



# Dysfunction Mapping Practitioner Workshop

## 1 day or 2 half-days

This full day, hands-on workshop will teach Dysfunction Mapping by doing it. You'll learn to find patterns and problems in your organization by connecting themes and hypothesising a measurable action. The goal is to level up your agile practitioners with a repeatable structure to create impactful, long-lasting change, and create a visible, demonstrable record of their coaching actions and achievements.

This workshop uses Scrum as it's main problem solving lens, and so practitioners are generally expected to have a basic understand of the Scrum framework (though the tool itself can be used through a framework agnostic lens)

### What participants will learn

This course is intended as the first introduction to Dysfunction Mapping. Aimed at people familiar with agile ways of working who are looking for a structured way to apply theoretical knowledge in the real world, and to create meaningful, long lasting change.

The course will cover:

- The basic structure of a Dysfunction Map
- How to form a 'funnel' through observation, conversation and Gemba
- How to separate Symptoms from Dysfunctions to tackle the big wins first
- How to use 'purpose' as a way to create buy-in for change
- How to hypothesise a concrete action aimed at solving the identified dysfunction
- How to measure the impacts of your actions by 'closing the loop' on your symptoms

### What participants will get

- A full day of interactive, collaborative learning, led by a highly experienced trainer
- Delivery in person, or online via Zoom
- Interactive Online Collaboration via Miro, or in person with Liberating Structures
- A 'Dysfunction Mapping Practitioner' Digital Badge
- 4 x Digital card decks to enable future Dysfunction Mapping activities;
  - Funnel Building Deck
  - Scrum Dysfunction Deck
  - Solution Deck
  - Measures Deck



#### Who should attend?

Agile Coaches, Scrum Masters and change agents with at least a basic grasp of agile ways of working. Beginner, intermediate and advanced practitioners can all benefit from this content

#### Pre-requisites;

Recommended entry level Scrum certification (PSM1 or CSM), or at least 1 year working with an agile team