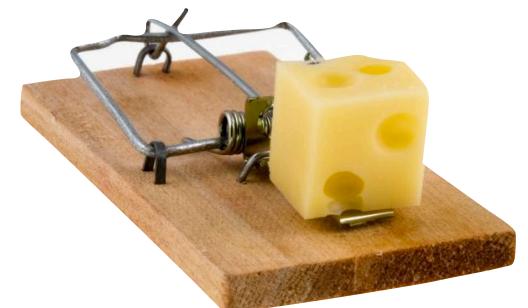




A BETTER MOUSETRAP IS NOT THE POINT

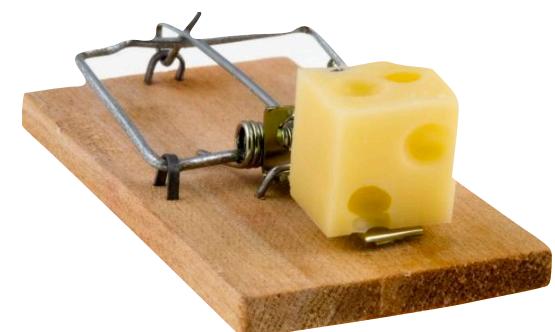


Tampere Goes Agile | 28.10.2017
Lare Lekman | <http://lekman.fi>





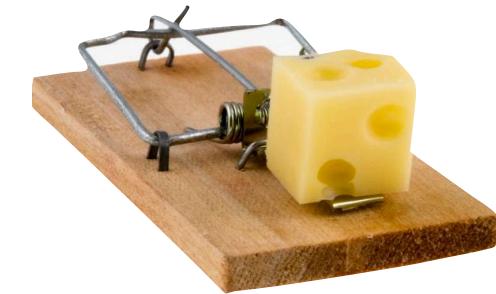
Individuals and Interactions over Processes and Tools



