

# Scrum Master Coaching Techniques Quiz

One of the 13 tested categories on the Scrum Master exam is 'Coaching.'

These questions will give you an idea of the scope and difficulty of these exam questions.

## Question 1

With regards to the Daily Scrum, the Scrum Master should:

- ☐ Make sure the three questions about yesterday, today and impediments are answered by all developers
- ☐ Take specific notes about what each developer's daily action plan is
- ☒ Coach the team on how to keep focus stay within the 15 minute timebox
- ☐ Take general notes about what the team's daily action plan is
- ☐ All of the above

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According to the Scrum Guide, "the Daily Scrum is a 15-minute event for the Developers of the Scrum Team." There isn't even a requirement that the Scrum Master attend!

One rule of the Scrum Guide is that the Daily Scrum stays under 15 minutes. If the Scrum Master realizes that the meetings are going on longer, this becomes a teachable and coachable event.

Coaching and Mentoring

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## Question 2

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On Fridays, developers want to hold the daily in the cafeteria after the lunch crowd empties out.

- ☒ Tell the developers that if they want to do it Friday after lunch in the cafeteria, then they'll have to do it every day after lunch in the cafeteria
- ☐ Tell the developers the daily scrum must take place in the morning
- ☐ Tell developers the daily scrum cannot take place in the lunchroom
- ☐ Tell developers the daily scrum occur in the room where development takes place

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There are no rules in the Scrum Guide about where or when the daily Scrum takes place. The only rule is that it must take place at the same time and in the same place every day. If developers find it productive to do their Daily Scrum on the Whitehouse lawn, then let them, so long as it doesn't impede their ability to complete their Sprint Goals.

From the Scrum Guide: "The Daily Scrum is a 15-minute event for the Developers of the Scrum Team. To reduce complexity, it is held at the same time and place every working day of the Sprint."

Facilitation

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### Question 3

The Scrum Master:

- ☐ Can only assign tasks to Scrum Developers
- ☐ Can only assign tasks to Product Owners
- ☐ Can assign tasks to both Scrum Developers and Product Owners
- ☒ Does not assign tasks to Scrum Developers or Product Owners

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According to the Scrum Guide, the Scrum Master serves the development team by "coaching the team members in self-management and cross-functionality." The Scrum Master serves the Product Owner by "helping find techniques for effective Product Goal definition and Product Backlog management." However, the idea of the Scrum Master assigning tasks to Product Owners or Developers is antithetical to the Scrum Guide.

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### Question 4

When a conflict breaks out between two developers over how to proceed and achieve the Scrum Goal, what option would be most in line with the Scrum Guide?

- ☐ Refer the two developers to Human Resources
- ☐ Remove the two developers from the team until the Sprint completes
- ☐ Have the Scrum Master remove the least productive of the two programmers from the Scrum Team
- ☐ Have the self-managed development team choose to remove one of the two programmers from the team
- ☒ Involve the complete Scrum Team in making a decision about how to proceed towards the Scrum Goal

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Conflicts are always a challenge to deal with, regardless of whether you are a developer, Scrum Master or Product Owner. When a conflict does arise, try to involve the entire Scrum Team in decision making, and use active and empathetic listening techniques to try and hear each party's point of view and facilitate a resolution.

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## Question 5

The Scrum Master decides upon and directs the developers on how to perform work during the Sprint:

- ☐ True
- ☒ False

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According to the Scrum Guide, "the Developers select items from the Product Backlog to include in the current Sprint" and "the Developers plan the work necessary to create an Increment that meets the Definition of Done." (page 8)

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