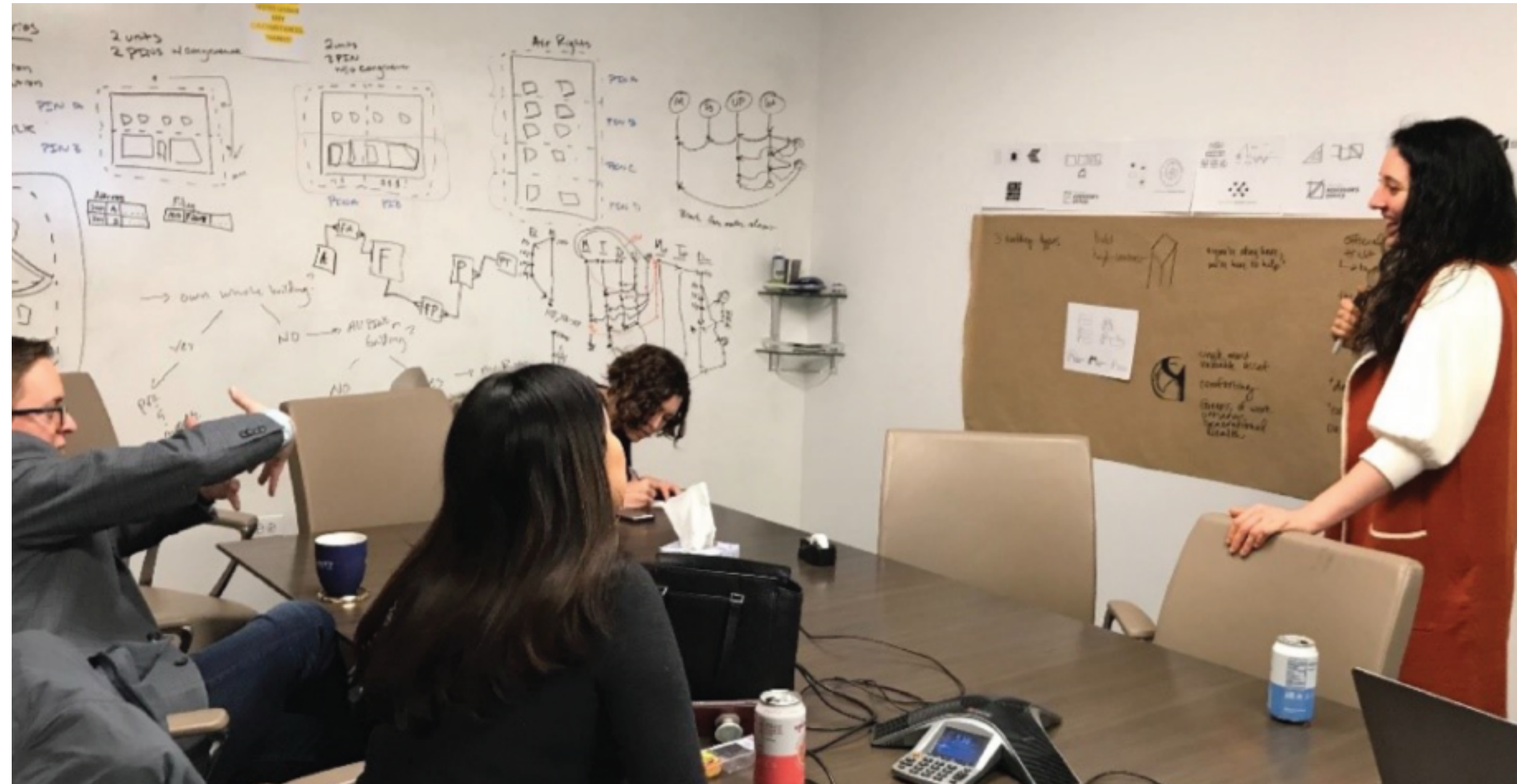
- Certified as a minority business enterprise (MBE)
- Proudly engage a diverse workforce
- Currently 53% minority employees and 45% women
- Encourage diversity at all levels as 45% of managerial/supervisory roles held by minorities and those who identify as female
- Recipient of multiple diversity awards, including Best Tech Workplace for Diversity Winner 2019-2020 and Finalist in 2022