THE POINT: USER SATISFACTION

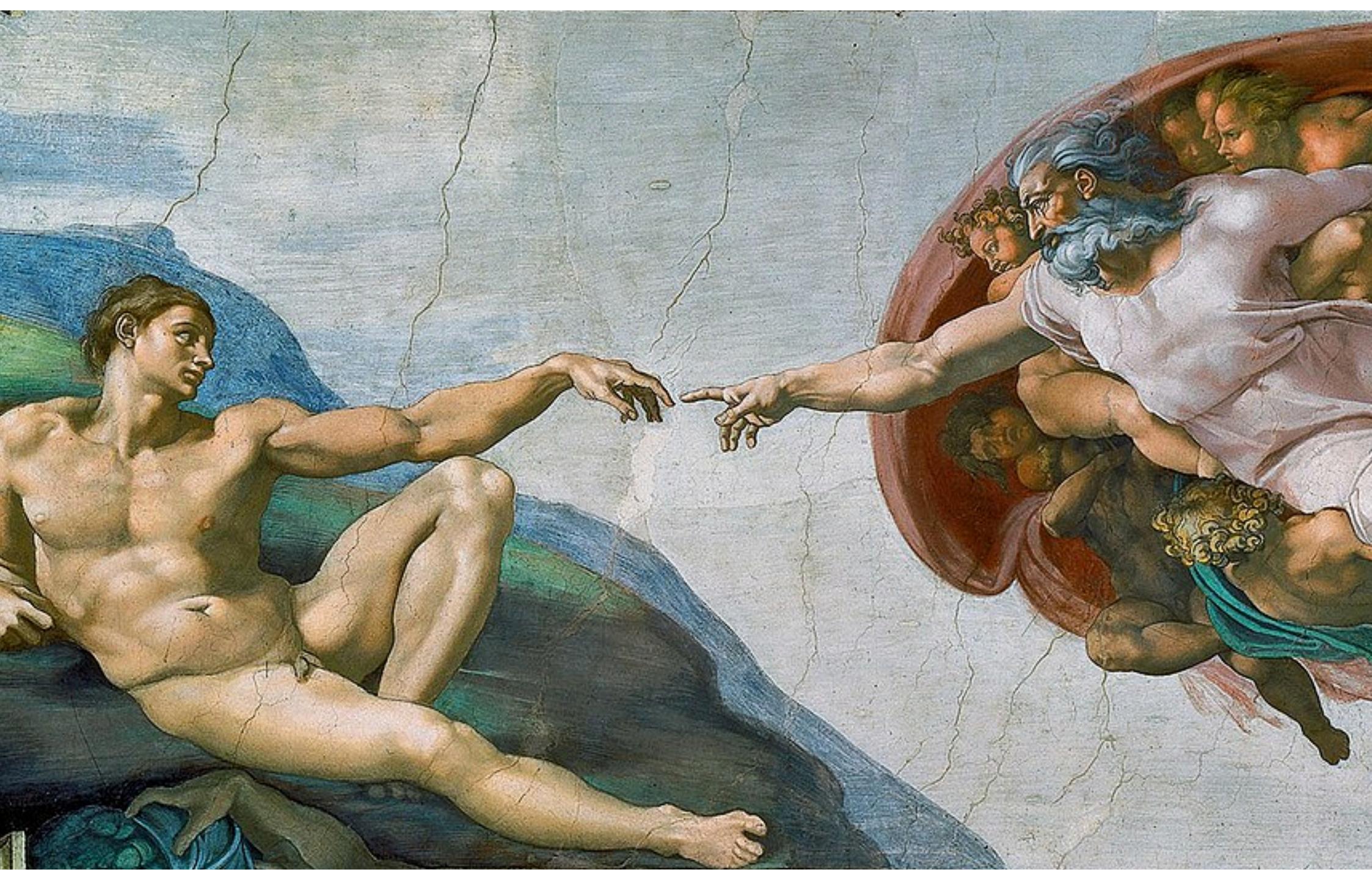


- The **ability to understand** the feelings of others
- Understanding **does not mean agreeing[!]**
- Frameworks and tools **do not replace understanding.**



“BETTER MOUSETRAP” THINKING

1. Waiting for the next Big Thing over **taking responsibility**
2. Processes and tools over **people and relationships**
3. Increasing complexity over **simplicity**
4. Trying to change others over **changing oneself**







