Leadership and Motivation issues in Softsupport

Delegative approach to leadership is suited for highly experienced teams with clear expectations. The SoftSupport members of the team have no agile experience and are used to a more traditional approach.

Team members lack direction from the project manager and this is causing frustration and mistrust.

Projects manager is taking a hand-off approach to receiving feedback and recognizing issues.

No tangible or intangible benefits for team members for completing work.

Recommendations:

1. More consultative leadership style
2. Bonuses for major achievements and releases
3. Project Status Report (PSR) meetings to establish proactive seeking of feedback from team prior to meeting.