# Agile Software Project Management

Instructor – Muhammad Sudais

## Agile People's Skill

#### Introduction to Agile People Skills

- Agile emphasizes individuals and interactions over processes and tools.
- · People skills are essential for collaboration, decision-making, and adaptability.
- Key skills for Agile professionals:
  - Listening to others
  - Negotiating
  - Addressing and resolving conflict
  - Utilizing emotional intelligence
  - Conducting effective meetings
  - Embracing diversity
  - Leading and managing effectively
  - Embodying the PMI Code of Ethics

#### Listening in Agile Teams

- Active listening promotes understanding and trust.
- Tips for effective listening:
  - 。 Give full attention to the speaker.
  - a Avoid interrupting and listen to understand, not just to respond.
  - Reflect and summarize what has been said.
  - Observe non-verbal cues such as body language and tone of voice.
- Encourages openness and innovation in Agile teams.

#### Negotiation in Agile

- Negotiation is **ongoing** in Agile, occurring in:
  - Sprint planning: Agreeing on scope and priorities.
  - Backlog refinement: Balancing business value and feasibility.
  - Stakeholder communication: Aligning expectations.
  - . Team collaboration: Resolving competing priorities.
- Effective negotiation ensures win-win outcomes rather than conflicts.

#### Addressing and Resolving Conflict

- Conflict is natural in Agile teams due to diverse perspectives.
- Methods for conflict resolution:
  - 1. Identify the cause of the conflict.
  - 2. Encourage open discussions in a safe environment.
  - 3. Use a neutral facilitator (Scrum Master or Agile Coach).
  - 4. Focus on facts, not emotions, for resolution.
  - 5. Seek common ground and create an action plan.
- . Healthy conflict leads to better ideas and stronger teams.

#### Utilizing Emotional Intelligence (EI)

- El is key for handling uncertainty and fostering collaboration.
- Components of EI:
  - Self-awareness: Recognizing one's emotions.
  - Self-management: Controlling emotions and staying motivated.
  - Social awareness: Understanding team dynamics.
  - Relationship management: Building trust and managing conflicts.
- Teams with high El experience higher productivity and morale.

- Self
- Self-management
  - Self-control
  - Flexibility
  - Motivation and ambition
  - Carefulness
- Self-awareness
  - Sureness in self
  - Emotional self-awareness
  - Correct self-assessment
- Others
  - Social skills
    - Self-control
    - Motivating leadership
    - Developing other people
    - Alliances and teamwork
  - Social awareness
    - Compassion
    - Organizational consciousness
    - Understanding of surroundings

#### Conducting Effective Agile Meetings

- Agile meetings should be **structured**, **concise**, **and goal-oriented**.
- Best practices:
  - Set a clear agenda.
  - Timebox discussions to keep them productive.
  - Encourage participation from all team members.
  - Summarize key points and assign action items.
- Agile ceremonies that require strong facilitation:
  - Daily Standups
  - Sprint Planning and Reviews
  - Retrospectives

### **Embracing Diversity in Agile**

- Diverse teams offer multiple perspectives, leading to better innovation.
- Benefits:
  - . Improved problem-solving and creativity.
  - Greater adaptability to market needs.
  - . Higher team satisfaction and retention.
- Challenges:
  - Cultural differences in communication styles.
  - Biases and misunderstandings.
- Solution: **Foster an inclusive culture** through training and open dialogue.

#### Leading and Managing Effectively

- Agile leadership focuses on empowerment, collaboration, and transparency.
- Strong leaders:
  - Inspire trust and align teams with Agile values.
  - Foster autonomy and self-organization.
  - Encourage continuous improvement and feedback.
- Agile leaders balance supporting and challenging their teams.

#### Leading and Managing Effectively

#### Principles for leading the agile project:

- 1. Identify the needs of the project team.
- 2. Understand the project's requirements.
- 3. Function for the best interests of the team and project.
- 4. Establish an environment for functional accountability.
- 5. Develop a vision for the finished product.
- 6. Apply the vision to model your own behavior as leader.
- 7. Be the central figure in successful project team development.
- 8. Acknowledge team conflict as positive.
- 9. Manage with a focus on ethical behavior.
- 10. Include ethics as an integral part of your thinking as a leader.
- 11. Reflect on the project.
- 12. Think in reverse.

### Adaptive Leadership in Agile

- Adaptive leaders adjust their approach based on the situation.
- Agile teams go through different phases requiring different leadership styles:
  - Supporting: Encouraging collaboration.
  - Delegating: Allowing teams to self-manage.
  - Directing: Providing guidance where needed.
  - Coaching: Helping team members grow their skills.
- Flexibility is key to successful Agile leadership.

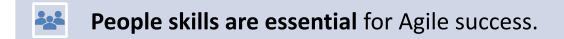
#### Servant Leadership in Agile

- Servant leadership puts the **team's needs first**.
- Key responsibilities:
  - Remove obstacles that block progress.
  - Support autonomy and self-organization.
  - Promote learning and skill development.
  - Act as a mentor rather than a boss.
- Servant leaders create highly motivated, engaged teams.

#### PMI Code of Ethics in Agile

- PMI's Code of Ethics ensures **integrity and professionalism** in Agile teams.
- Four core values:
  - 1. Responsibility: Be accountable for decisions.
  - 2. Respect: Foster an inclusive and respectful environment.
  - 3. Fairness: Avoid favoritism or discrimination.
  - 4. Honesty: Communicate truthfully and openly.
- Adhering to these values strengthens Agile teams.

#### Key Takeaways from Agile People Skills



Active listening, negotiation, and conflict resolution improve teamwork.

- **Emotional intelligence enhances collaboration** and productivity.
- Adaptive and servant leadership empower Agile teams.
- A strong ethical foundation ensures trust and accountability.

#### Chapter Summary



Soft skills are as important as technical skills in Agile.



**Effective communication and leadership** foster team success.



Servant and adaptive leadership create high-performing teams.



Emotional intelligence, ethical behavior, and diversity are crucial for Agile growth.