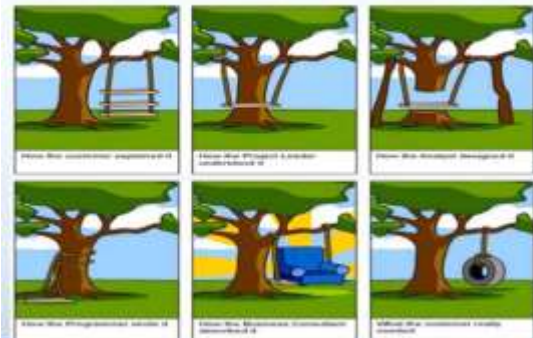


HEXAWARE TRAINING

Agile Soft Skills & Behaviors

SESSION 1 – 08/Jan/2024

What do you understand from this picture?



- A typical scenario of miscommunication in the IT industry.
- A technically sound team might not be able to deliver customer requirements due to lack of soft skills, primarily effective communication.
- Conventional software development approaches in many organizations have been replaced by modern methodologies like Agile, Dev-Ops, Modern Delivery, to be more adaptable and customer-centric.
- Now for an overview of one such methodology – Agile.

Agile:

- **Meaning:** An iterative and flexible approach to software development that prioritizes adaptability, collaboration, and delivering incremental, functional pieces of software.



The 12 Principles of Agile:

1. **Customer satisfaction through early and continuous delivery of useful software:**
 - **Meaning:** Prioritize delivering valuable software regularly to meet customer needs.
2. **Reflect and Adjust:**
 - **Meaning:** Continuously assess and adapt processes for improvement.
3. **Self-organizing teams:**
 - **Meaning:** Empower teams to organize and manage their work independently.
4. **Simplicity:**
 - **Meaning:** Focus on simple solutions, emphasizing what is necessary.
5. **Continuous Attention:**

- *Meaning:* Maintain constant vigilance on project details and potential improvements.
6. **Sustainable Development:**
- *Meaning:* Promote a pace of work that can be maintained indefinitely.
7. **Welcome Changing Requirements, even late in development:**
- *Meaning:* Be open to and able to accommodate changes in project requirements.
8. **Frequently Delivered Software:**
- *Meaning:* Deliver functional software in short, regular intervals.
9. **Work Together:**
- *Meaning:* Foster collaboration and effective communication among team members.
10. **Trust and Support:**
- *Meaning:* Develop a culture of trust, mutual support, and respect within the team.
11. **Face-to-Face Conversation:**
- *Meaning:* Prioritize direct communication to enhance understanding and collaboration.
12. **Working Software:**
- *Meaning:* Measure progress by the delivery of functional software rather than documentation.

Sprint Life Cycle in Agile:

- *Meaning:* A recurring, time-boxed period in Agile development where a team plans, designs, builds, tests, and reviews a set of features, typically lasting 1-4 weeks



Sprint 1:

- *Plan:* Define tasks and goals for the upcoming sprint.
- *Design:* Create a design for the identified features.
- *Build:* Implement the designed features.
- *Test:* Verify that the implemented features meet requirements.
- *Review:* Evaluate completed work and gather feedback.

Sprint 2:

- **Repeat:** Iterate the planning, designing, building, testing, and reviewing process for a new set of features.

Sprint 3:

- **Repeat:** Continue the iterative cycle for subsequent sprints, ensuring continuous improvement and adaptability in the development process.



Agile Behaviors:

1. Explore & Learn:

- **Definition:** Actively seek new information, embrace learning opportunities, and adapt to changes.
- **Example:** A team member attends workshops to learn a new programming language, enhancing their skills for an upcoming project.

2. Take Accountability & Ownership:

- **Definition:** Accept responsibility for tasks and outcomes, demonstrating commitment to completing assigned work.
- **Example:** When a project faces challenges, a team member takes ownership by proposing solutions and working towards resolution.

3. Share Knowledge:

- **Definition:** Communicate insights, experiences, and information openly within the team to enhance collective understanding.
- **Example:** A team member shares a helpful coding technique during a retrospective, benefiting others in improving their coding practices.

4. Collaborate:

- **Definition:** Work together with team members, leveraging collective strengths and fostering a cooperative environment.
- **Example:** During a sprint, developers collaborate closely with testers to identify and resolve issues promptly, ensuring a smoother workflow.

5. Speak Up:

- **Definition:** Express thoughts, concerns, or ideas openly to facilitate transparent communication within the team.
- **Example:** In a retrospective meeting, a team member speaks up about a process bottleneck, initiating a discussion on how to improve efficiency.

6. **Take Responsibility:**

- **Definition:** Acknowledge and fulfill commitments, ensuring tasks are completed and goals are achieved.
- **Example:** If a team member commits to delivering a specific feature by the end of the sprint, they take responsibility by ensuring it meets the deadline.