Computer
History
Museum

YOU DON'T HAVE TO LIKE IT TO DO IT



We need Productive Dissent over Complete Harmony



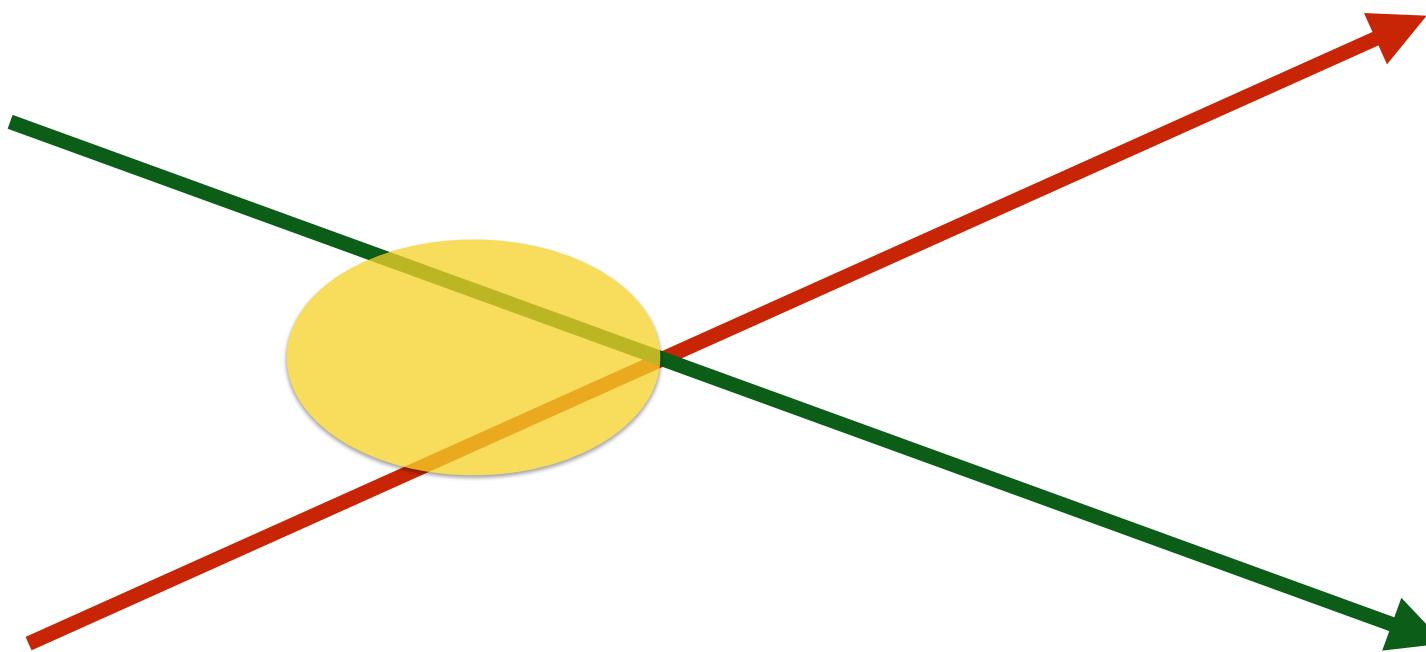
Sometimes it's better to apologize than ask for a permission

TAKEAWAYS

- **Take full responsibility** and get Stuff done - **today!**
- Don't keep waiting for the next "Silver Bullet" tool or framework. Inspect & adapt!
- Don't hide behind corporate rulebook.



NETFLIX STUDY - PROCESS VS. TALENT



JIRA

Tjeerd Verhagen | Quick Search

Dashboards | Projects | Issues | Agile | Administration | + Create Issue

Team Desktop - Server Default - NOT FOR PRODUCTION USE

New Card Views Tools

Planning Board | Sprint | sprint 24

Board Search Add Statistics

Y

ACDESK-2 Translation for dutch not correct 1.0.0.rc1 Tjeerd Verhagen

ACSERV-1 Create new ID cr Unscheduled Tjeerd Verhagen

ACSERV-2 1 Subs ACSERV-5 ACSE

No Sprint

Agile Gadget

My Project (AN)

Sprint 1 Default

26/Mar/10 Done 67 / In Progress 41 / To Do 151

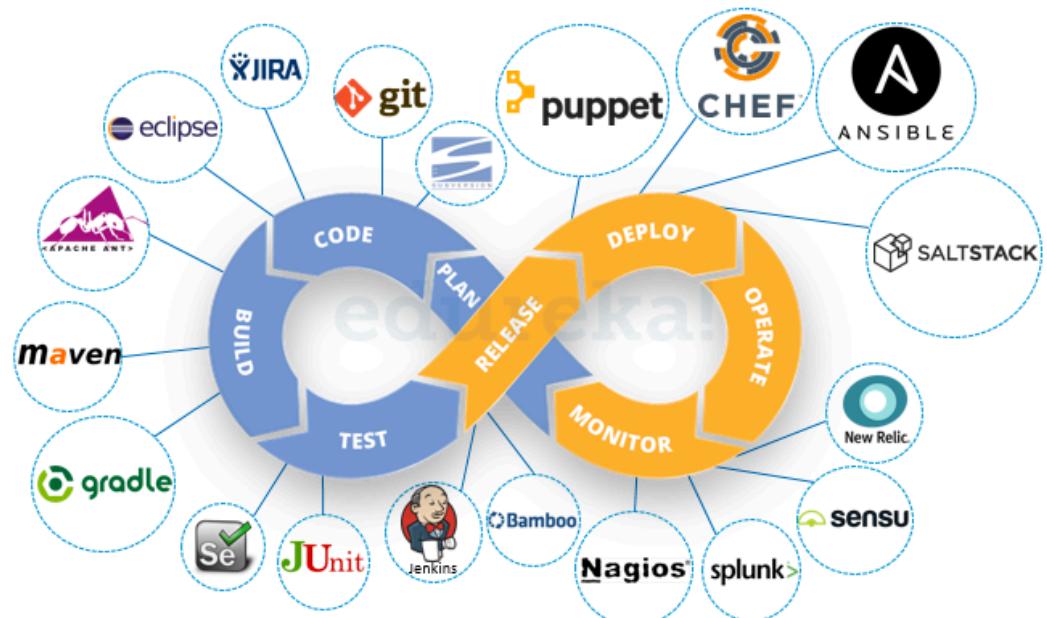
Info Hours Issues Burndown Burnup Velocity

