



# GitHub **communication** **culture** and **tools**

for the audience at QCon NYC

# Matthew McCullough

 @matthewmccull





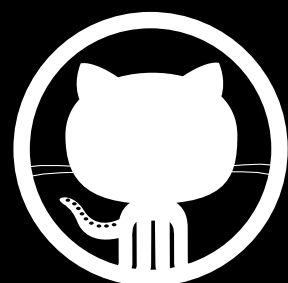
**@matthewmccull**



**training@github.com**



**training.github.com**



**matthewmccullough**

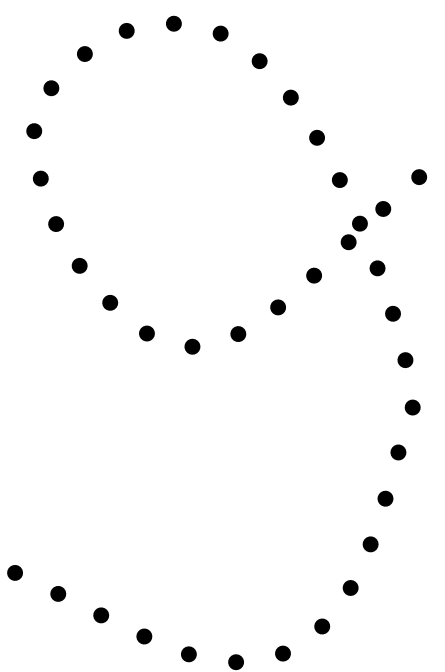
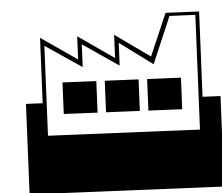
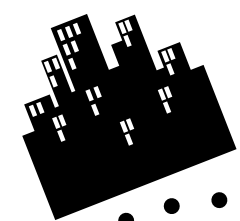






**GitHub**

▶ This guy





# Thinking in Systems

*A Primer*

Donella H. Meadows

*Edited by Diana Wright.*

*Sustainability Institute*



What is it like working at a company that is 70% remote on an average weekday?



working remote

What infrastructure would I rank as the most important in GitHub's remote-worker culture?






What apps have GitHubbers built that you might consider building for your own company?

remote **tools**

**Team app for iOS**

Android

Web

 What's Up Notifications Ideas GitHubbers Guide World Domination Door Me

Guide

## Communication

### Communication at GitHub

Communication at GitHub is important and probably different than you're used to. Being effective at communicating here is fundamental to our success.

#### Asynchronous

---

The most important thing about the way we communicate at GitHub is that we try to make as much of it as possible asynchronous. If it doesn't matter that people are online and available at the same time in order to effectively communicate, it means that we can hire people in vastly different situations and time zones. It means that everyone has more flexibility to make their own schedules and work when and where they want to.

From Campfire to pull requests to email - anything you can accomplish via an asynchronous channel should be embraced if possible.

#### No Competition

---

There is no competition within GitHub. There should be no zero-sum games - nobody wins at the expense of others. Everyone you



What's Up

**Notifications**

Ideas

GitHubbers

Guide

World Domination

Door Me

### Notifications

Clear






- Team** 12h  
nathansobo commented on tclm's idea: A neural network of vision
- Team** 12h  
tclm commented on their idea: A neural network of vision
- Team** 16h  
Caged commented on schacon's idea: Talks Workshops
- Team** 1d  
amiridis gave you props on your status: On way to Munich to keynote...
- Team** 1d  
nathansobo commented on tclm's idea: A neural network of vision
- Team** 1d  
imbriaco gave you props on your status: On way to Munich to keynote...
- Team** 1d  
mtodd gave you props on your status: On way to Munich to keynote...
- Team** 1d  
dreww gave you props on your status: On way to Munich to keynote...
- Team** 1d  
jonmagic gave you props on your status: On way to Munich to keynote...
- Team** 1d  
leereilly gave you props on your status: On way to Munich to keynote...

- What's Up
- Notifications
- Ideas
- GitHubbers
- Guide
- World Domination**
- Door Me

### World Domination



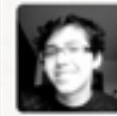


 What's Up Notifications Ideas GitHubbers Guide World Domination Door Me**Rick Bradley**

15h

Finally finna start on my mini-summit talk from my new favorite cafe -- Cafe Hub.

