



**Scrum.org™**  
*The Home of Scrum*

# WHEN "ASK THE TEAM" IS NOT APPROPRIATE

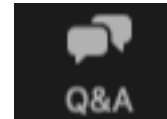
Psychological Safety for Effective Facilitation and Better Team Interactions

Andy Hiles, Jessica Martin, Ravi Verma

November 8, 2022

# 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



Helping people and  
teams solve  
complex problems

# Andy Hiles



Sometimes I look like this also.



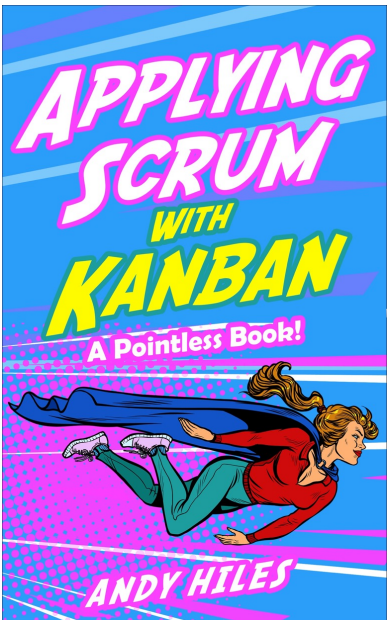
I do this.



Sometimes I need to be



A very serious selfie!



I wrote this.



# JESS MARTIN

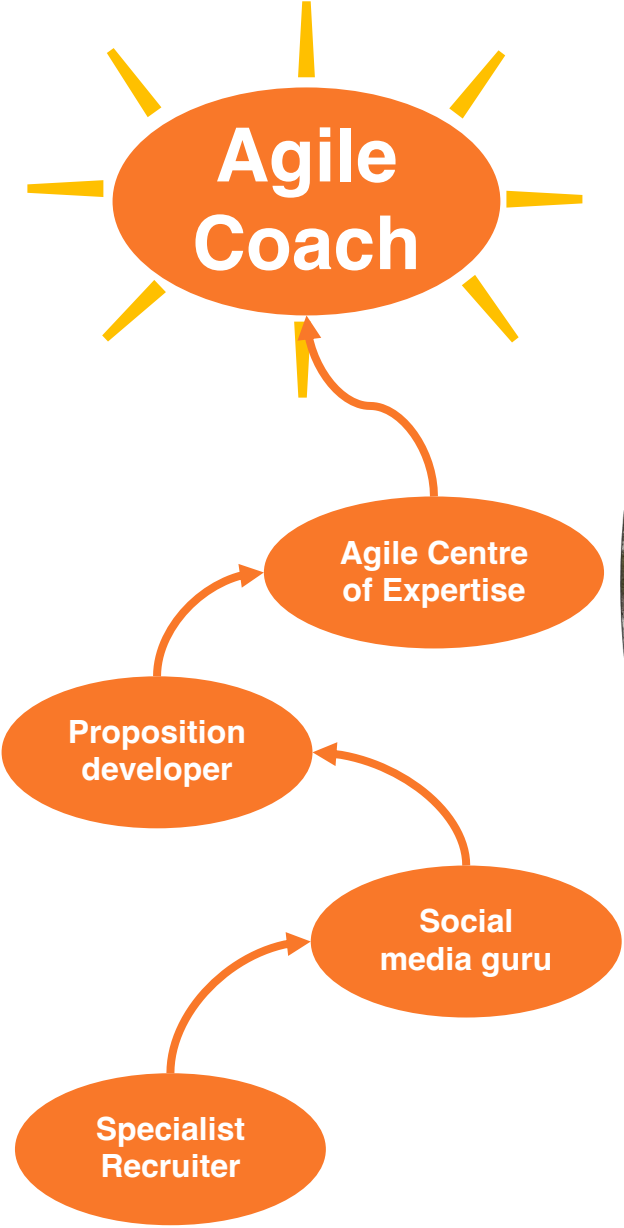
## Agile Coach at Direct Line Group

### Coaching focuses:

- Culture first approach
- Behaviours and mindsets
- Experiment based thinking
- The importance of “having fun at work”
- Creating safe environments
- Effective feedback transactions

### Personal focuses:

Travel, reading, cooking & finding any animal within cuddling distance!



