Topic Title: So you are an Agile Coach, Now What?

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SUMMARY HIGHLIGHTS:

This is an open information sharing session (no slides) of my experiences as well as open discussion (Q & A) from others as we work our way through the journey so we can all learn from each other, take notes, and walk away with some helpful nuggets

- Don't stay in your comfort zone! Be vulnerable
- Relationship-building is key
  - Executive level
  - People you already know
- How do you do that?
  - Focus on the personal connection! Not just work…
  - Empathize around their "why"; what's their vision?
    - Could differ within the organization
  - Message about trust; show vulnerability
  - Ask questions
    - What are their pain points? (top 3)
    - Why do they think an agile approach might help?
    - Where do they want to go? What does success look like?
  - Check in with the team
  - Repetitive messaging is important
- What are things you might NOT want to do
  - Using Agile jargon
  - Do not offer advice… (will not heighten buy-in)
- Identify Leaderships Pain Points (top 3 that tie to their strategic objectives) & Match pain points you hear to Agile principles
  - Example: Slow delivery, vs. early/continuous delivery
  - Huge teams unable to focus/prioritize, vs. maximizing "work not done"
  - Tip: Facilitate discussion like you would with a retrospective

Customer Satisfaction · Welcome Change · Deliver Frequently · Working Together · Motivated Team · Face-to-Face

Working Software · Constant Pace · Good Design · Simplicity · Self Organization · Reflect and Adjust

●
● Review metrics to offer visual points for discussions
    ○ Burndown charts
    ○ Story Churn
    ○ Committed vs. Done and the velocity trend - is work getting done
    ○ Quality
● Once you have their pain points (top 3) for each one, identify:
    ○ "current state"
    ○ "desired state"
● Identify how they will measure success for each pain point
● Collaborate on 'suggested next steps" - these are the tasks for things you will do to move forward to solve the pain points
● Help executives & other partners see what they do not realize
    ○ As coaches, We should not do the work for them
    ○ They have to own the process & they come up with the success measures

GOOD DIALOGUE TO HAVE WITH YOUR MANAGER
AND TEAM ABOUT NEW WORK REQUESTS
1.   Where does this fit with the items we are currently working on?
2.   How will adding new things impact the items already in progress?
3.   If we add in a new task what could we swap, not do, or take out?
4.   How important is this?
5.   What value does this add to our member or organization?

● Suggestions

- ○ Ask questions
- ○ Form a community of practice
  - ■ Reach out to other internal communities/guilds
- ○ Offer coaching services to the entire group, all roles
- ○ Channels in messaging apps (MS Teams, Slack), both public/private
  - ■ Make certain folks know it's voluntary, and an open forum

- ● What do you do when people are "too busy" to engage?
  - ○ Grassroots efforts might include embedding agilists on each team
  - ○ Record sessions, make them available for viewing off-line