Importance of Soft Skills and Agile Methodologies:

• **Facilitates Communication:**

- **Soft Skills:** Effective communication skills promote clear understanding and collaboration within the team.
- **Agile Methodologies:** Frequent communication is a core principle, enhancing transparency and responsiveness.

• **Adaptability and Flexibility:**

- **Soft Skills:** Adaptability helps individuals navigate changes and uncertainties in a dynamic work environment.
- **Agile Methodologies:** Agile emphasizes flexibility, allowing teams to respond to changing requirements and priorities efficiently.

• **Team Collaboration:**

- **Soft Skills:** Teamwork and collaboration foster a positive and supportive team culture.
- **Agile Methodologies:** Collaboration is fundamental to Agile, where cross-functional teams work together to achieve common goals.

• **Problem Solving:**

- **Soft Skills:** Problem-solving skills aid in addressing challenges and finding effective solutions.
- **Agile Methodologies:** Agile encourages continuous improvement and problem-solving within the team to enhance efficiency.

• **Ownership and Accountability:**

- **Soft Skills:** Taking ownership and being accountable demonstrate commitment and responsibility.
- **Agile Methodologies:** Agile teams thrive on individual responsibility, with each member accountable for their contributions.

Crucial Soft Skills for Effectiveness in the Agile Environment



Case Scenario



John and David are working on an application development project together. Before the sprint review, they identified a bug in the code, and they tried implementing the solutions they knew, yet they were unable to resolve the issue. On the day of the sprint review, John and David were unable to present the working prototype of the application. The client was upset as they have lost two weeks in the project.

What happened in this scenario?

Which Agile Behaviors you found missing in John & David?

How should they have handled the situation?

TASK:

John: "Hey David, I've been working on this bug, but I can't seem to figure it out."

David: "I see. Have you tried reaching out to anyone else on the team for help?"

John: "No, I haven't. I thought I could fix it on my own, but it's proving to be more challenging than I expected."

David: "I understand. Maybe we should loop in the manager and see what they suggest."

John: "That's a good idea. I don't want to disappoint the client by not delivering a working prototype on time."

Manager: "John and David, I'm glad you brought this issue to my attention. Let's talk about how we can resolve it together. Have you considered seeking help from other developers who may have encountered a similar bug before?"

John: "That's a great idea. I'll reach out to the team and see if anyone has any suggestions."

Manager: "Excellent. Remember, Agile teams prioritize collaboration and transparency, so don't hesitate to ask for help when you need it."

Business English vs. General English:

Business English:

- **Context:** Used in professional and business settings.
- **Purpose:** Focuses on effective communication in the workplace, including emails, reports, and presentations.
- **Style:** Formal and structured language, often adhering to specific industry jargon.
- **Content:** Emphasizes business terminology, negotiations, and industry-specific communication skills.
- **Skills Covered:** Reading, Writing, Listening, Speaking.
- **Vocabulary:** Simple and General.
- **Grammar:** High focus on Grammar usage.
- **Purpose:** Aims for a high standard of everyday English skills.

General English:

- **Context:** Everyday communication in various settings, including personal, social, and casual interactions.
- **Purpose:** Aims for general understanding and expression in diverse situations.
- **Style:** Can be informal, colloquial, or formal depending on the context.
- **Content:** Covers a broad range of topics, including everyday conversations, reading, and writing for general purposes.
- **Skills Covered:** Meetings, Presentations, Negotiations, International Trade.
- **Vocabulary:** Specialized for business contexts.
- **Grammar:** Simple yet effective grammar, often tailored for specific business settings such as contracts and negotiations.
- **Purpose:** Aims for a high standard of English communication skills in professional and business environments.

In short, Business English is tailored for professional environments, focusing on formal communication within the business context, while General English encompasses a broader spectrum of language used in everyday life across various situations and interactions.

11 rules of Subject Verb Agreement:

