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The Home of Scrum

Unlocking the Secrets of Successful Scrum Teams - Navigating Conflict with Team Toxins

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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

Mission:
*Helping People and
Teams Solve
Complex Problems*



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



Simon Flossmann

Professional Scrum Trainer

- Started my career as Product Owner
- Worked for years as a Scrum Master
- Today I am a PST and trainer for Colenet
- Former co-steward for Scaled Professional Scrum at Scrum.org



Christian Hofstetter

Leadership & Team Coach

- Started my career as Product Owner
- Experience as Agile Coach
- Today Leadership & Team Coach
- Certified Professional Co-Active Coach (CPCC)
- Organization and Relationship Systems Coach (ORSC)



Situation



How to succeed as a Scrum Master in such an environment?

- Accountable for the Scrum Team's effectiveness
- Improving teamwork
- Improving the value that the product delivers
- Improving the organization as a whole



Source: <https://www.expertmarket.com/phone-systems/workplace-communication-statistics>

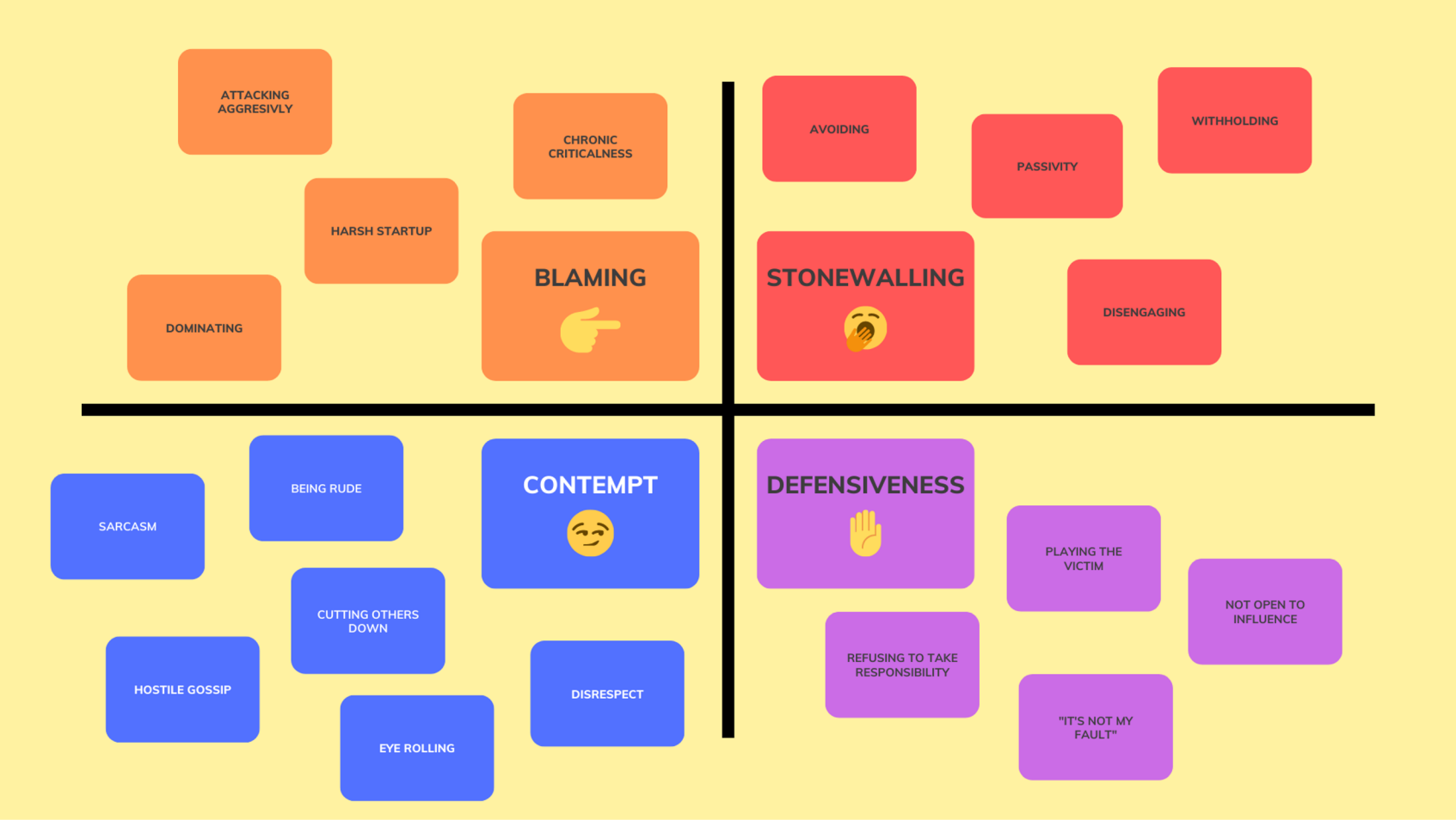
The Four Horsemen of the Apocalypse

- Dr. John M. Gottman, Psychologist
- Observed couples in the “Love Lab”
- Studies their interactions and relational satisfaction
- Blaming, defensiveness, contempt, and stonewalling

