**Scenario one:** The demanding stakeholder

Problem Case: During the Daily Scrum, team members just say "no impediments" and give a brief update. In the Sprint Retrospective, no one speaks up about obvious issues, such as one team member consistently failing to complete their tasks.

**Scrum masters**

**Emmi**: As scrum masters; our first step would be to facilitate the conversation calmly and professionally. The stakeholder is clearly frustrated, but it is important that we maintain structure and protect the team disruption.

**David**: We’d remind everyone that Scrum is built upon transparency, inspection and adaptation While the stakeholder’s request is valid, we don’t make immediate changes mid-sprint. That would break the team’s flow and compromise existing commitments.

**Karem**: Instead, we redirect conversation to the product owner, who owns the back log. We’d support them in explaining how work is prioritised, based on value to all users, not pressure from any one stakeholder.

**Emmi**: Our role is to protect the team, uphold the scrum framework, and guide stakeholders through the correct channels. That way, we preserve trust, focus, and the accountability in the process.

**Product Owners**

**Benjamin:** We understand this feature is important to you, your feedback is appreciated. But as product owners, we prioritise the back log based on overall value to the product and users, not pressure or urgency from any one voice.

**Ryan:** If this feature still aligns with the product goals, we’ll write it as a user story and reevaluate it against existing priorities. But it wont automatically go into the next sprint, that decision comes from value, not volume.

**Benjamin:** This approach helps ensure fairness and keeps the team focused. IF we let every urgent request ump the queue, we’d lose direction fast.

**Ryan**: We’ll follow up with you after the review to fully understand the request, and if it makes sense for the product, it will be considered.

**Development team**

**Olaposi:** We understand this request is important, but as the development team, we only work on what’s already committed in the sprint backlog.

**Theddus:** Changing scope mid-script isn’t part of the scrum framework; it risks quality and delivery of the work we have already planned.

**Emanuel:** We’ll continue focusing on what’s committed. Once the product owner reviews the new request, we’ll be ready to pick it up in the future sprint if it’s prioritised. Sticking to the sprint goals helps us deliver consistent, high-quality work as a team.

**Summary Recap – Scenario 1: The Demanding Stakeholder**

**What happened:**

During the Sprint Review, a stakeholder was angry their requested feature wasn’t included. They demanded the team stop what they’re doing and start work on it immediately.

**What we learned:**

**1. Role Awareness:**

* Scrum Masters keep the conversation respectful and focused on the Scrum process.
* Product Owners explain that the Product Backlog is the single source of truth, and all work must go through it.
* Developers stay out of negotiations and stick to their Sprint commitment.

**2. Framework Adherence:**

* New work requests must go through user story creation, refinement, and prioritisation based on value to all users.
* The Product Owner, not the stakeholder, manages the backlog.
* Teams don’t shift focus based on stakeholder pressure.

**3. Respect the Scrum Event:**

* A Sprint Review is to inspect the increment — not to dictate or change the next sprint on the spot.
* Feedback is welcomed but must follow proper Scrum procedures.