



**Scrum.org™**  
*The Home of Scrum*

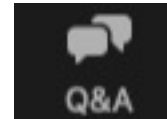
# 5 Ways to Improve Your Scrum Team's Process

Stephanie Ockerman

DATE

# Quick Guidelines

- Your microphones will be muted throughout
- This session is recorded. The recording and slides will be available after the webinar within 24 hours.
- Please ask questions!
- Submit questions by selecting the Q & A icon:



# Who is Scrum.org



**Ken Schwaber**  
Scrum.org Founder,  
Chairman and  
Co-creator of Scrum

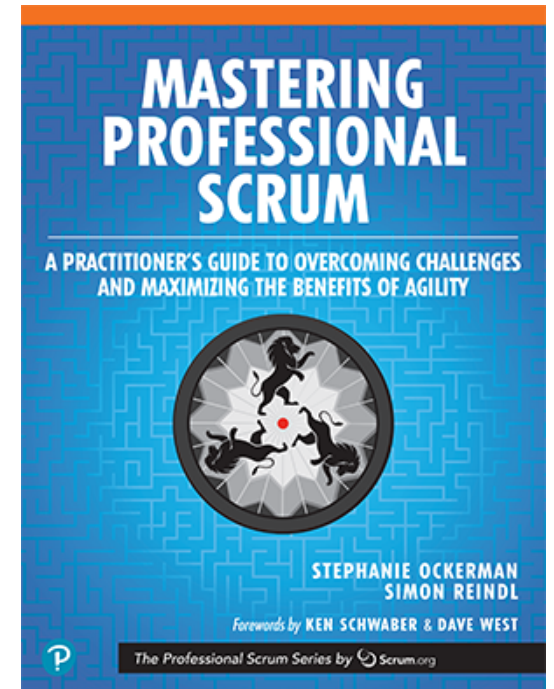


# Stephanie Ockerman

## Professional Scrum Trainer

- Scrum Master, Trainer, Coach, Leader
- Creator of self-guided online learning & live transformational learning experiences.
- Co-Author of Mastering Professional Scrum
- Sign up for my newsletter to be the first to know about my latest content and opportunities to work with me.
- Find out more about digital learning products, live training, and more on my website.

[AgileSocks.com](https://AgileSocks.com)



First, let's remember...

There are no best practices in Scrum.

**#1 – Increase the breadth & depth of transparency.**

**Visibility, Shared Understanding,  
Generating Insights, Root Causes & Interconnections**



# #1 – Some Questions to Explore with Your Team

- How lively and rich are our conversations (Scrum events and beyond)?
- How do we make decisions about what to build and how best to build it? How are those decisions made transparent?
- What assumptions are we making? How are we validating those assumptions?
- When do we tend to get surprised? What could be made more transparent sooner?
- How is our process affecting our outcomes? What has led us to successful outcomes? What has led us to not-so-successful outcomes?

## #2 – Apply Lean Principles.

Maximize Value, Minimize Waste, Maximize Flow



## #2 – Some Questions to Explore with Your Team

- For every activity we perform, what is the purpose (i.e. benefit/ value) of that activity? What could make it more valuable?
- Does the value we gain from an activity outweigh the cost or potential waste? Is there a more effective option available now?
- Are we building the right things? How do we know?
- What quality issues have we seen and what have been the impacts to value delivery and the user experience? How can we build quality into the product sooner?
- How frequently do we get interrupted by work that is not related to creating a Done Increment and achieving the Sprint Goal? In what ways could we minimize the impact?

# #3 – Improve teamwork.

Cross-Functionality  
Collaboration  
Self-Management

## #3 – Some Questions to Explore with Your Team

- How are skills dispersed across the Scrum Team? How do we share knowledge across the team? How has this changed over time?
- Where have we experienced delays in our work due to silos of knowledge and skills? What have been the impacts?
- How frequently do we collaborate on a PBI during a Sprint? What prevents us from collaborating? What would make it easier for us to collaborate daily?
- How often do we ask for help? How often do we offer help?
- How often do we get surprised towards the end of the Sprint, realizing that we are at risk of not having a Done Increment that meets the Sprint Goal? How could we learn this sooner?

