# **Understanding Agile Scrum Roles and Conflict Resolution**

In this exercise you will explore Agile Scrum roles and how to solve problems and conflicts amongst the team members.

**Q1:** Let's take turns explaining your understanding of the following roles and their responsibilities:

* Product Owner
* Scrum Master
* Development Team
* Project Manager
* Business Analyst (BA)
* Subject Matter Expert (SME)

**Q2:** What kind of traits do you think would be suitable for each of these roles?.

**Q3:** Explain the collaborative nature of Scrum and the importance of effective communication within the team.

## **A few scenarios**

Please review the following scenarios and consider ways to resolve any bottlenecks or conflicts.

1. The Product Owner and the Development Team have conflicting views on the priority of user stories in the backlog. There could be differences in understanding business priorities, market demands, or project goals exists amongst the team members.
2. Team members are not effectively communicating progress or impediments during the Daily Standup. There might be a lack of clarity, remote work challenges, or team members not feeling comfortable expressing concerns.
3. Team members are unclear about their roles and responsibilities within the Scrum framework. This could be caused by a lack of role definition, unclear expectations, or team members being unfamiliar with Agile practices.
4. Developers have conflicting opinions on the best technical approach for implementing a user story. Differences in technical expertise, personal preferences, or lack of a shared understanding of the project's technical vision could cause such problems.
5. The team consistently overcommits or under commits during Sprint Planning, leading to stress and missed deadlines. The team generate inaccurate estimation, scope creep, or failure to consider team capacity.
6. Team members resist adopting new Agile practices or methodologies. They might have a fear of the unknown method of working, attachment to traditional methods, or a lack of understanding about the benefits of Agile.