

FACILITATING WITH PURPOSE

FIXING INEFFECTIVE MEETINGS AND SCRUM EVENTS



David Spinks

With thanks to Patricia Kong from Scrum.org
And Glaudia Califano of Red Tangerine

About Me



/david-spinks/

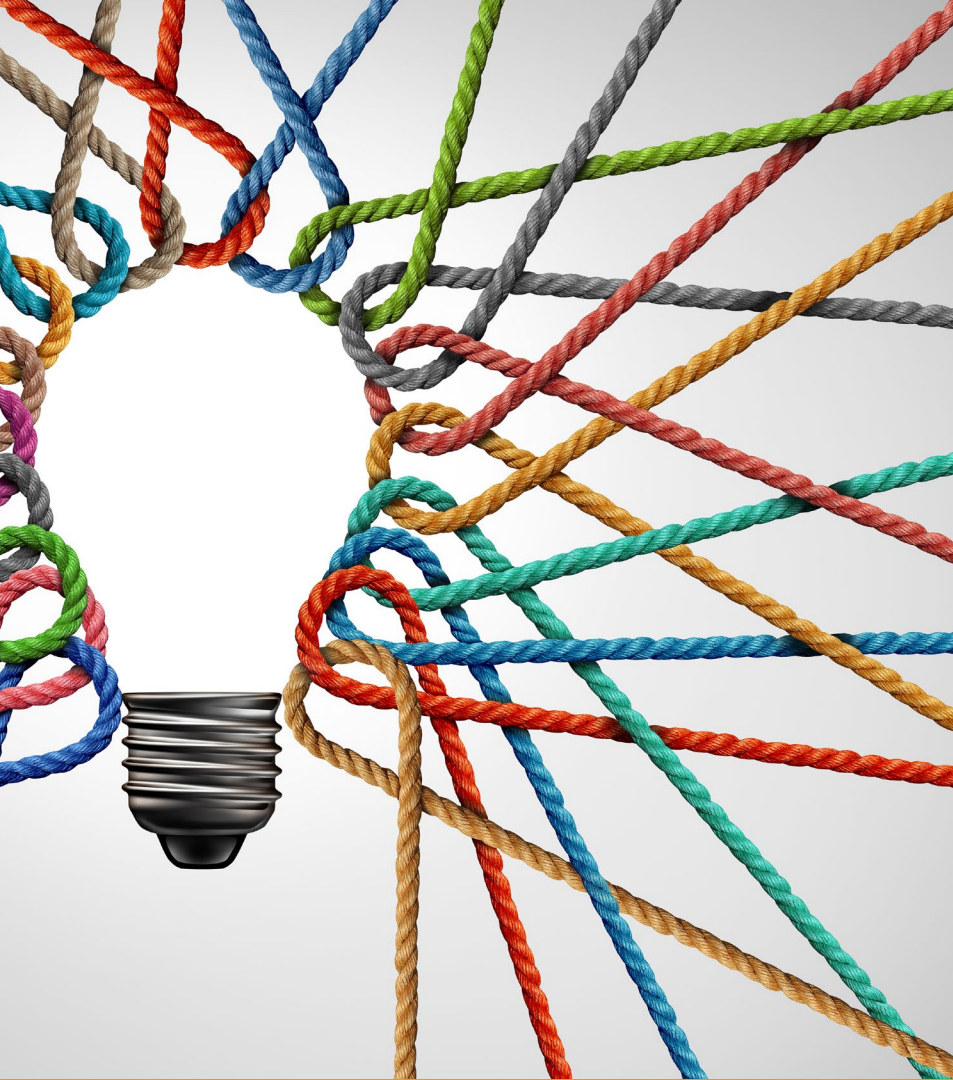


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- Started in IT as Software Developer in 2001
- Became a Scrum Master in 2012, since worked with numerous individuals, teams and organizations in a variety of industries including eCommerce, social housing, education and finance
- Trainer since 2018 - Accredited Kanban Trainer @Kanban University and Professional Scrum Trainer @Scrum.org
- Co-author of;
 - *Adopting Agile Across Borders*
 - *Mastering Collaboration in a Product Team*
 - And ***Facilitating Professional Scrum Teams***
- *Co-founder of Red Tangerine*