# #4 – Leverage commitments effectively.

Focus & Transparency to Progress

Product Goal, Sprint Goal, Definition of Done

## #4 – Some Questions to Explore with Your Team

- How do we leverage our Definition of Done throughout a Sprint to ensure a shared understanding of our baseline of quality and transparency to progress?
- When and how do we talk about our Product Goal? What tangible progress towards our Product Goal can we see over the past few Sprints?
- When and how do we talk about our Sprint Goal? What tangible progress towards our Sprint Goal can we see on a daily basis?
- Does our Sprint Goal provide us enough focus AND flexibility? What have we noticed about the balance between these two things in our last few Sprints?
- Does our Product Goal provide us enough focus on a valuable outcome AND allow space for innovation and creativity in how the Product Backlog emerges to achieve it?



# #5 – Run small, smart experiments.

Tackle Bigger Challenges, Overcome Fear, Manage Risk, Learn Sooner



## #5 – Some Questions to Explore with Your Team

- What is our biggest worry about this? What keeps us up at night?
- What do we need to learn that will help guide us in our next steps?
- What's the smallest thing we can build/ deliver to learn what we need to learn and validate our assumptions?
- What are the business impacts of continuing to live with this impediment?

# Final Words...

- **Transparency** is a Scrum Master's #1 tool.
- Team Process is just one dimension of my **Model for Agility Enablement**. Curious to learn more?
  - *Register for my free Master Class on November 30, 2021.* You will learn what the Model is and how it can be applied to help you navigate complexity and unpredictability in ANY context.  
<https://bit.ly/agilesocksmasterclass>
  - *Sign up for my newsletter* to learn about my new Scrum Master Coaching Program launching in the next few weeks.  
<https://bit.ly/agilesocksnewsletter>



This diagram is licensed under Creative Commons Attribution-NoDerivs.  
It is attributed to Stephanie Ockerman and Simon Reindl.

# Questions

# Each role has a clear Learning Path

Product Owner

Developers

Scrum Master

Agile Leaders

## Product Owner Learning Path

★★★★★ 4.9 from 5 ratings

Unwatch

As described in the [Scrum Guide](#), a Scrum Product Owner is responsible for maximizing the value of the product resulting from the work of the Development Team. How this is done may vary widely across organizations, Scrum Teams, and individuals.

The learning path is organized by a set of [Professional Scrum Competencies](#) which each contain a number of focus areas. Resources are laid out in a prescribed order, however it is your journey, so follow in the best way that helps you learn.

Understanding and Applying the Scrum Framework

Empiricism

Scrum Values

Scrum Roles

Scrum Events

Scrum Artifacts


Sprint Goal

Done

Scaling Scrum

Managing Products with Agility


### Understanding and Applying the Scrum Framework / Empiricism

The Agile Manifesto

Created by 17 visionaries in 2001, the Agile Manifesto was developed to look at the core principles and values for Agile software development. [0:04:00]

★★★★★ 4.8 from 6 ratings


Completed

Empiricism, the Act of Making Decisions Based on What Is

Ken Schwaber writes about commitment and Scrum as an empirical process. [0:03:30]

★★★★★ 4.8 from 7 ratings

Completed

The Three Pillars of Empiricism (Scrum)

READ THE SCRUM GUIDE

VIEW THE SCRUM FRAMEWORK

THE SCRUM GLOSSARY

FIND TRAINING

GET CERTIFIED

- <https://www.scrum.org/pathway/scrum-master>
- <https://www.scrum.org/pathway/product-owner-learning-path>
- <https://www.scrum.org/pathway/team-member-learning-path>
- <https://www.scrum.org/pathway/agile-leader-learning-path>

# Connect with the Scrum.org community



**Forums**  
Scrum.org



**Twitter**  
@scrumdotorg



**LinkedIn**  
LinkedIn.com  
/company/Scrum-  
org



**Facebook**  
Facebook.com  
/Scrum.org



**RSS**  
Scrum.org/RSS



Insights from Scrum.org's community of experts

## SCRUM PULSE

A free monthly webcast by Scrum.org **Professional Scrum Trainers** addressing common challenges faced by the software profession.



# Thank you!