Remaining hours

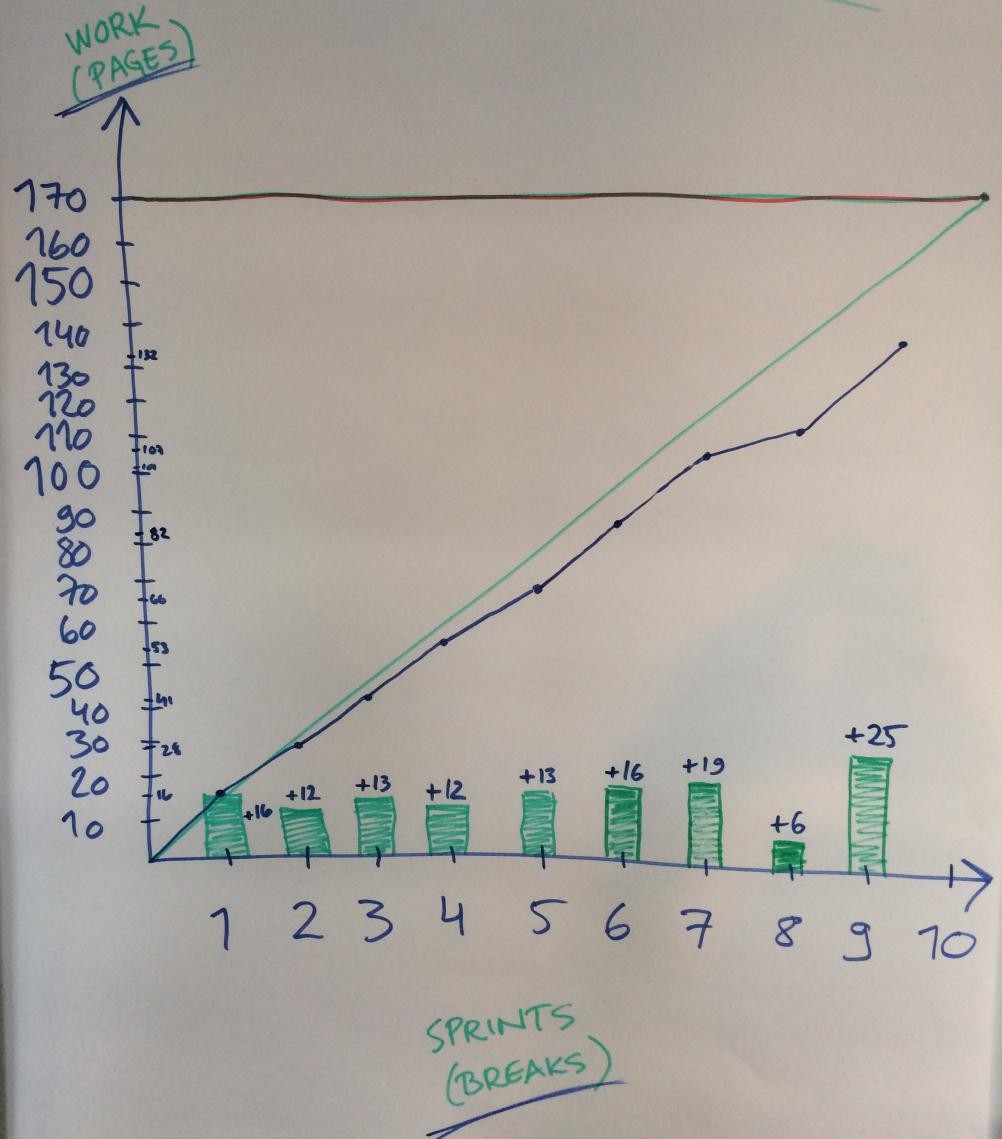
Date	Remaining hours
01-Mar	573
02-Mar	560
03-Mar	518
04-Mar	478
05-Mar	472
06-Mar	372
07-Mar	202

