

Agile + DevOps **EAST**

A TECHWELL EVENT

AT13

Agile Practices

Thursday, November 8th, 2018 1:30 PM

What's Really Going On with Your Team? An Observational Skills Workshop

Presented by:

Julie Wyman and Hunter Tamaro

Excella Consulting

Brought to you by:



350 Corporate Way, Suite 400, Orange Park, FL 32073

Julie Wyman

Julie Wyman is an agile coach with Excella Consulting. She is a Certified Scrum Professional (CSP) and ICF Agile Certified Professional in Agile Coaching (ICP-ACC) with eight years of experience in areas including agile software delivery, traditional project management, and client training. Julie has coached multiple globally distributed teams to deliver, while leveraging Scrum, kanban, and other agile frameworks to drive continuous improvement. She enjoys finding new ways to make trainings, workshops, and retrospectives more engaging through the use of interactive games and activities. Julie frequently attends and presents at local agile events in the Washington, D.C., area.

Hunter Tammaro

Hunter Tammaro is an agilist with Excella Consulting. He has five years' experience in agile projects and more than ten years in IT, working with multiple teams to create large, complex software systems. Hunter is especially interested in helping organizations scale their agile adoption using empirical, evolutionary techniques.

What's REALLY Going On?

An Observational Skills Workshop

Julie Wyman & Hunter Tamaro



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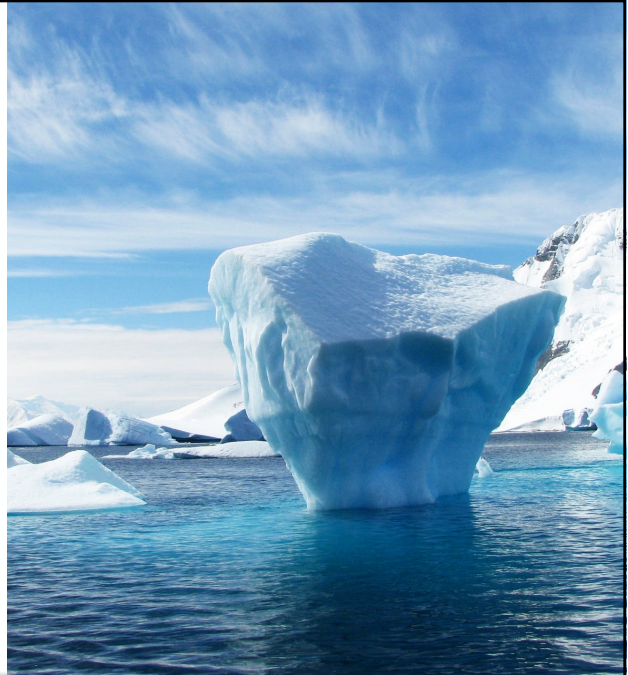
Imagine...

You've recently joined a team as coach, consultant, or Scrum Master. You decide the best way to start is to "simply" observe the team working.

- What do you notice?
- What do you look for?



More than
simply what
you see on
the surface.



Getting below the surface

Some examples

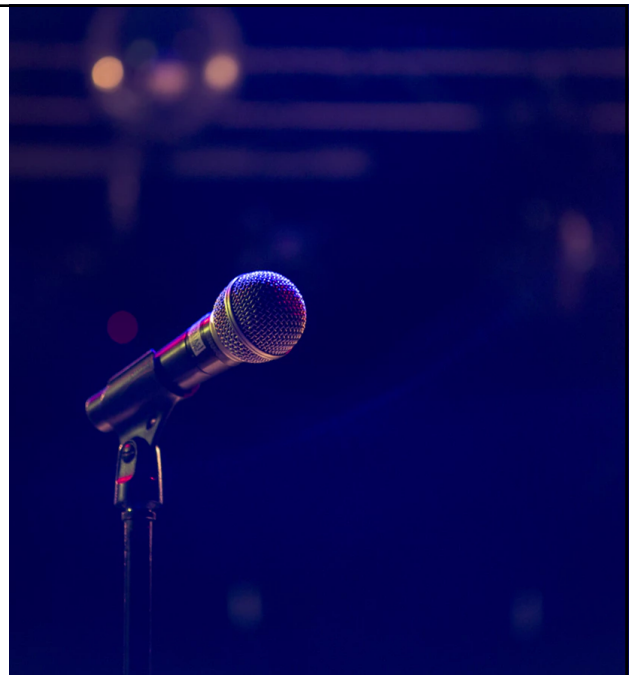
Body Language

- Crossed arms?
- Leaning closer? Leaning away?
- Pointing?



Tone of Voice

- Whose voice is louder?
Softer?
- When does it get
louder?
- When does it get softer?



Pronouns

- “He” or “she” instead of peoples’ names?
- “Me” and “you” instead of “we”?



Physical Space

- How are people positioned?
- Are people facing each other?
- What in the space is being used? Not used?



Collaboration

- Is there a director? Doers?
- Solo work vs. group work?
- Who tends to offer ideas?
Who tends to respond?
- Is disagreement shared?



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Decision Making

- Do people think out loud?
- How are decisions made? Consensus?
Consultation?
Direction?



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Information Sharing

- Verbal?
- Visual?
- Written?



Sharing your observations

—
Some tips

When sharing observations...

- **Do** factually state what you observed in neutral language
- **Avoid** interpretation and assigning meaning to actions



Time to practice!

Modified from a Coaching Beyond the Team activity

General instructions

- Let's practice – observing and sharing observations!
- **Two rounds:**
 - One group will build while the other group observes
 - After the first round, roles will switch

Round 1: Instructions

- **Set up:** Split into small groups groups (in each group, ½ will be builders & ½ will be observers)
- **Observers:** Each pick **one** area to observe & use Post-Its to take notes (1 observation per Post-It)
- **Builders:** Build a **5-foot tall** structure out of index cards in **5 minutes** or less

5 minute timer

Google timer

Round 1: Small group debrief

- **Share**
 - **Observers:** Share notes from your observation
 - **Builders:** Share what it felt like being observed
- **Discuss**
 - How did it feel to observe just one area?
 - Was it hard to write down only facts?
 - Did you notice any jumps to interpretation?

Round 2: Instructions

- **Set up:** Builders & observers switch roles
- **Observers:** Each pick **one** area to observe & use Post-Its to take notes (1 observation per Post-It)
- **Builders:** Determine **in 5 minutes** the **3 most important characteristics** of a high-performing team

5 minute timer

[Google timer](#)

Round 2: Small group debrief

- **Share**
 - **Observers:** Share notes from your observation
- **Discuss**
 - Did you do anything differently as observers this round having previously been observed yourselves?
 - How did it feel to observe just one area?
 - Did you notice any jumps to interpretation?

Wrapping it up

—
And keeping it going

Time to reflect...

- What did you learn about being an **observer**?
- What did you learn about how it feels to be **observed**?
- What will you do differently **next time**?



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