Getting a Dysfunctional Team Back on Track Potential Solution

Task I

Select the immediate actions you will take to stop the dysfunction in the team. **Select more than one option**.

    A. Stop all team activities
    B. Point fingers and blame
    C. Re-establish ground rules for participating on the team
    D. Chuck out all the team members and start fresh since you are the new Scrum Master
    E. Meet with everyone individually and gossip
    F. Meet with everyone individually and hear their side of the story
    G. Coach the team on basic team building
    H. Take the team to a neutral location

Task II

1. Identify the root cause of the dysfunction. Work with the team and ask why five times for each issue, starting with the issue and breaking it down further. List your five Why questions.
   Your issue can be different from the one given in the example.

   Example:

   1. Why is the team not communicating?
   Answer: There is no communication matrix.
   2. Why is there no communication matrix?
   Answer: It was not part of the planning process.

   3. Why was it not part of the planning process?
   Answer: We did not have a structured and organized team-building event.

   4. Why did we not have a team-building event?
   Answer: Nobody wanted to take the lead.

   5. Why did nobody want to take the lead?
   Answer: Too much work.

2. What should your action be as a Scrum Master? **Select more than one option.**

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A. **Free up some time for someone to take the lead**.
B. **Spend time interacting with the team members and listening to what they are saying, thus collecting the background information**.
C. **Try to discern the nuances in the conversation amongst the team members**.
D. **Apply continuous improvement techniques like Lean**.
E. Identify one person to take the blame.
F. Take a vote on the most likely team member responsible for the dysfunction.
G. **Review the process to determine the mistake.**

Task III

Identify the ideal state. **Select more than one option**.

A. **Revise the team agreements**
B. **Use process mapping to determine the best process possible**
C. **Review the training documents to check if the team is properly trained**
D. **Get feedback from the team on what is working and what is not**
E. Consult your seniors on the best line of action
F. Give direct instructions to the team

Task IV

Identify the coaching techniques, you would use as a Scrum Master in the given scenario. **Select more than one option**.

A. **Support**
B. **Direct**
C. **Delegate**
D. **Lead by example**
E. **Remove roadblocks**
F. **Hold team-building activities**
G. Take everyone to the fanciest restaurant in town
H. Offer a bonus for everyone who works together well