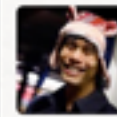
from (36.165889, -86.784443) • 1 comment • 3 props

**Josh Vera**

15h

**HAM on Halp**

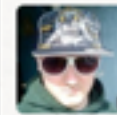
from (40.751056, -73.998188) • 6 props

**Jerry Cheung**

15h

Spent some time pairing with my girlfriend on Matlab. What a weird language.

from Pasadena, CA • 2 comments • 3 props

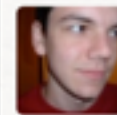
**Jake Douglas**

15h

I saw that the dotcom summit is going to be recorded, but is it going to be streamed? I sadly wasn't able to make it down this time, but I would enjoy watching the talks and discussions live.

Really stoked to see what everyone has come up with.

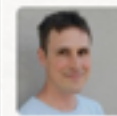
from Seattle, WA • 1 comment • 1 prop

**Joshua Peek**

16h

Wrapping up slides at the airport. To go over time, talk faster, or cut slides? Probably do a little of each.

from Chicago, IL • 4 props

**Tim Pease**

16h

Overheard some gentlemen talking about git and subversion while waiting in line for coffee at the Denver airport. Introduced myself and handed out some stickers and business cards. My first attempt at

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## Ideas

Sort

**A neural network of vision**  
Last commented on by nathansobo about 12 hours ago

**Talks Workshops**  
Last commented on by Caged about 16 hours ago

**Repositories Everywhere**  
Last commented on by rtomayko about 24 hours ago

**GitHub:Labs Enterprise Style**  
Last commented on by rtomayko 4 days ago

**Hiring Flow**  
Last edited by newman 6 days ago

**GitHub Services CLA**  
Last commented on by technoweenie 6 days ago

**Octobadges**  
Last commented on by foca 7 days ago

**Conferences' organizers goodie packs**  
Last commented on by matthewmccullough 7 days ago

**GitHub Drinkup Tour 2013**  
Last commented on by newman 7 days ago





Search

Activity GitHubers Network Calendar

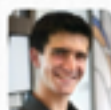
@matthewmccullough



What's up

Ships

Ideas



## Aidan Feldman (afeld)

Sam

GIVE A ⚡

about 20 hours ago from [New York, NY](#) / ⚡ 0

Was refactoring [a gem](#) yesterday and rediscovered that renaming classes in Ruby is a bit of a pain without an IDE ([#dynamiclanguagesftw](#)). Made a command-line tool to help out.

<https://github.com/afeld/refactor>

```
→ teachers_pet git:(@cae26a) gem install refactor
Fetching: refactor-0.0.1.gem (100%)
Successfully installed refactor-0.0.1
1 gem installed
→ teachers_pet git:(@cae26a) refactor CreateTeams CreateStudentTeams
lib/teachers_pet/actions/create_teams.rb → lib/teachers_pet/actions/create_student_teams.rb
lib/teachers_pet/commands/create_teams.rb → lib/teachers_pet/commands/create_student_teams.rb
spec/commands/create_teams_spec.rb → spec/commands/create_student_teams_spec.rb
→ teachers_pet git:(@cae26a) x |
```

**5 comments** last by alindeman 17 minutes ago



Subscribe

**talks & video**

**/hangout me**





**Group chat** [X]

Jordan McCullough joined group chat.  
To list all available commands enter "?".  
Matt Yohe joined group chat.

[HD]

[Video thumbnails for other participants]

Matt

[Input field]

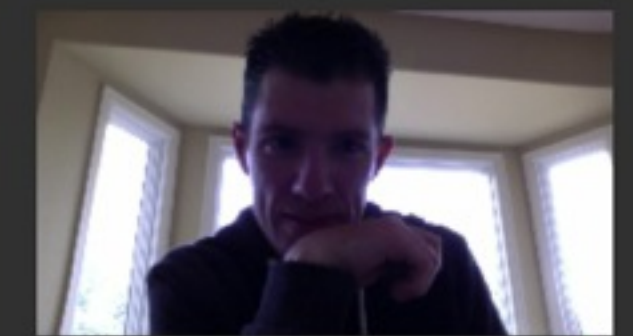


**/bluejeans me**



Sally Lehman

5



- Matthew McCullough
- Heather Baldry
- LifeSize565440
- Rachelle Gupta
- Sally Lehman