# RAVI VERMA



- Founder & Org Whisperer at [SmoothApps](#), & [Al Dente](#)
- Professional Scrum Trainer, EBM Consultant - [Scrum.org](#)
- 20+ Years in I.T. Delivery:
  - Networking • Telecom • Security • Banking • Real Estate • Healthcare • Travel • Sports • Media Agrotech • Personals • 10 – 10K employees • 1 to 350 Agile Teams
- Certified Professional Co-Active Coach – Co-Active Training Institute
- Certified ROI Professional – ROI Institute
- Certified Trainer – Training From The Back Of The Room
- Co-founder [Agile For Patriots](#), [Agile DevOps DFW](#)
- Creator of [Sabotagile Manifesto](#) and [Sabotagile Principles](#)
- Co-creator of [Software Code of Ethics](#), [Scrum Pulse Webinars](#) & [Scrum Tapas Videos](#)
- Story-teller: [Agilato Video Series](#), SmoothApps [Agile Blogs](#)



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# Psychological Safety

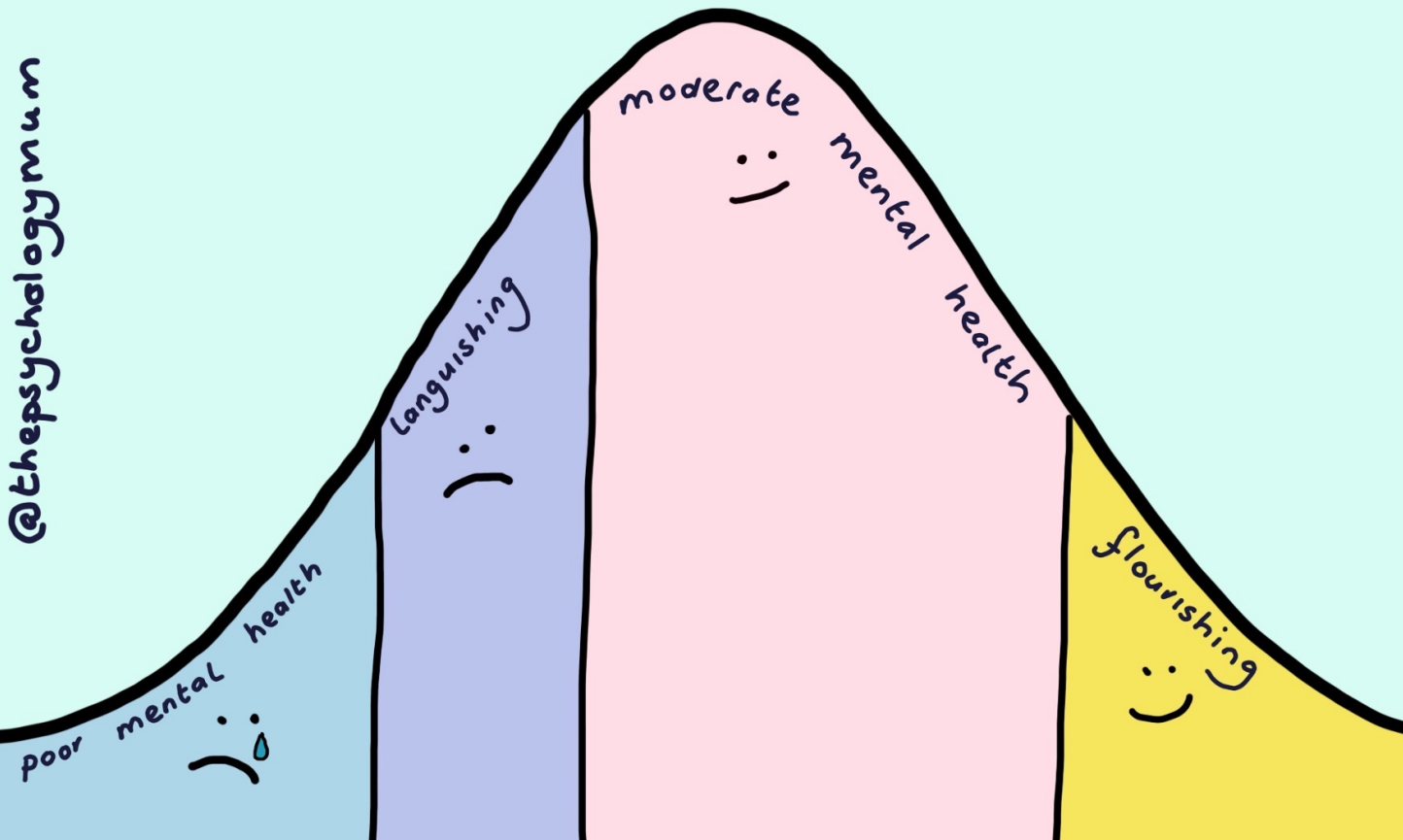
“is the feeling and belief that you can share your thoughts, opinions, and ideas freely without fear of being degraded or shamed.”\*



\* <https://www.betterup.com/blog/why-psychological-safety-at-work-matters#section5>