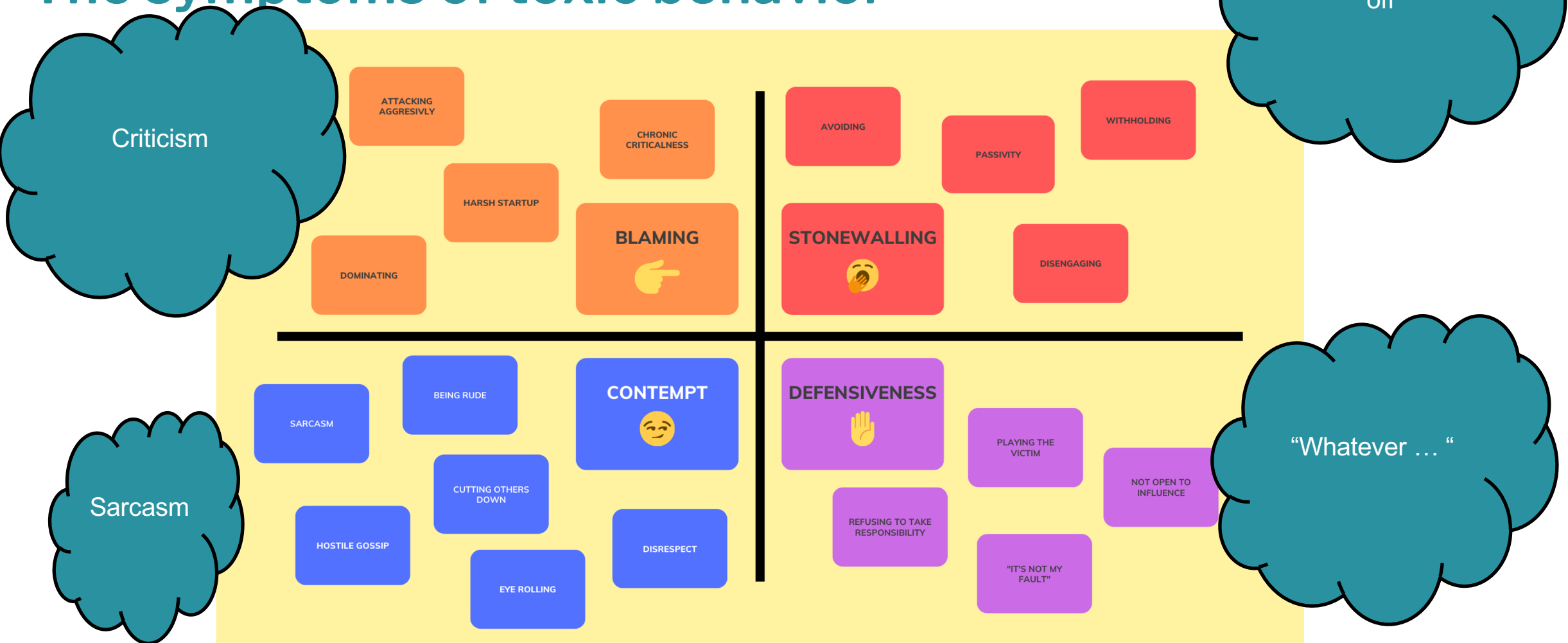


Source: https://en.wikipedia.org/wiki/Four_Horsemen_of_the_Apocalypse

The symptoms of toxic behavior



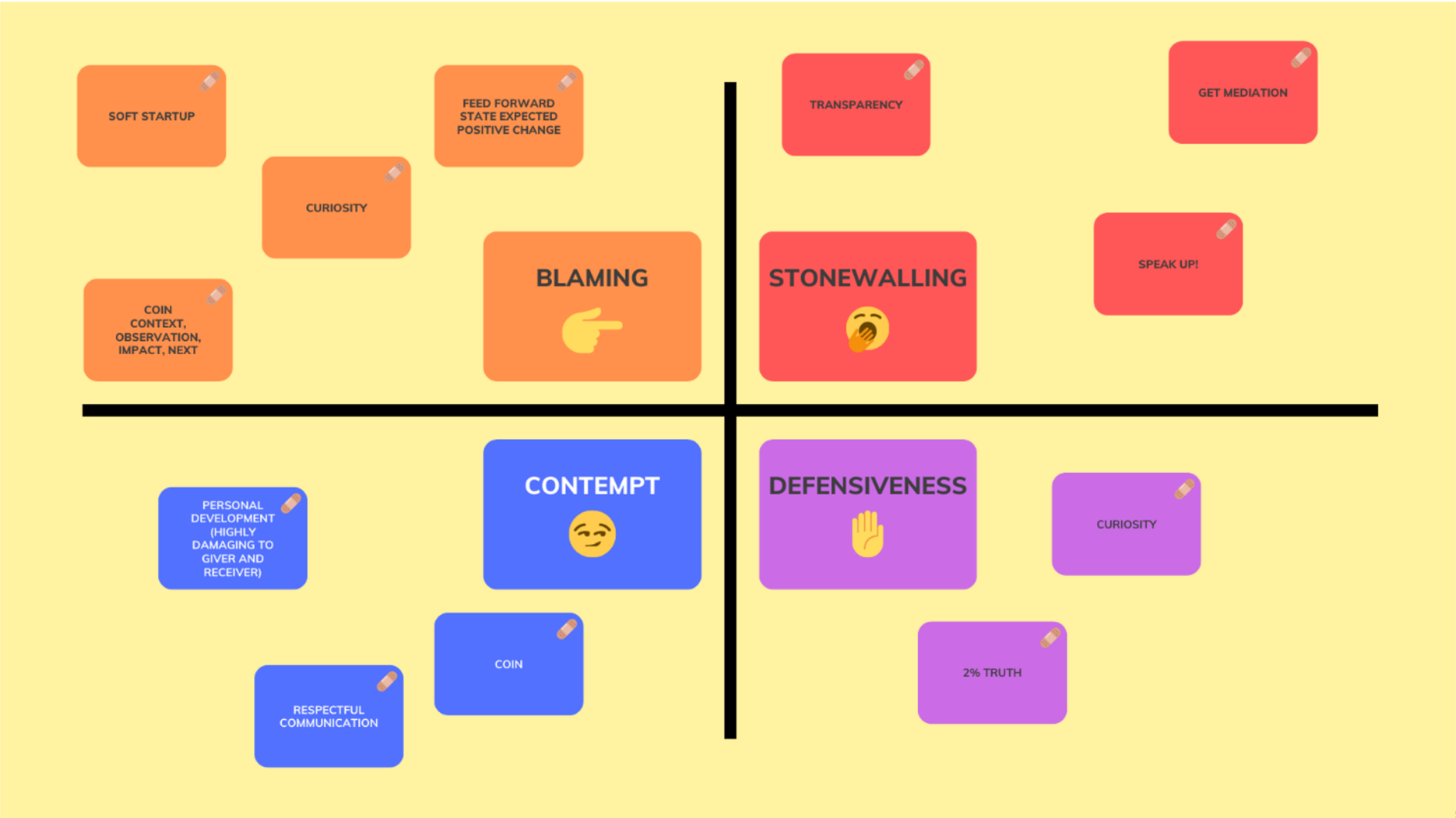
The symptoms of toxic behavior



Team Toxins are trying to be helpful - but not in a very skillful way.



Antidotes: Replacing Ineffective Behaviour



The solution is a conversation of the team with itself and its dynamics

- develop a shared language
- insights into communication patterns
- have a team conflict protocol



In form of a Retrospective ...

- develop a shared language
- insights into communication patterns
- have a team conflict protocol

Crafting Our Team Conflict Protocol

Team Conflict Protocol

Think about your ideal team: how would that team handle conflict and disagreements?

What are some behaviors you want to have to happen when conflict occurs?

What are some behaviors you do not want to have to happen when conflict occurs?

It takes 6-9 months to change behavior. How will you hold each other accountable for following these agreements? What will you do if someone breaks an agreement?

Write down the dos for handling conflict within our team?

What is the one thing we have to focus on as a team?

Instructions:

- (10 min) Individually, answer the prompts. Put it on a sticky.
- (15 min) In pairs, share your answers, and decide on three dos and don'ts for handling conflict in the team.
- Share It!

