<u>CF Case Study #02 – EdTech – Identify</u> <u>purpose and intended outcomes for the</u> <u>session.</u>

Case Study

A new scrum master at a growing EdTech company has approved you as an experienced Scrum Master to support in improving her facilitation skills as a Scrum Master. She has observed that she has challenges in identifying the purpose and intended outcomes for her session. She is seeking coaching on how to structure / frame the identified purpose and intended outcome for a session

Solution

Situation

A new scrum master at a growing EdTech company has approved you as an experienced Scrum Master to support in improving her facilitation skills as a Scrum Master. She has observed that she has challenges in identifying the purpose and intended outcomes for her session. She is seeking coaching on how to structure / frame the identified purpose and intended outcome for a session

Task

Coach a growing Scrum Master on how to structure / frame an identified purpose and intended outcome for a session

Action

The key actions taken:

- 1. Create a coaching working agreement
- 2. Coached on the use of Facilitation Canvas for structuring and framing the identified purpose and intended outcomes for a session
 - a. Purpose
 - i. What are we looking to achieve?
 - b. Outcomes
 - i. What are the outcomes needed to make the session a success?
 - c. People
 - i. Who needs to be part of this session and what is their role?
 - d. Inputs
 - i. What inputs need to be brought along to the session for background and discussions?
 - e. Agenda
 - i. How will we structure the session?
 - f. Environment

- i. How will you create the environment in which participants can achieve their intended purpose and desired outcome?
- g. Outputs
 - i. What outputs / deliverables are expected to be produced in the session?
- h. Pitfalls
 - i. What could hinder the session
- 3. Coached on how to fill Facilitation Canvas individually, with Scrum Team and with stakeholders using Miro

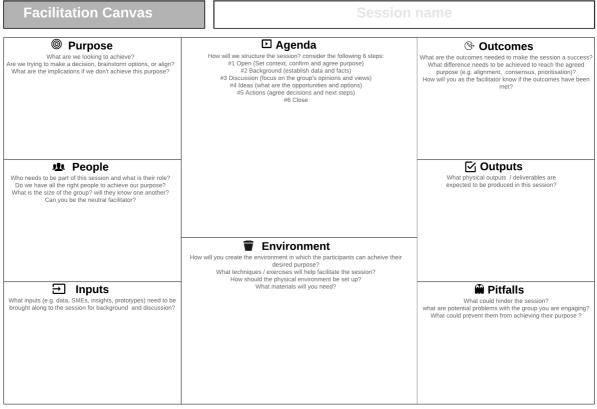


Figure 1 - Facilitation Canvas

Outcomes

At the end of the Facilitation Coaching Sessions,

- 1. New Scrum Master gained new understanding on how to collaboratively set the intended purpose and desired outcome of a session using Facilitation Canvas
- 2. New Scrum Master gained confidence in facilitation session especially technical session with challenging stakeholders with unclear desired outcome
- 3. New Scrum Master acknowledge personal growth as a facilitator

Reference:

1. Facilitation Canvas - https://nomad8.com/articles/facilitation-canvas
Facilitation Canvas - https://miro.com/miroverse/facilitation-canvas/?social=copy-link