

Here's what you need to know about me...

by Heather Foeh

1. I like to have an overview of what projects you're working on in case someone asks me. I don't need all the details or intricacies. Just the big picture, the goal and the end date.
2. How can I help you? What things are standing in your way that you need my help with? I love helping but I can't do it if I don't know what's causing you grief.
3. Every meeting should have an agenda. Please always include a sentence of two or a few bullet points in the invitation when you book a meeting with me (or with anyone else, actually). I also enjoy pre-work or advanced reading materials, as long as I have them at least 6-8 hours before the meeting so I have time to absorb them and fit them into my schedule. Also: I really do believe that *every* meeting should have an agenda - especially customer meetings.
4. Please send me the topics for our 1:1 ahead of time (at least 3 or 4 hours) so I can have time to research any answers I may need to provide and also so I can start mulling things over. The GoodTalk plugin to Slack is perfect for this!
5. I like "closing the loop." For example, if someone emails both of us and you take care of the issue without CC/BCCing me or just pinging me to let me know, I will worry about it and it will sit in my inbox. Even a quick "I've got this" will free up my brain and I will thank you.
6. I value honesty and straight talk. I'd rather get things out in the open and deal with them, even if they're yucky. When things fester they just get yuckier.
7. I *try* not to work in the evenings after dinner. If you're having a crisis and you need me, definitely send me a text or call me as I might not see email or Slack. Because my home is my office I need that delineation in the evenings of stepping away from work and just being at home. However, I'm always available for a crisis or a shoulder to cry on or a tight deadline.
8. Because I'm on a different timezone, I might send you emails that show up during your evening time. You should *never* feel pressured to reply to these in any way until the next day (just like I don't reply to messages at 5 AM Pacific time). If I ever need anything urgently, I will let you know, otherwise assume it's not.
9. I love Slack. :-)
10. I love video calls. I like to read your body language and for you to see mine.
11. I am a big fan of fresh ideas. Let's always be trying new things. Please pitch me your ideas, even if you think they're crazy. I'll tell you straight up if I think they're crazy, but I'll also support you to try them if they're not out-of-this-world crazy. We should definitely try enough new things that we fail a few times a year.
12. I like knowing "real" stuff about the people I work with. If I ask you something too personal, just tell me it's none of my business (see #6) and know that I'm not trying to pry, I'm just trying to connect.