Heather Baldry



Rachelle Gupta



LifeSize565440

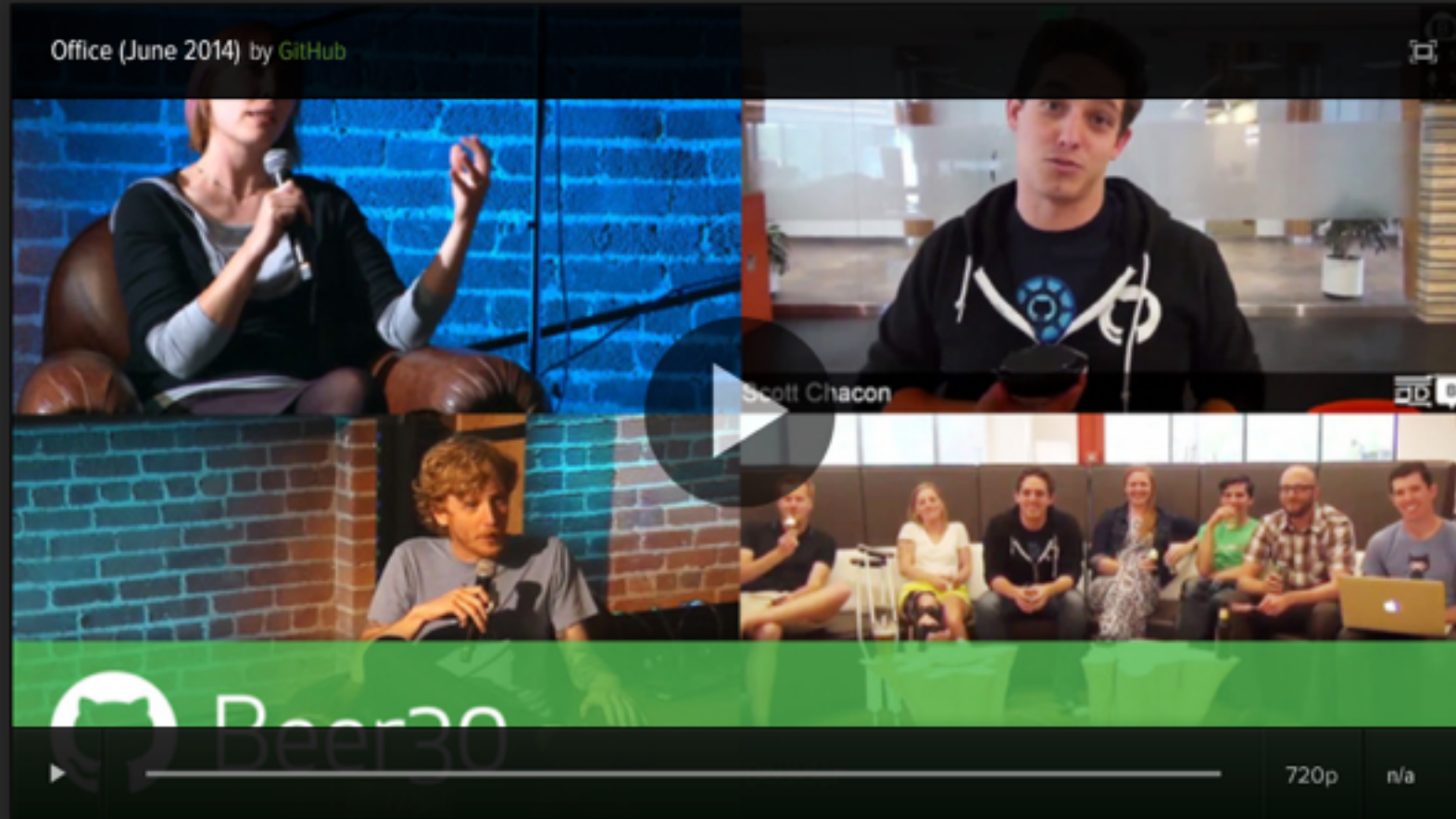
**mini-summits**







**beer:30**



★ Star this Video

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🔗 Copy direct link

📄 Download Video

✎ Edit Video

### Talk Stats

0 Stars

84 Views

Explore

0 Stars

master

1 jobs / 14 workers resque

0ms / 0 dalli

27ms / 5 pg

**music**

**/airfoil me**



## On the air

No one's playing live right now.

## Mixes



**nakajima**  
what i tried to do

00:40:41 | posted 06/13/2014

DOWNLOAD GIVE PROPS ⚡ 0



**thedaniel**  
summertime goth birthday party mix

00:57:33 | posted 06/12/2014

DOWNLOAD GIVE PROPS ⚡ 0



**bleikamp**  
bleikamp's cloaked ninja mix

00:34:35 | posted 06/12/2014

DOWNLOAD GIVE PROPS ⚡ 0



What has GitHub done that has worked to foster open communication and quick turnaround on issues and code review?

