**Fostering Proficient Delivery – Key Traits**

In this 20 mins., we will walk you through the key traits we believe that will help us in achieving proficient delivery. Our speech is inspired from Stephen Covey’s 7 habits of highly effective people

**Initiation**

If we look at Athletes while they train, they visualize themselves winning the race long before the game/match commences. This is all about visualizing what we are going to achieve. Same applies to projects we drive/lead

Having a clear picture of where we want to end up before we start the journey increases the chances that we will take the appropriate actions to reach our goal.

Once we have a sound understanding of what we want to accomplish, the road ahead gets easier to navigate

Our decisions/focus shift from "what do we have to get done today" to "what is going to get us closer to our end goal."

This gets us to the first trait - - **Begin with the end in mind**

Archana Indy story : For Example during in Indy project **initiation**, we imagined our teams to be working like SDET’s who will take on any new challenge , new opportunity which comes our way and getting successful in this endeavor. Now if I look back we have done things like TIA implementation, New ADO add Ins, Apple Pay service validation, Performance testing for ApplePay services, Digital virtual assistant services validation for mobile, Migration of Java services to .Net for mobile etc. This list goes on.

**Planning**

Now that we have an understanding of the end product/vision, we have to think through on what we should do towards reaching there.

In a research from University of Colorado it was found that, imagining that an event has already occurred or ***prospective hindsight*** , increases the ability to identify reasons for future outcomes by 30%. In other words conducting a Premortem by imagining that a project is going through challenges and what should be done to mitigate these challenges by working backwards. Projects that suceed, succeeds in mind first.

In an increased volatile and ambiguous delivery context, plan will change and we need to instill agility to respond to change for leading the desired outcome.

There will be challenges, … we have to do continuous planning.

We plan to do all that is required to accomplish our goal but, doing the most important thing first is the key. Follow the DO IT NOW mantra by considering the customer and project priorities. …**Put First things First**

If we grasp the art of prioritizing the activities with respect to Urgency /Importance we get this trait right.

For e.g. in GEICO’s context in fostering towards faster delivery

|  |  |
| --- | --- |
| **Out** | ​**In** |
| ​DevOps | NoOps |
| Disaster Recovery​ | Business Continuity​ |
| ​‘Riverbed’ application designs | ​Microservices |
| Runbook​ | Automation​ |
| 4 Week Releases​ | Continuous Deployment​ |
| ​User Sign Off | ​Continuous Testing |
| Mobile First​ | ​Voice First |
| ​AT&T Exclusive | ​Carrier Neutral Facility |
| On-Prem Security Appliances​ | ​In-The Cloud Security |
| On-Prem COTS Products​ | Cloud SaaS COTS Solutions​ |

As we have seen just now that GEICO is moving from DevOps to NoOps, from monolithic architecture to Microservices, it's necessary for us to commit to continuous learning. we should focus on our most important asset that is US by……. **Sharpen**ing **the Saw**

Story: We modernized legacy application to Azure. This was the first of its kind. The team was new to Azure. As the project schedule was stringent, we didn’t have time to plan for elaborate training schedule for the team. Team picked up Azure skills on the job and delivered the project on time. Along with technology skills, team picked up BA Skills. We didn’t have any requirement documents, we had limited BA’s who could accomplish this job. In order to complete the requirement gathering process, all the engineers created requirement documents. Within a short span of time, all the requirement documents were created and signed off.

Every engineer in the team wore multiple hats, be it of a developer, BA, Tester and valued their differences and were open minded to drive synergy by complementing each other**…Synergize!**

As a team, we created better deliverables than what we would have done individually. The capability of inventing new approaches increases exponentially because of differences.

**Execution**

Now we have a Project vision, Plan , Know How to execute the plan Synergy in team , we should question the status quo by executing our plan proactively

Now that we have a plan in place, and we are trying to do right things at the right time we need to Question the status quo by proactively pursuing our plan. ..**Be Proactive**.

We need to drive our circumstances rather than being controlled by them

We should keep all the stakeholders informed . This should be continuous and there should be no room for surprises

Sunil Claim Support story : For e.g.Claims Prod. support our first prod support engagement for GEICO from VAM, in less than 3 months into the project, we proactively assessed the current system and demonstrated our recommendations on improvements in the areas of process and technologies. Today we drive his engagement.

AD Express: The application was developed using C# and Apache Cordova. For enhanced customer experience, we migrated existing hybrid application to Native Android. We proactively looked at the existing application and came up with the requirement specifications we also re-architected his migration. The solution was user ready in a span of 6 months. Today we are driving the technology solutioning required for the project.

Proficient delivery requires that we overcome our natural tendency to hastily diagnose, jump to conclusions, defend ourselves and push our opinions on others by ***Seeking First to Understand, Then to be Understood***

This will inevitably lead to our interpersonal communications becoming more effective.

The Habit of Emphatic Communication shows that diagnosis must precede prescription, it requires listening and responding to understand stakeholders thoughts and intentions.

For ex: In a Requirements gathering session with Client we should listen and seek to understand   
what is his perspective and then Re-iterate, Re-affirm, Re-validate to avoid ambiguities

**Closing speech**

WIN WIN   
Customer & Team perspective

A win-win negotiation is a careful exploration of both our own position, and that of our customer, in order to find a mutually acceptable outcome that gives us both as much of what we want as possible. If we both walk away happy with what we have gained from the deal, then that's a win-win!

1. Separate people from the problem   
2. Focus on Interests, Not Position   
3. Invent options for Mutual gains   
4. Use Objective Gain   
5. Know our Best Alternative To a Negotiated Agreement

Your BATNA is our favored fallback option if we can't get everything that we want. This is not the same as a "bottom line," which is a fixed position that can limit our options and may prevent us from discovering a new course of action.  
Instead, think through what might happen if the negotiation doesn't achieve our desired result, and select the most attractive alternatives. Evaluate these alternatives and at the end of that process, the most promising alternative solution is our BATNA.

Tips :   
Remain calm  during the negotiations, as this will aid your decision-making processes .

Instead, use your emotional intelligence  skills to understand why the debate has taken this turn, and make an effort to understand each party's underlying interests, needs and concerns

[Brainstorm](https://www.mindtools.com/brainstm.html)  as many ideas as you can to find a solution to the problem. Be receptive to all suggestions, then [develop](https://www.mindtools.com/pages/article/newTMC_86.htm)  the most promising ones into new proposals that you can bring to the negotiating table.