RED TANGERINE



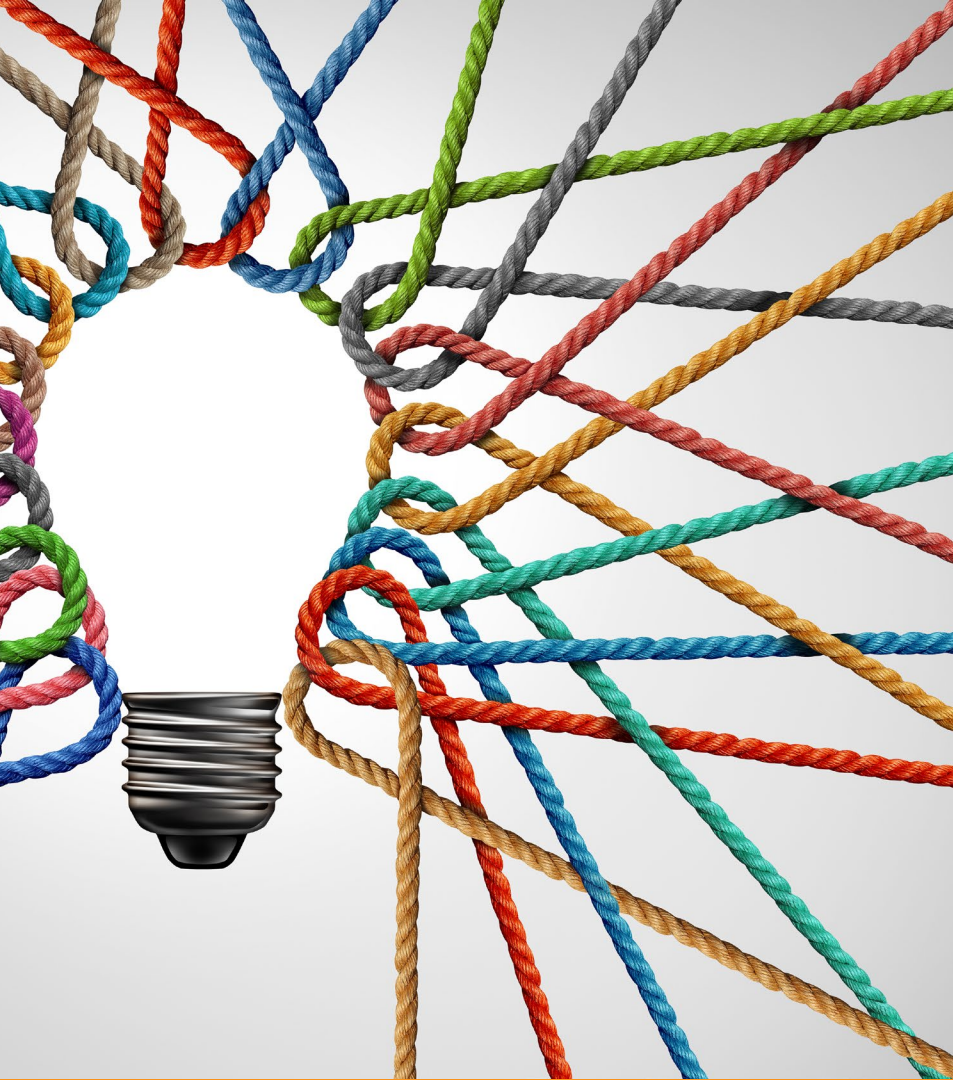
The Worst Possible Facilitation

- What are the worst possible ideas that you can think of for bad facilitation?
- What can a facilitators do to ruin a meeting?
- Add your ideas to the Mural