What have the CIO, CTO, and other C-suite executives done to get a first-hand feel for what remote work at GitHub is like?

What has the evolution of our office space been (v1.0 through 3.1), with respect to collaboration and communication amongst engineers and G&A staff?



What benefits has the company  
seen by being industry-known to be  
open to remote workers?

What vehicles do we use to get alignment on big company vision items without in-person all hands meetings?

What role do video conferencing  
and video recordings play in remote  
culture at GitHub?

What remote-supporting  
equipment has been most helpful  
to GitHubbers?



What is it like to schedule a trip to HQ and what's a guest-working experience like?

What are our favorite commercial  
apps that facilitate remote  
work?

What events and outreach has been done to facilitate the diversity of employees?

**four** years of changes



**240** colleagues

**15** teams

HQ 0.1

**HQ 1.0**

HQ 2.0



HQ 3.0

SF HQ 3.0















**Boulder HQ 1.0**

**Boulder HQ 2.0**



Scott Chacon

LifeSize407360



**Teams, not committees**













GO

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## Our Culture

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### A Team-Based, Flat Lattice Organization

How we work at Gore sets us apart. Since Bill Gore founded the company in 1958, Gore has been a team-based, flat lattice organization that fosters personal initiative. There are no traditional organizational charts, no chains of command, nor predetermined channels of communication.

Instead, we communicate directly with each other and are accountable to fellow members of our multi-disciplined teams. We encourage hands-on innovation, involving those closest to a project in decision making. Teams organize around opportunities and leaders emerge. This unique kind of corporate structure has proven to be a significant contributor to associate satisfaction and retention.



Our Culture

We work hard at maximizing individual potential, maintaining an emphasis on product integrity, and cultivating an environment where creativity can flourish. A fundamental belief in our people and their abilities continues to be the key to our success.

How does all this happen? Associates (not employees) are hired for general work areas. With the guidance of their sponsors (not bosses) and a growing understanding of opportunities and team objectives, associates commit to projects that match their skills. All of this takes place in an environment that combines freedom with cooperation and autonomy with synergy.

## **2** Best argument wins

# 3 First principles

# First Principles:

The fundamental concepts or assumptions on which a theory, system, or method is based:

– Oxford dictionary

Why are you doing this ?