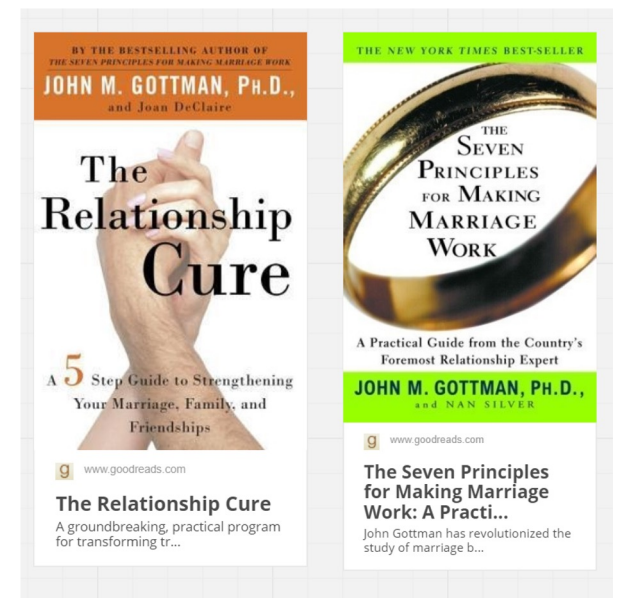
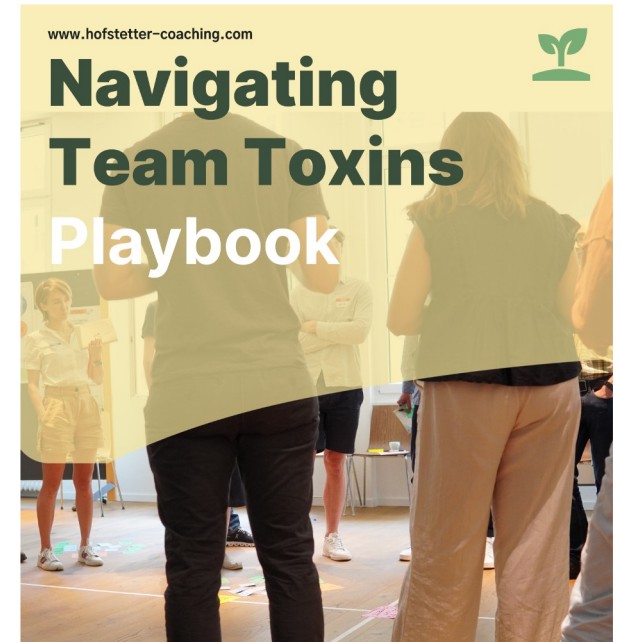
... or a team workshop

- develop a shared language
- insights into communication patterns
- have a team conflict protocol



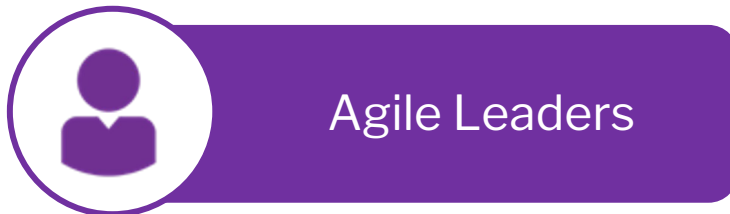
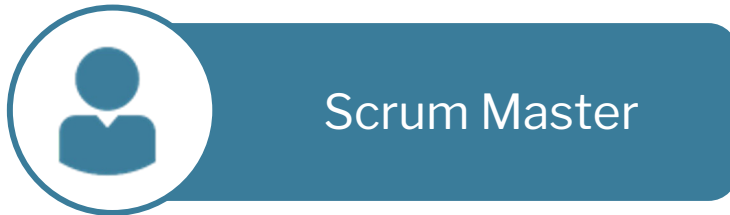
What's next?

- Get a [free copy](#) of our tried and tested Do-It-Yourself workshop
- Book tips
- Join our [User Group](#): The Liberators Network
- Connect on LinkedIn
 - in/simonflossmann
 - in/hofstetterchristian



Questions

Each role has a clear Learning Path



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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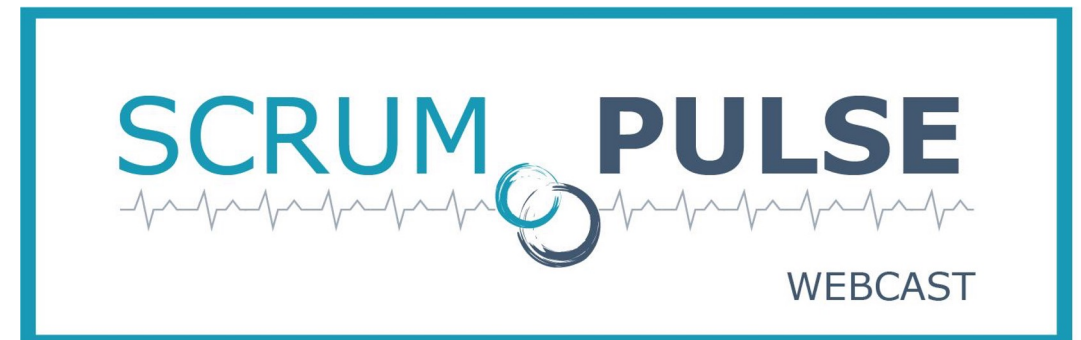
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Thank you!