Members of Clarity's Web Team

THE BEFORE TIMES

- Everyone in the office
- Work/life balance was private
- In-person client meetings
- Design sessions
- In-person training sessions
- Networking



A Working Session with Clarity and the Cook County Assessor Team (2018)

IMPACTED

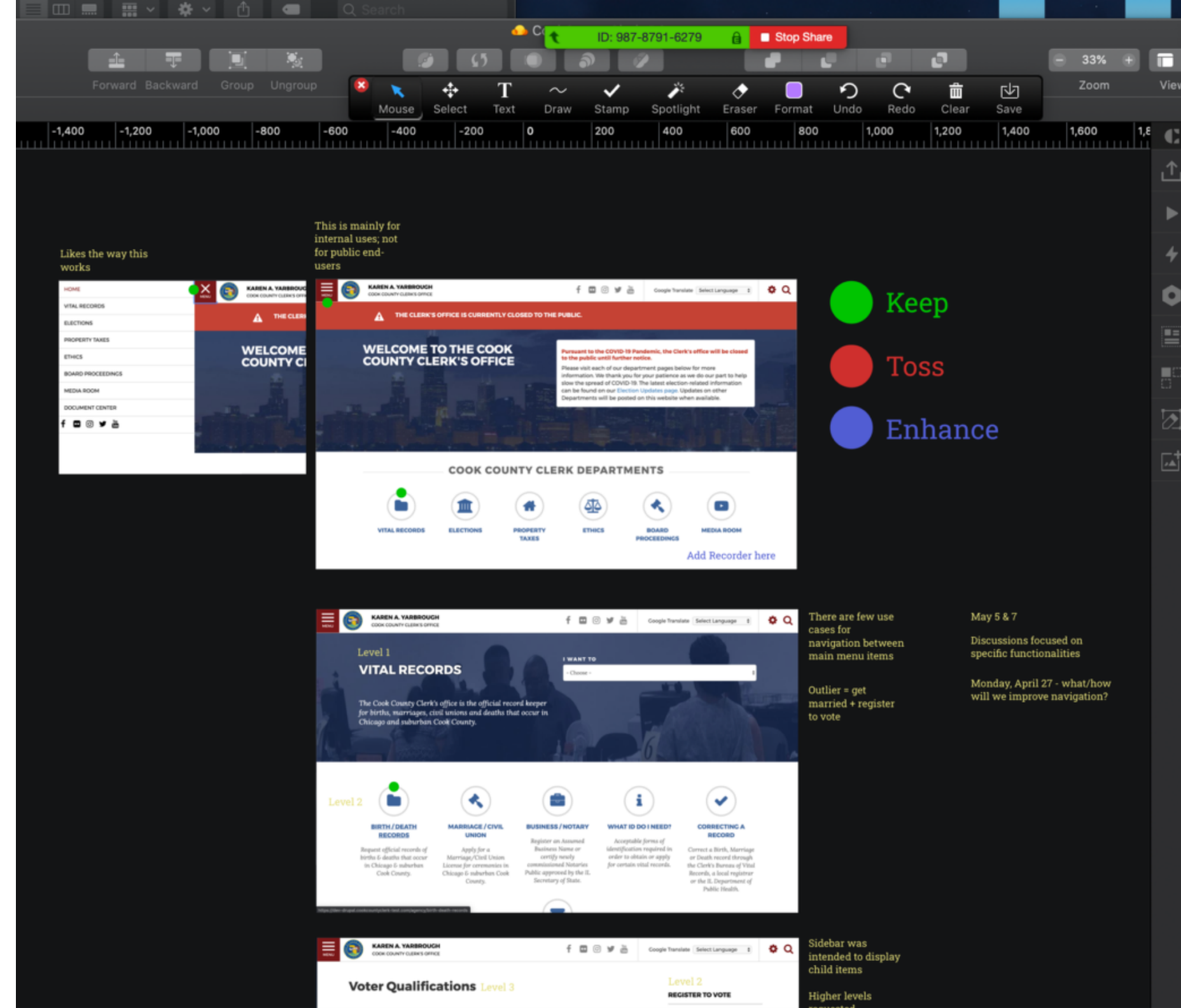
- Co-worker communication
 - Daily
 - Weekly
 - Project
- Client communication - not just information
- Tools we use



