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Welcome back. Let's review the key concepts we've covered in this module. Agile teams are diverse teams. Diverse teams include different cultures, genders, and age groups. Because of this diversity, agile teams tend to have more conflict. A team working agreement solves for differences, and establishes a common understanding, for how to solve conflict within teams before conflict happens. Empathy is the capacity to put yourself in another person's shoes, and understand them from their point of view. An empathy map is a tool that allows you to design the collaboration process that is aligned with your team members feelings, motivations, and working styles. As you lead your team to become agile, your team members level of collaboration will increase. One person's success will depend on another. It's critical they understand what each person does, what motivates them, and what emotions they may be experiencing as they do their work. Scrum is a lightweight framework of practices rooted in an agile philosophy. It is used to develop, deliver, and sustain complex products. A scrum product may be an actual product, or process, policy, new marketing campaign, software, and so on. Scrum focuses on people, specifically teams, and provides ways for teams to be creative, collaborative, productive, and change resilient. Scrum teams are cross-functional. All team members can meet to five scrum values, which are openness, courage, commitment, respect, and focus. In the next module, we'll do a deep dive into scrum. We will cover scrum terminology, and tools for high-performing, self-organizing, and cross-functional teams. I'll see you there.