Hours

Date	Hours
01-Mar	70
02-Mar	74
03-Mar	96
04-Mar	102
05-Mar	93



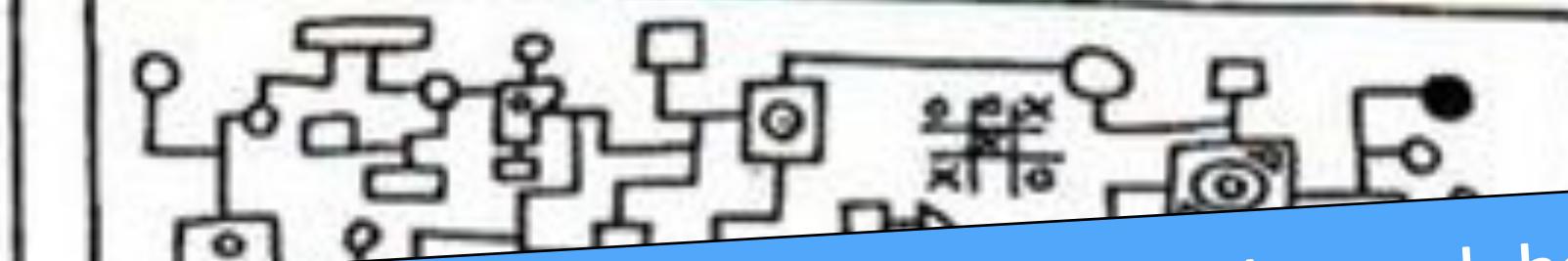
* COURSE BURNUP CHART *



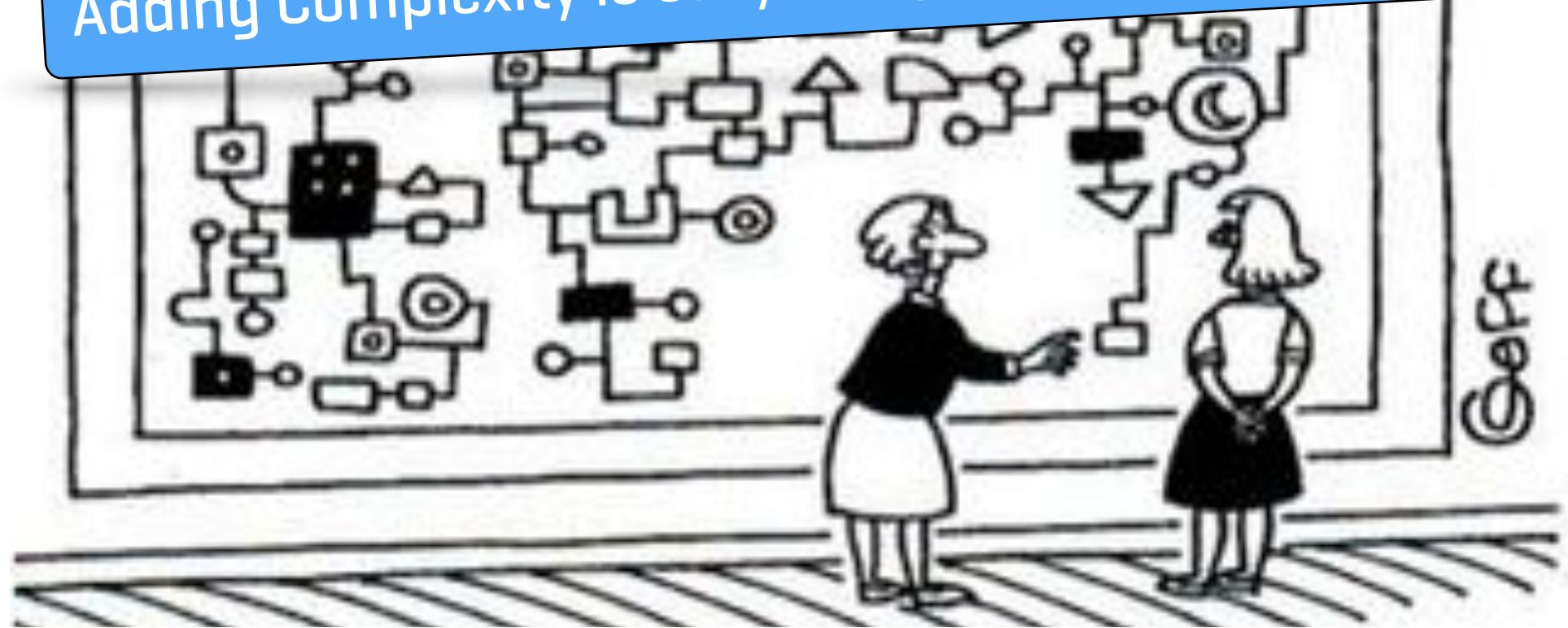
Whatever you do,
make it **understandable**.

Understanding enables self-
organization, motivation,
and **empathy**.

WORKFLOW REDESIGN



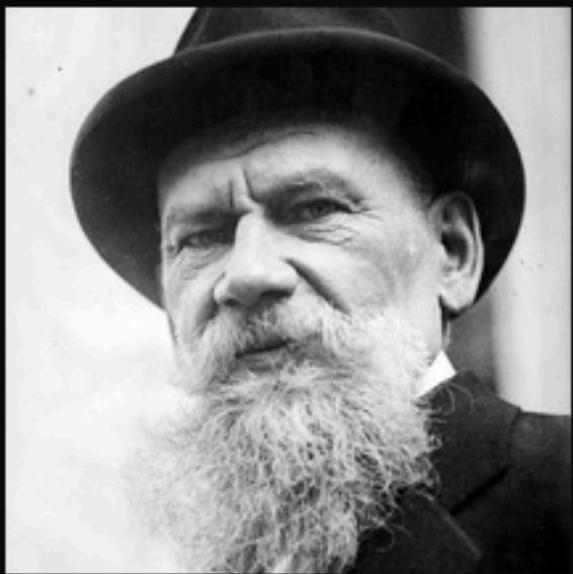
Adding Complexity is easy. Simplicity is much harder.



TAKEAWAYS

- Keep things **as simple as possible**, but not more simple than than. -Einstein
- **Tools** can help, but don't replace **empathy**.
- Make things **understandable**.





Everybody wants to change the world, but nobody thinks about changing himself.

~ Leo Tolstoy

Are technical practices really limiting us?
HINT: It is still a wheel



Perhaps the limiting factor is elsewhere...



People don't rise to their expectations - they fall back to their basic training. -Navy Seals



TAKEAWAYS

- Silver Bullet tools, technologies, and frameworks will not Satisfy our Customers, if we lack **understanding and empathy**.
- Our limitations are probably not in technology, but in **people, interactions, and empathy** (or lack of it).
- Focus on high-performing **people, teams, and understanding**.



THANK YOU!



+



Teamwork

=

Satisfied Users



lekman
CONSULTING

Download the Free Finnish Scrum Guide:

lekman.fi/scrumguide

Practical Scrum & Lean training and coaching:

lekman.fi