A Typical Design Session Prior to COVID-19

EXAMPLES OF CHANGE

- Interviews
- New interns/employees
- Project meetings
- Stakeholder meetings
- Design sessions
- Development
- User testing
- Office space
- Work events



A "Remote Dot Session" in Progress Between Clarity and CC Clerk

From Interviews to Starting New Hires

ONBOARDING EMPLOYEES

Before

- Interviews were always in person
- New employees had significant on-boarding

After

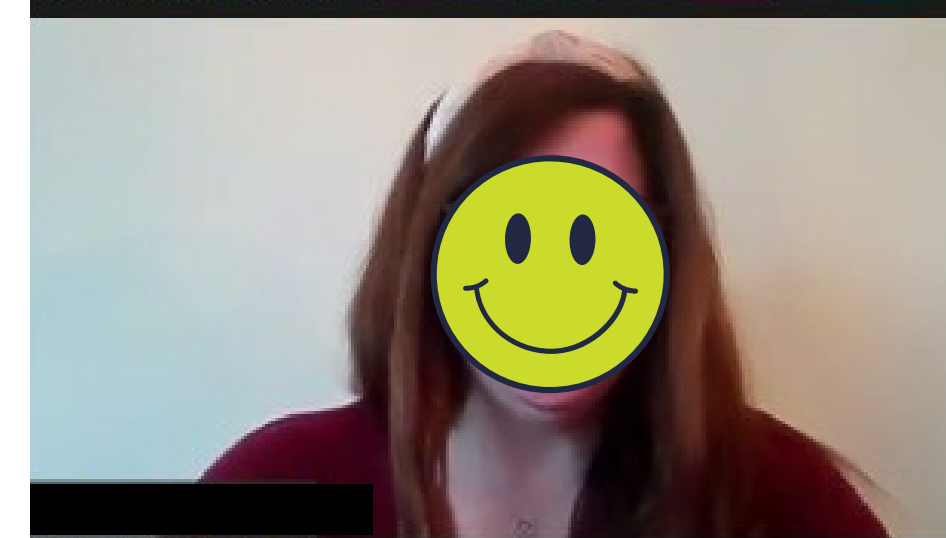
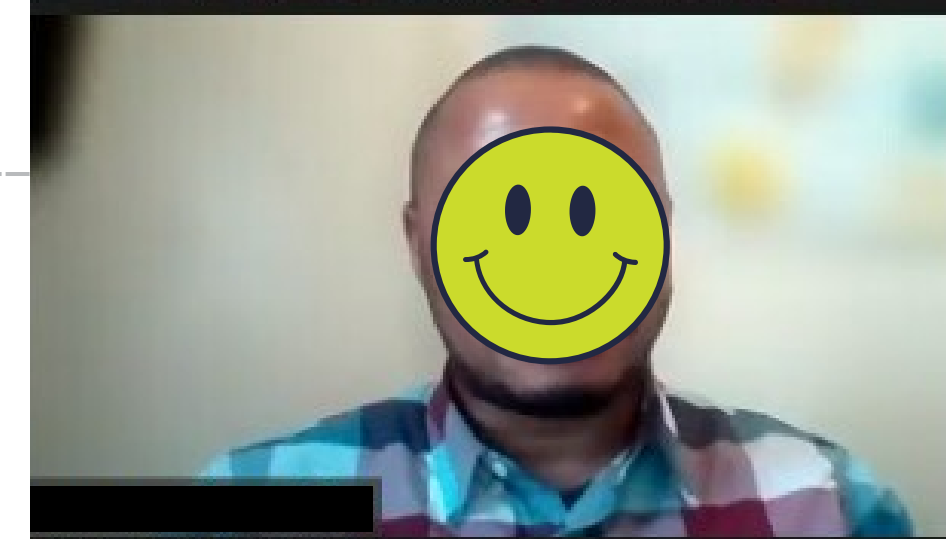
- Everything is completed remotely
- Zoom, Zoom, AND MORE ZOOM