**simplest** thing that works



**simplest** thing that works



# 4 Open by default



**Automate everything**

Hubot



PASTE EMBLEM HERE

# HUBOT

*(note: it's pronounced hew-bot)*

1. GIVEN NAME OF INVENTION  
PLEASE INCLUDE ANY PRONUNCIATION NUANCES

A CUSTOMIZABLE,  
KEGERATOR-POWERED  
LIFE EMBETTERMENT ROBOT

2. DESCRIPTION OF INVENTION  
PLEASE BE AS CLEAR AND CONCISE AS POSSIBLE

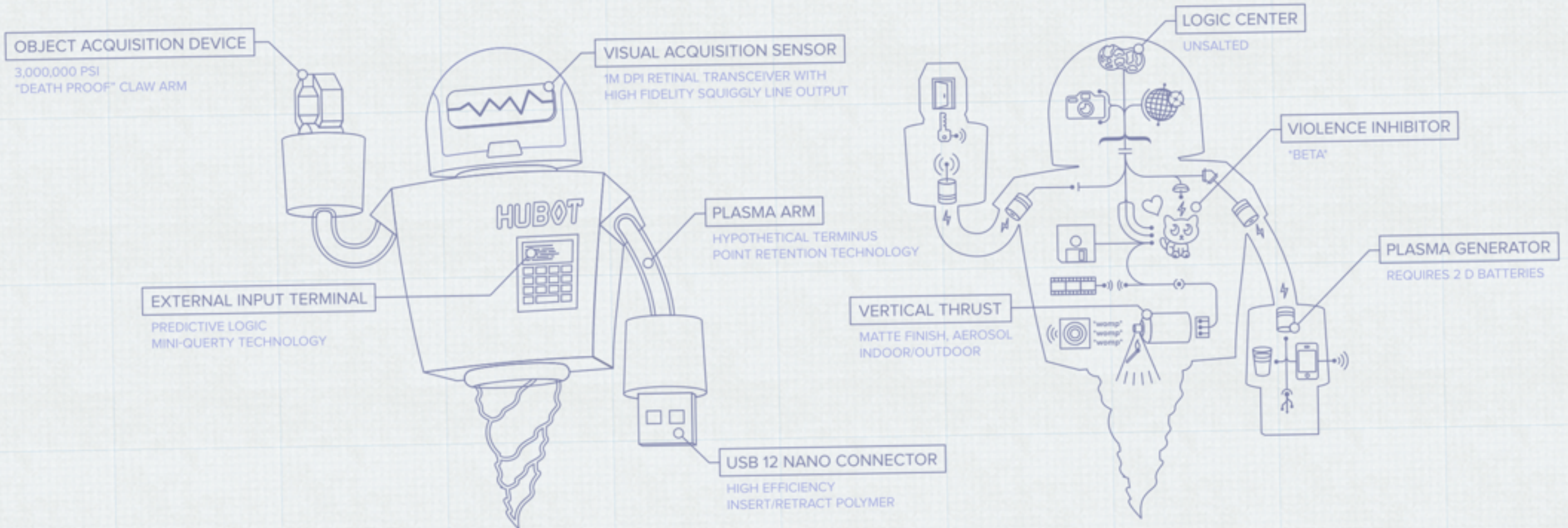
COMMISSIONED BY GITHUB

4. AFFILIATED COMPANY  
(INCLUDE AFFILIATED COMPANY LOGO IF APPLICABLE)

5. SIGNATURE OF INVENTOR  
PLEASE DO NOT ATTEMPT TO SIGN WHILE INEBRIATED

I WOULD LIKE TO VIEW HUBOT'S SOURCE CODE  
(OBTAINABLE AT [HTTP://GITHUB.COM/GITHUB/HUBOT/](http://github.com/github/hubot/))

I WOULD LIKE TO OBTAIN MY OWN HUBOT  
(VERSION 2.2.0)





github: The Serious Room

The Serious Room 2140 new users, 99 new orgs, 6663 new repos, 5799 new gists, 0 new jobs, 124 upgrades, 55 downgrades and 33 paid signups yesterday

[github] tmm1 deleted ~~boxed-hst-refactor~~ at e6137c0:  
<https://github.com/github/github/commit/e6137c0>

[github] tmm1 deleted kill-admin-trends at ff66343:  
<https://github.com/github/github/commit/ff66343>

[github] tmm1 deleted languages-fix at 39e12c3:  
<https://github.com/github/github/commit/39e12c3>

[github] tmm1 deleted more-d3-graphs at 66b7b6f:  
<https://github.com/github/github/commit/66b7b6f>


[github] tmm1 deleted styleguide-css at ca1870c:  
<https://github.com/github/github/commit/ca1870c>


[github] tmm1 deleted training-styling3 at aac11bf:  
<https://github.com/github/github/commit/aac11bf>


[github] tmm1 deleted upgrade-coupon at 8ddd66a:  
<https://github.com/github/github/commit/8ddd66a>

[github] tmm1 deleted training-freepages at 749ea9f:  
<https://github.com/github/github/commit/749ea9f>

[github] tmm1 deleted repo-graph-job at 3ea2d4a:  
<https://github.com/github/github/commit/3ea2d4a>

 **tmm1**  
it's a fun script to run =P

 **matthewmccullough**  
/deploy github to prod

 **Hubot**  
matthewmccullough is deploying master (c6386c5..2ea88b2) to production  
(<http://github.com/github/github/compare/c6...>), logs at  
<https://heaven.githubapp.com/apps/github/logs/3208>

Who's Here?

- bryanveloso
- defunkt
- Haacked
- holman
- Hubot
- jakedouglas
- Jason
- jonrohan
- JP
- maddox
- matthewmccullough
- nickh
- Paul
- Rick
- rodjek
- rtomayko
- Scott
- tclem
- Tekkub
- tmm1
- TPW
- Vicent

Latest Documents

- Screen Shot 201...
- Haystack - Need...
- Developer Tools...
- Mission Control...
- History for publi...

The Danger Room The Serious Room Training The Enterprise Room The Internal Room The Native Room Cheddar The Support Room GitGuns

The difference between machines and human beings is that human beings can be reproduced by unskilled labor.

– Arthur C. Clarke





optimize for happiness





optimize for happiness



**ThoughtWorks®**



"Remember, always, that everything you know, and everything everyone knows, is only a model. Get your model out there where it can be viewed. Invite others to challenge your assumptions and add their own."

– Donella H. Meadows, *Thinking in Systems: A Primer*





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