AFFINTY MAPPING AND DOT VOTING

- Move notes into groups
- Anyone can move any note
- No discussion!
- Each group will be given a title
- Review the content
- We will then carry out a dot vote to decide the worst idea





The Best Possible Facilitation

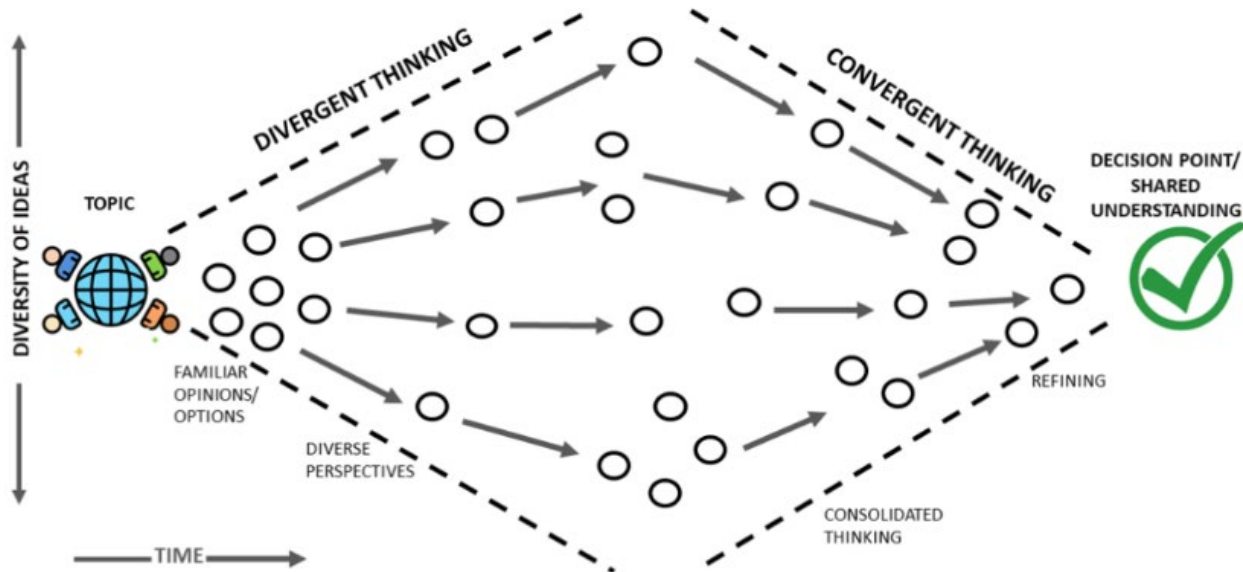
- What are the best ideas that you can think of for great facilitation?
- What can a facilitators do to make a meeting a success?
- Add your ideas to the Mural

AFFINTY MAPPING AND DOT VOTING

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CONVERGENT AND DIVERGENT THINKING





**Helping people and teams
solve complex problems.**

The background features a complex network of glowing, multi-colored lines (green, blue, red, and white) that form a dense, interconnected web. In the center, there is a vertical, rectangular structure composed of many thin, vertical lines, resembling a data visualization or a network diagram. The overall aesthetic is futuristic and digital.

**"Good facilitation enables transparency and collaboration, creates synergy and leads to achieving a collective objective."
- Scrum.org**

INEFFECTIVE FACILITATION AND MEETINGS

- Some voices dominate, others don't feel able to contribute
- Going off in tangents
- Decisions not having buy-in
- Etc.



90% OF PEOPLE DAYDREAM IN MEETINGS




25% OF MEETINGS ARE SPENT DISCUSSING IRRELEVANT ISSUES




73% OF EMPLOYEES DO OTHER WORK IN MEETINGS



34% OF ALL MEETINGS ARE WASTED AND 50% OF PEOPLE FIND MEETINGS UNPRODUCTIVE



75% OF PEOPLE HAVE NO TRAINING ON HOW TO CONDUCT A MEETING

The background features a complex network of thin, glowing lines in shades of green, blue, and red, creating a sense of dynamic movement and interconnectedness. A central orange rectangular box contains the main text.

