

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

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

Facilitation Canvas		Session name
🎯 Purpose What are we looking to achieve? Are we trying to make a decision, brainstorm options, or align? What are the implications if we don't achieve this purpose?	📅 Agenda How will we structure the session? consider the following 6 steps: #1 Open (Set context, confirm and agree purpose) #2 Background (establish data and facts) #3 Discussion (focus on the group's opinions and views) #4 Ideas (what are the opportunities and options) #5 Actions (agree decisions and next steps) #6 Close	🎯 Outcomes What are the outcomes needed to make the session a success? What difference needs to be achieved to reach the agreed purpose (e.g. alignment, consensus, prioritisation)? How will you as the facilitator know if the outcomes have been met?
👥 People Who needs to be part of this session and what is their role? Do we have all the right people to achieve our purpose? What is the size of the group? will they know one another? Can you be the neutral facilitator?		📋 Outputs What physical outputs / deliverables are expected to be produced in this session?
📁 Inputs What inputs (e.g. data, SMEs, insights, prototypes) need to be brought along to the session for background and discussion?	🗑️ Environment How will you create the environment in which the participants can achieve their desired purpose? What techniques / exercises will help facilitate the session? How should the physical environment be set up? What materials will you need?	🚫 Pitfalls What could hinder the session? What are potential problems with the group you are engaging? What could prevent them from achieving their purpose?

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>