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The Home of Scrum

How to Improve Communication and Collaboration Between Developers and Scrum Masters

Magdalena Kucharska, Joanna Płaskonka

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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



Speakers



Magdalena



Joanna

**Where did the idea for the
topic come from?**





The patient

**Description
of behaviors**

**Suggested
remedy**



The patient

Scrum Master Artist

Description of behaviors

Let's do a workshop and draw something!





Suggested remedy

Start with the right attitude

Present other solutions and their advantages and disadvantages

Gain a solid knowledge of what Agile and Professional Scrum are

Appreciate and recognize the commitment

Ask “Why”?

During the conversation, make sure that your conversational partner feels a part of it



The Patient

Scrum Master
The Interviewer

Description of behaviors

“Questionaria”



Suggested remedy

Pay attention to cost vs. profit

"I feel I'm wasting time, which is costly for me because I can't complete my thoughts and current WIP. Do you think that this is the most efficient use of my time?"



Pay attention to the form of the question asked

For what reason and with what kind of issue does your interlocutor come?



Introduce working agreements

The Patient

Scrum Master Guide

Description of behaviors

Scrum Guideosis



Suggested remedy

Ask questions about value

What is the value in this for the team?

What is the value to the Product?

And for me?

What will be improved?

What hypothesis do we want to verify?

Ask about measures

How do we know if this change makes sense?

How much time do we give ourselves before we verify our hypothesis?



The Patient

Scrum Master The
Speedometer

Description of behaviors

Ve-love-city



Suggested remedy

Ask questions about the validity of this metric

Gain knowledge - maybe there are other ways to measure the work of the team?

Ask “what's next? “ We measure and...?



The Patient

Scrum Parent

Description of behaviors

Pampering and helper syndrome





Suggested Remedy

Appreciate, recognize what they do

Give your ideas - where can they help you?

Ask for space to learn, make mistakes, self-manage

The Patient

Super Scrum Master

Description of behaviors

“I'm the greatest in helping. You see, you did not ask, and I already did it, I'm awesome, right?”





Suggested remedy

Try to tell what emotions it causes in you

When...
I see/hear/feel this
Could you instead...?

Pay attention - if you are doing this for me, then what are you NOT doing at this moment?

Help spot other areas that need support



Last but not least

“I just want to do my job!” can be interpreted as...

I don't care what you come with

I don't care about your opinion

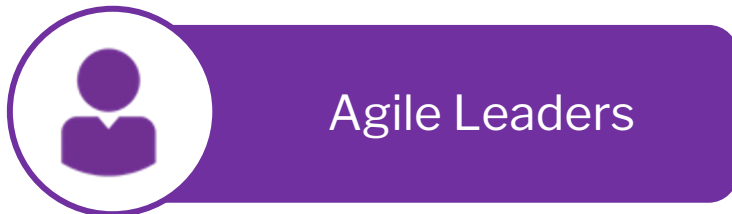
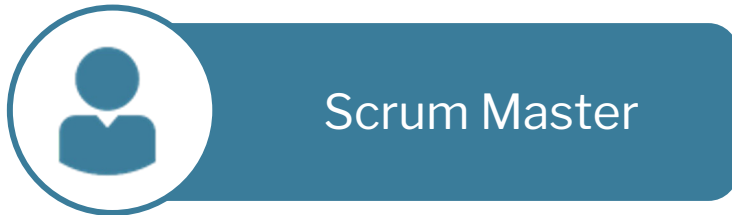
The product, the user? I am just “developing” here....

Better: "I want to focus on what brings value. Let's make positive changes together!"



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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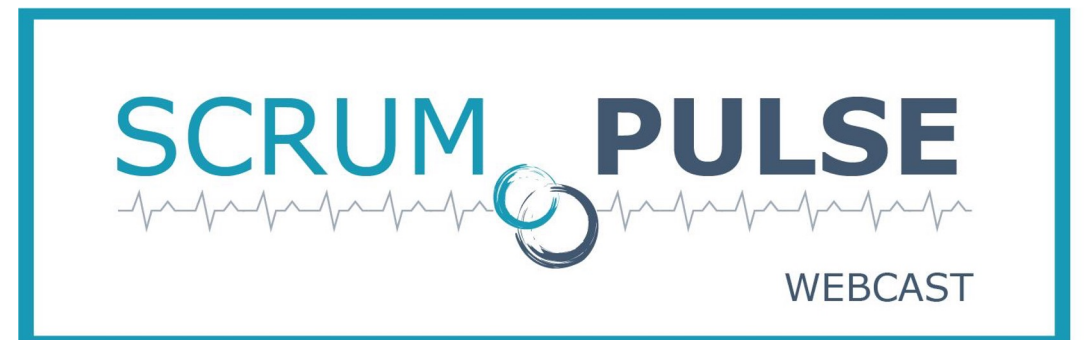
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Thank you!