**SCRUM TEAMS SOLVE COMPLEX PROBLEMS BY BEING
CREATIVE AND BRINGING DIVERSE PERSPECTIVES AND
EXPERIENCES TOGETHER**

CORE FACILITATION PRINCIPLES

A foundation for applying light-touch facilitation to your interactions



PARTICIPATORY

Core to effective facilitation is full participation and engagement, which enables shared responsibility



PURPOSEFUL

Well facilitated sessions should have a clear objective that everyone is aligned with and work toward



HEALTHY

A safe environment means creating a healthy space where people feel safe to raise differences and conflicting perspectives while respectfully learning from each other



PROCESS

Enable a team to progress toward the desired objective of the interaction in a way that is collaborative, inclusive and leverages diverse perspectives



TRANSPARENCY

Transparency only exists when there is shared understanding

1. HAVE A CLEAR PURPOSE

- Lack of a goal = lack of focus
- Random use of facilitation techniques
- 'Fun' activities should link to the purpose
- Good facilitation is purposeful and supports progress towards achieving a goal



2. FOCUS ON OUTCOMES

- Give people time and space to be creative, but keep them focused
- Be adaptable and flexible
- Start with a light-weight facilitation process and encourage self-management
- Good facilitation keeps everyone involved





3. FACILITATE THE PROCESS, NOT THE CONTENT

- Pay attention to the environment and group dynamics
- Clarify your role as the facilitator
- Gain agreement for who facilitates, and share facilitation opportunities

4. DRIVE TO DECISION

- Try not to rush to a decision
- Consider how decisions will be made
- Manage time and advocate for clarity
- Facilitation includes follow-up as well as preparation



