

I as a Scrum Master

As a Scrum Master, I assume administrative, coaching, and servant leadership roles to make Lean, Agile and Scrum successful. I help the team understand and embrace **Lean Agile Scrum values** and **principles** to develop into **self-organizing teams** and to produce **valuable outcomes** at a **sustainable pace**. I assess the team's knowledge of Lean, Agile, & scrum, and fill in the skills gap through training and coaching. I serve as keeper of **scrum framework**, "holding space" for the team. I explore Agile and scrum tools and share my learnings with the team. I encourage teams to share their lessons learned and learn from others using various tools and techniques; e.g. **Lean Coffee, Open Space, Tech Talks**, etc. I help develop and maintain **communities of practice** to foster learnings and skill development. I encourage teams to explore and embrace **automation** to boost productivity.

As a Scrum Master, I shield teams from interruptions to optimize the outcome. I mediate the general conflict of goals between devTeams (high quality) and Product Owner (more features). I protect teams from **external disturbances** during sprints to keep them focused on **deploying incremental value to our end customers**. I help teams balance proactive activities with immediate goals. I ask **open questions** to foster communications and **exploration of Why and What**. I help teams become **transparent** in communications, practices, and behavior to foster trust. I encourage teams to bring out **hidden problems and conflicts** and then help to resolve them in benefit of increased **trust** and **transparency**.

As a Scrum Master, I facilitate effective Scrum ceremonies. I ensure all team members participate in **daily stand-ups** to share their respective work and decide how they can help each other with **removing impediments**. I help the Product Owners and Scrum team with refining the Feature/Product Backlog on a continuous basis to prioritize the **Team Backlog** Items for **Sprint Planning Meetings**. During **Sprint Planning Meetings**, I ensure teams make commitments based on their capacity. I facilitate **Sprint Review Meetings** to collect feedback from the wider audience to continuously improve. I encourage teams to remain honest and positive during **Retrospectives** and to respect to gain trust the proceedings among team members only. I ensure that purpose of Retrospective is learning and improvement, not finger pointing and performance review. I help

teams **demonstrate** the outcome of Sprints to the wider audience to spread the positive word about the team.

As Scrum Master, I help Product Owners develop a positive rapport with their team and accept him/her as a part of the family. I

encourage **collaboration** between devTeams and Product Owners. I help the Product Owner interact with stakeholders to develop a **collaborative relationship** that produces valuable outcomes. I help the Product Owner explore different tools and techniques to discover the **Business value of Feature/Product Backlog Items**. I encourage Product Owners to interact with stakeholders on a continuous basis to refine and prioritize the Feature/Product Backlog. I assist the product owner with prioritizing the Feature/Product backlog items. I help the PO and devTeam develop and evolve **Definition of Ready, Definition of Done, and Acceptance Criteria**. I help the Product owner develop **Sprint Goals** and help the Scrum team achieve the same during sprint planning. I provide feedback to the Scrum teams on how to improve. I also ensure that improvement areas identified during retrospectives are captured and tracked in future sprints.

As a Scrum Master, I know when to step back and let the team learn from its own experience – successes, and mistakes. I am available to the team for **expert advice** around scrum, and agile. I work as an advocate for the team in the organization. I certainly do not work as **scrum police**. I do **Gemba** walk and encourage stakeholders to do the same.

As a Scrum Master, I continuously educate myself and share my learnings with Lean, Agile, and Scrum communities. I organize and participate in Agile and scrum oriented community events.