Pros

- Greater flexibility

Cons

- Everything has to be planned



"So nice to e-meet you!"

PROJECT MEETINGS

Before

- In person for both internal and client meetings

After

- Zoom, often with artifact review

Pros

- Option for greater efficiency

Cons

- Boring
- Fighting with multi-tasking

STAKEHOLDER MEETINGS

Before

- In person, in part to establish trust

After

- Zoom, where you have to prove you're an active listener

Pros

- Can squeeze more in, in terms of scheduling

Cons

- Can be more difficult to establish trust

DESIGN SESSIONS

Before

- Paper, sticky notes
- Taking notes and re-assembling/re-presenting later

After

- Interactive design sessions (again, over ZOOM)

Pros

- Live changes with clients

Cons

- Just not as fun

DEVELOPMENT

Before

- Casual desk drive-bys

After

- Slack!

Pros

- Flexible

Cons

- Too terse?
- Sometimes asynchronous doesn't work

USER TESTING

Before

- Guided side-by-side sessions

After

- User testing sessions recorded

Pros

- Flexible - much easier to schedule!
- Recording enables richer mining & designers can do this independently

Cons

- Beware being too directed...

OFFICE

Before

- Multiple in-office, after work events

After

- Started with Zoom events
- Multiple office events on one day

Pros

- Best of both worlds?

Cons

- Mucho planning

BENEFITS & CHALLENGES

- Flexibility for all
- Expanded business footprint
- Establishing trust with clients
- Office culture & staying connected

The screenshot shows a remote dot session in progress, displaying a website redesign for the Cook County Clerk's Office. The interface includes a toolbar at the top with various tools like Mouse, Select, Text, Draw, Stamp, Spotlight, Eraser, Format, Undo, Redo, Clear, and Save. The website content is annotated with colored circles and text boxes:

- Green Circle (Keep):** Points to the 'VITAL RECORDS' department icon.
- Red Circle (Toss):** Points to the 'THE CLERK'S OFFICE IS CURRENTLY CLOSED TO THE PUBLIC' banner.
- Blue Circle (Enhance):** Points to the 'Voter Qualifications' section.

Annotations include:

- "Likes the way this works" pointing to the sidebar navigation.
- "This is mainly for internal uses, not for public end-users" pointing to the closed office banner.
- "There are few use cases for navigation between main menu items" pointing to the main menu.
- "Outlier = get married + register to vote" pointing to the 'MARRIAGE / CIVIL UNION' section.
- "May 5 & 7 Discussions focused on specific functionalities" pointing to the 'MARRIAGE / CIVIL UNION' section.
- "Monday, April 27 - what/how will we improve navigation?" pointing to the 'Voter Qualifications' section.
- "Sidebar was intended to display child items" pointing to the sidebar.
- "Higher levels" pointing to the 'Voter Qualifications' section.

A "Remote Dot Session" in Progress Between Clarity and CC Clerk

PLEASE PROVIDE YOUR FEEDBACK!

mid.camp/6934

LOCAL DRUPAL MEETUP: MAY 18

<https://www.meetup.com/drupalchicago/events/293043499/>



**THANK YOU,
QUESTIONS?**

midcamp.org
MidCamp / *Midwest Drupal Camp* / 2023
info@midcamp.org

Friday from 10am to 4pm

CONTRIBUTION DAY

You know have to know how to code to give back!

New Contributor training 10am to Noon

with [AmyJune Hinline](#) of [Opensource.com](#)