1.	Nouns joined by 'And' take plural verb:
	<ul style="list-style-type: none">• <i>Rule:</i> Combine plural subjects with 'and' to use a plural verb.• <i>Example:</i> Eric and Luke go to the market.
2.	Nouns joined by 'Or' take singular verb:
	<ul style="list-style-type: none">• <i>Rule:</i> Combine singular subjects with 'or' to use a singular verb.• <i>Example:</i> Either Eric or Luke goes to the market.
3.	Verb agrees with the subject, not the phrase in sentences with a phrase:
	<ul style="list-style-type: none">• <i>Rule:</i> Ensure the verb agrees with the main subject, not the additional phrase.• <i>Example:</i> The fruits, along with the tree, are dry.
4.	In sentences with a negative phrase, the verb agrees with the non-negative part:
	<ul style="list-style-type: none">• <i>Rule:</i> The verb should agree with the part of the sentence that is not part of the negative phrase.• <i>Example:</i> The tree, not the fruits, is dry.
5.	Nouns always in a pair take a plural verb:
	<ul style="list-style-type: none">• <i>Rule:</i> Use a plural verb for nouns that are always in pairs.• <i>Example:</i> My sunglasses are missing.
6.	When talking about "one of many," the verb is singular:
	<ul style="list-style-type: none">• <i>Rule:</i> Use a singular verb when referring to "one of many."• <i>Example:</i> One of my shirts is pink.
7.	When talking about a group someone is part of, the verb is singular:
	<ul style="list-style-type: none">• <i>Rule:</i> Use a singular verb when referring to a group someone is part of.• <i>Example:</i> One of these students is in my class.
8.	Verb for collective nouns is always singular:
	<ul style="list-style-type: none">• <i>Rule:</i> Use a singular verb with collective nouns.• <i>Example:</i> The jury has arrived.
9.	Countable nouns with indefinite singular use a singular verb:
	<ul style="list-style-type: none">• <i>Rule:</i> Use a singular verb with indefinite singular countable nouns.• <i>Example:</i> Each of the boys in the class is smart.
10.	With uncountable nouns, the verb is singular:
	<ul style="list-style-type: none">• <i>Rule:</i> Use a singular verb with uncountable nouns.• <i>Example:</i> Some of the money is spent.
11.	Nouns joined by 'and' representing one unit take a singular verb:
	<ul style="list-style-type: none">• <i>Rule:</i> Use a singular verb when nouns joined by 'and' represent one unit.• <i>Example:</i> Tom and Jerry is my favorite cartoon show.

Tenses:

1. Simple Present Tense:

- *Formula:* Subject + Verb (base form) + Object
- *Example:* She plays the piano.

2. Present Continuous Tense:

- *Formula:* Subject + [am/is/are] + Verb (present participle) + Object
- *Example:* They are watching a movie.

3. Present Perfect Tense:

- *Formula:* Subject + [has/have] + Verb (past participle) + Object
- *Example:* I have completed my assignment.

4. Present Perfect Continuous Tense:

- *Formula:* Subject + [has/have] + been + Verb (present participle) + Object
- *Example:* She has been studying for two hours.

5. Simple Past Tense:

- *Formula:* Subject + Verb (past tense) + Object
- *Example:* He finished his work yesterday.

6. Past Continuous Tense:

- *Formula:* Subject + [was/were] + Verb (present participle) + Object
- *Example:* We were playing football.

7. Past Perfect Tense:

- *Formula:* Subject + [had] + Verb (past participle) + Object
- *Example:* She had already eaten when I arrived.

8. Past Perfect Continuous Tense:

- *Formula:* Subject + [had] + been + Verb (present participle) + Object
- *Example:* They had been waiting for hours.

9. Simple Future Tense:

- *Formula:* Subject + [will/shall] + Verb (base form) + Object
- *Example:* She will visit her grandparents.

10. Future Continuous Tense:

- *Formula:* Subject + [will/shall] + be + Verb (present participle) + Object
- *Example:* We will be studying all night.

11. Future Perfect Tense:

- *Formula:* Subject + [will/shall] + have + Verb (past participle) + Object
- *Example:* By next year, they will have completed their project.

12. Future Perfect Continuous Tense:

- *Formula:* Subject + [will/shall] + have + been + Verb (present participle) + Object
- *Example:* By the time you arrive, I will have been waiting for an hour.

Idioms about Change:

1. Thrown in the deep end:

- *Meaning:* Put into a challenging situation without preparation.
- *Example:* She was thrown in the deep end when asked to lead the team on short notice.

2. Learn the ropes:

- *Meaning:* Acquire basic skills or understanding of a task.
- *Example:* New employees need time to learn the ropes of the company's procedures.

3. Steep learning curve:

- *Meaning:* Involves a significant and difficult learning process.
- *Example:* Mastering a new language often comes with a steep learning curve.

Idioms about Change:

4. Change your tune:

- *Meaning:* Altering opinions or attitudes, especially due to new information.
- *Example:* He changed his tune about the project after learning about its potential impact.

5. Change of pace:

- *Meaning:* Varying the speed or style of an activity.
- *Example:* Taking short breaks during work provides a welcome change of pace.

6. Change of scene:

- *Meaning:* Moving to a different environment for a fresh experience.
- *Example:* A vacation can offer a beneficial change of scene from daily routines.

Idioms about People at Work:

1. Eager beaver:

- *Meaning:* Enthusiastic and hardworking individual.
- *Example:* Sarah is always the eager beaver, ready to take on new projects.