# The MENTAL HEALTH SPECTRUM

adapted from Huppert 2005



We all have mental health

- Every single person in the world has mental health
- Wellbeing= Positive mental health
- The opposite of....  
Ill-being = Poor mental health



# Personal wellbeing

- How satisfied we are with our lives
- Our sense that what we do in life is worthwhile
- Our day to day emotional experiences (happiness and anxiety)
- Our general mental wellbeing.”\*

\* <https://whatworkswellbeing.org/about-wellbeing/what-is-wellbeing/>

WHAT MENTAL HEALTH IS OFTEN DEFINED AS:



WHAT MENTAL HEALTH ACTUALLY IS:



@thepsychologymum



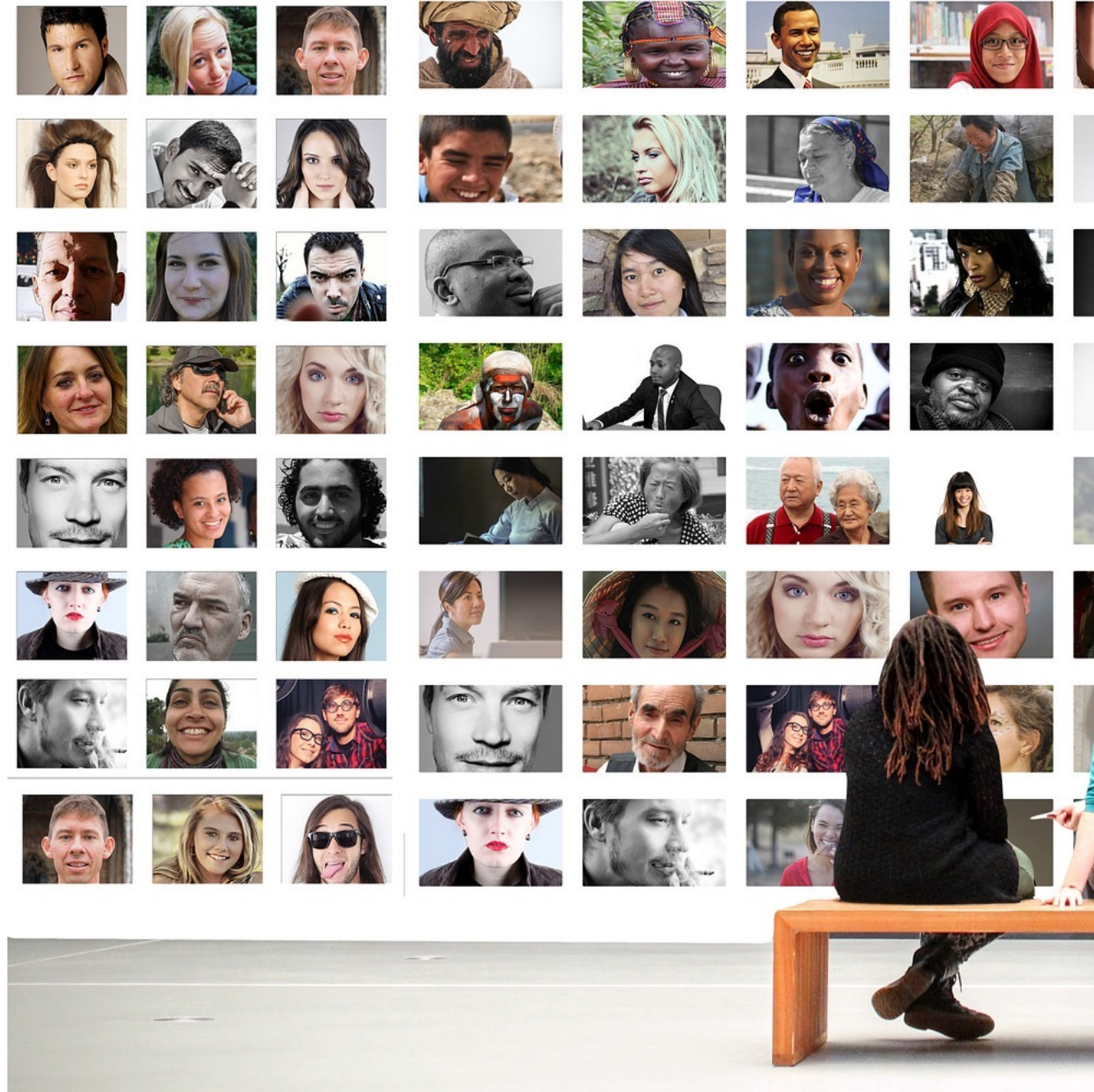
# Stigma and Mental Health





# Neurodiversity

- “Is the perspective that people with cognitive differences are not defective or deficient.
- These differences reflect natural variations in how the brain is wired.”\*





# 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>

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/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!