

Workshops that will help you increase psychological safety within the Scrum team

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Intro

In this document you can find more details about workshops that will help you increase psychological safety within the Scrum team. You can utilize them to increase psychological safety, communication, and trust within your Scrum team.

Please let me know how the workshops went if you attempted them. Your opinions, suggestions, and life experiences are priceless to me. Only by working together will we be able to unleash the global superpowers of Scrum teams and produce even more great content!

Workshops:

1. Utilize Appreciative Interviews to Create Psychological Safety

I've discovered that it works best if you create personal connections based on things that people are happy to talk about or have pleasant recollections of. An excellent method for doing this is the Liberating Structure Appreciative Interviews. By using this framework, you may prompt individuals to recall both significant and little team accomplishments. Everyone has the chance to discuss a personal difficulty they would like support with in order to assist this team succeed after hearing others' personal stories.

You'll discover that each structure focuses more on concrete examples of people's lives than it does on intangible ideas. This provides a foundation for future cooperation and fosters greater trust and safety. Each participant is free to choose how intimate they want the stories to be.

2. Improve Our Mutual Assistance Through Heuristics

A team or organization will unavoidably encounter obstacles if they choose to use Scrum in an empirical manner. Any issue that prevents a Scrum team's developers from completing the Sprint Goal and that they are unable to control or fix on their own is referred to as a "Impediment."

Therefore, it seems sense that individuals and teams would regularly want assistance with those obstacles. But it's not always simple to ask for and properly provide assistance. It takes expertise to both effectively articulate the difficulty and to get people to comprehend it before they can provide helpful suggestions.

This workshop was particularly created to assist your team and others around them in developing the critical abilities of asking for and providing assistance. It's a terrific method to create a learning organization and develop your interpersonal skills.

3. Make Your Scrum Team's Wicked Question Transparent

When I assisted a Scrum Master in becoming aware of Wicked Questions, she admitted in us, "I see Wicked Questions everywhere now."

The presence of several conflicting and competing aims is one of the characteristics of complicated labor. Even if they are all as important and deserving of effort, pursuing them simultaneously might lead to hostility or outright conflict. In a straightforward universe, we may settle this conflict by choosing one objective over the other. However, intricate task does not allow for such luxury. Once you start looking for them, wicked questions are actually present everywhere. Similar in the way Scrum is used by teams and companies. For instance:

How do we support independent Scrum Teams while still working with other teams to achieve a common product goal is a problem they frequently encounter.

Or, "How can we embrace the unpredictable nature of complicated labor while also having a clear future strategy?"

When businesses start using Scrum, XP, or Kanban, Wicked Questions often surface and cause conflict. Unfortunately, businesses either ignore these issues and their tension or act as if they don't exist. But the tension festers below the surface.

This workshop's goal is to assist your Scrum team in expressing the paradoxical problem that must be overcome if they are to succeed. Additionally, to assist your team(s) in shifting from either/or to yes/and thinking and developing answers that address the Wicked Question on both sides.

4. Improve communication between management and the Scrum teams

The trend is often the same across all the organizations I've seen. Management complains about scrum teams, while scrum teams moan about management. It's not surprising that there is frequently tension in the interaction between management and teams.

And if it is regrettable, it is also not unexpected. Managerial responsibilities for Scrum teams are very different from those for departments or traditional workgroups. We frequently discover that these disagreements are caused by a failure to comprehend one another's demands and positions.

Therefore, we created this workshop to provide individuals a place to listen to one another personally. This, in my experience, creates the foundation for more effective teamwork between management and teams.

5. Clearly state your needs to the management in order to succeed

Management may apply Scrum in a top-down manner in some firms. Teams begin experimenting with Scrum in different firms, and it spreads across the whole thing. Or it's a combination of both. Teams in

both situations rely heavily on their environment for support in order to succeed. For instance, from management, stakeholders, and other departments like sales, finance, or human resources.

Many of the difficulties that make empirical work difficult are insurmountable by Scrum teams alone. The company, for instance, uses a budgeting system that compels teams to make exaggerated projections. Or the sales department makes guarantees to clients that the teams are unable to keep.

Alternately, management may often change the team's makeup, which causes stress, a decline in production, and frustration.

Although it hurts productivity and teams' capacity to collaborate effectively, this isn't done on purpose. The functional requirements of Scrum teams are frequently unknown to management, stakeholders, and assisting departments.

The goal of this workshop is to investigate basic requirements and provide teams and their surroundings with the opportunity to make explicit requests and receive clear responses.

6. Utilize thank-you notes to foster safety

Scrum teams thrive on continuous improvement. However, learning and improvement are difficult for Scrum teams that lack psychological safety. Both call for taking risks and being honest about errors.

Giving teams the tools to recognize and value positive contributions as they occur is one method to foster a safe atmosphere. This project is meant to teach teams how to accomplish this because it doesn't always come easily. This project, which is akin to Management 3.0's great Kudo Cards, was motivated by a Scrum Master we worked with named Barry Meijer.