

Deep Agile:

November 23 - 24, 2013



Breaking down the silos

Creating a Culture of Quality

Cambridge, MA

Can We Talk?

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I

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agile principles

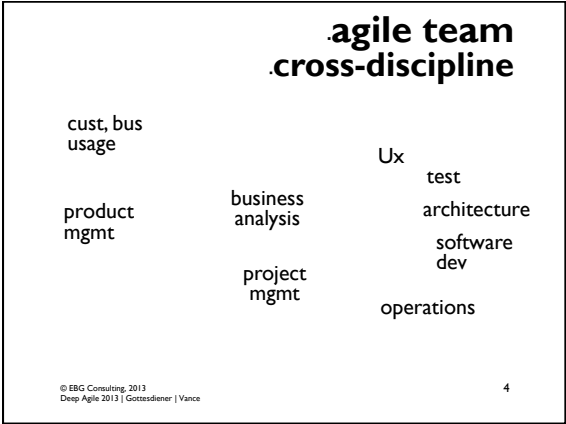
...work together...

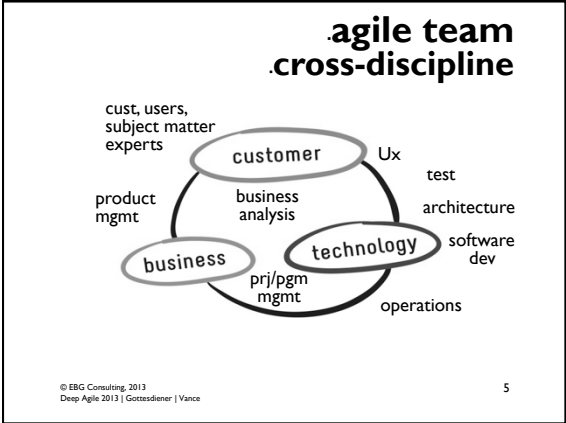
Build projects around **motivated individuals**.
Give environment and **support** they need,
and **trust** them to get the job done.

At regular intervals, the team reflects ...
... tunes and adjusts its behavior

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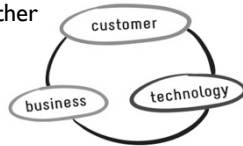






can we talk? agile team interdependence

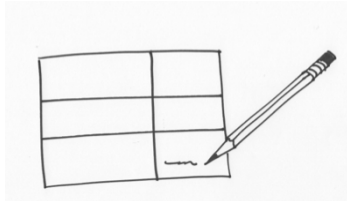
clearly understood capabilities
support each other
responsible to each other
collaborative



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complaints



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feedback

info about past behavior
delivered in present
may influence future behavior

Source: Seashore, Seashore and Weinburg, 1997

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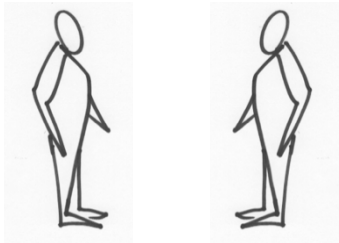
feedback goals

build relationship, trust
learn
improve, grow

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feedback



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giving feedback

what’s your intention?
who is being served?



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giving feedback

“feedback is almost totally about
the giver, not the receiver”
using “I” statements

Source: Seashore, Seashore and Weinberg, 1997
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receiving feedback

take care of self
see it as an opportunity to learn
be open - not defensive
seek clarification
receiver is totally in control
accept none, some, all
reject none, some, all

Source: Seashore, Seashore and Weinberg, 1997
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**constructive
feedback**

direct
timely
focused
respectful, sensitive

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generous interpretation

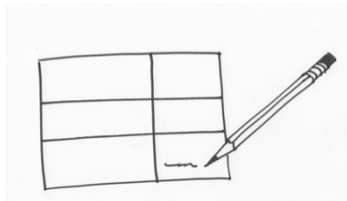
form 3 generous interpretations
before jumping to conclusion

stay calm, open-minded

Source: Gottesdiener, 2002
via Virginia Satir & Congruent Leadership Change Workshop
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complaints w recommendations



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complaints w recommendations



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