2. Number cruncher:

- *Meaning:* Deals with numerical data or performs calculations.
- *Example:* The financial analyst is the number cruncher for the team.

3. Pen pusher:

- *Meaning:* Office worker handling routine paperwork.
- *Example:* Tom's job involves being a pen pusher, managing administrative tasks.

4. Whistle blower:

- *Meaning:* Exposes illegal or unethical activities within an organization.
- *Example:* The whistle blower revealed corruption within the company.

Additional Idioms:

1. Have a lot on my plate:

- *Meaning:* Busy with many tasks and responsibilities.
- *Example:* I can't take on more projects; I already have a lot on my plate.

2. Selling like hotcakes:

- *Meaning:* Selling quickly and in large quantities due to high demand.
- *Example:* The new product is selling like hotcakes since its launch.

3. Win-Win situation:

- *Meaning:* A circumstance benefiting all parties involved.
- *Example:* Negotiating a fair deal resulted in a win-win situation for both companies.

4. Test the waters:

- *Meaning:* Cautiously trying or investigating something before committing.
- *Example:* Before launching a new product, companies often test the waters with a small market release.

5. Face the facts:

- *Meaning:* Accepting and dealing with the reality of a situation.
- *Example:* It's time to face the facts and address the issues affecting team performance.

6. Has an eye for:

- *Meaning:* Good at noticing or recognizing specific qualities or details.
- *Example:* She has an eye for design, always choosing aesthetically pleasing elements.

7. **On the back burner:**

- *Meaning:* Temporarily set aside or postponed.
- *Example:* Due to urgent tasks, the less critical project has been put on the back burner.

Phrasal Verbs:

1. **Fill out:**

- *Meaning:* Complete a form with necessary information.
- *Example:* Please fill out this application form for the job.

2. **Run out:**

- *Meaning:* Exhaust the supply of something.
- *Example:* We've run out of office supplies; we need to restock.

3. **Note down:**

- *Meaning:* Make a written record or take notes.
- *Example:* During the meeting, be sure to note down important points.

4. **Back up:**

- *Meaning:* Support or confirm; also, create a duplicate copy for safety.
- *Example:* Regularly back up your important files to avoid data loss.

5. **Come up:**

- *Meaning:* Occur or arise; also, approach someone or something.
- *Example:* Unexpected challenges always come up in project management.

6. **Keep up with:**

- *Meaning:* Stay informed about or maintain the same pace as something.
- *Example:* It's crucial to keep up with industry trends to stay competitive.

7. **Call off:**

- *Meaning:* Cancel or abandon a planned event or activity.
- *Example:* Due to bad weather, they had to call off the outdoor event.

8. **Set up:**

- *Meaning:* Arrange or establish something.
- *Example:* Let's set up a meeting to discuss the project details.

Additional Idioms:

1. **Hit the road:**

- *Meaning:* Leave or start a journey, often used informally.
- *Example:* After saying their goodbyes, they decided to hit the road and start their road trip.

2.	Jump ship:	<ul style="list-style-type: none"> <i>Meaning:</i> Abandon a situation or group, especially when facing difficulties. <i>Example:</i> Some employees might jump ship if they sense financial instability in the company.
3.	Feel under the weather:	<ul style="list-style-type: none"> <i>Meaning:</i> Feel ill or not in good health. <i>Example:</i> I won't be attending the meeting today; I feel a bit under the weather.
4.	Bring something to the table:	<ul style="list-style-type: none"> <i>Meaning:</i> Contribute something valuable or useful to a situation or discussion. <i>Example:</i> As a team member, it's important to bring innovative ideas to the table.

In today's (08/Jan/2024) interactive session, we delved into the intricacies of effective communication, soft skills, and agile methodologies. The session commenced with a practical example illustrating a communication gap between clients and developers, highlighting the importance of clear perspectives to avoid misunderstandings. We then explored the distinctions between Agile and Waterfall models, with a focus on the flexibility and adaptability inherent in Agile methodology. The principles of Agile, the Sprint Life Cycle, and key behaviors were thoroughly discussed, fostering group engagement and understanding. The significance of soft skills in an Agile environment, including collaboration and adaptability, was underscored. The session further involved a detailed examination of a real-world case scenario involving John and David, where a bug impacted project progress, prompting a discussion on the missing Agile behaviors and optimal problem-solving approaches. The language proficiency segment covered nuances between Business English and General English, along with rules for Subject-Verb Agreement, Tenses, and Idioms and Phrases. The session concluded with an engaging assessment to reinforce the learned concepts. Overall, the session provided a comprehensive exploration of topics crucial for effective communication, teamwork, and project management in a professional context.