YES

NO

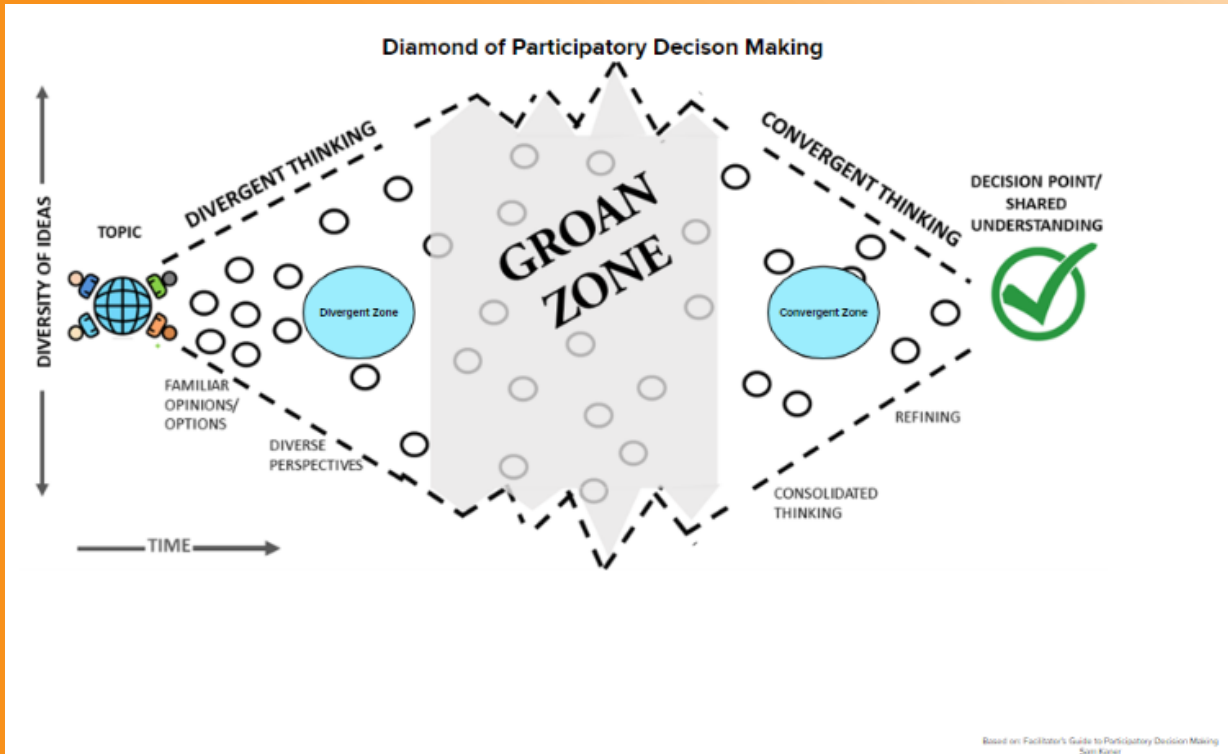
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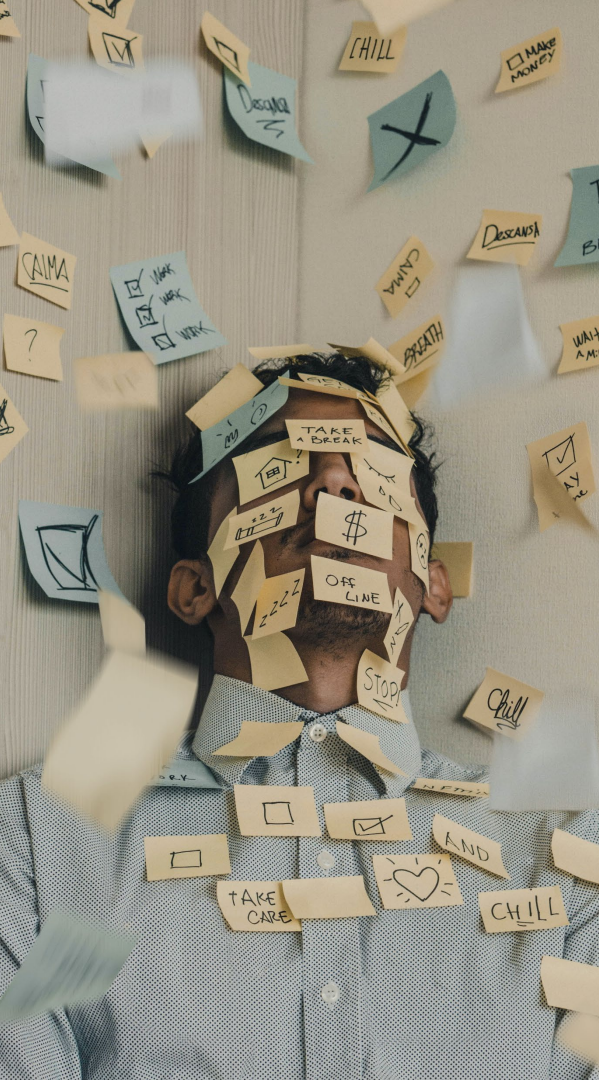


5. CREATE SHARED RESPONSIBILITY

- Humans tend to avoid discomfort
- Expect and acknowledge creative conflict is needed for innovation and sustainable teams
- Shared understanding and empathy helps to create buy-in and collective responsibility for decisions

THE DIAMOND OF PARTICIPATIVE DECISION MAKING





WHAT FACILITATION TECHNIQUES AND TOOLS DO YOU KNOW?

- Add your ideas to the Mural

SAMPLE FACILITATION TECHNIQUES AND TOOLS

● Connecting to a Subject

- Triz / Worst Possible idea
- Silent Writing
- Elevator Pitch
- Product Vision Box

● Building Empathy

- Empathy Mapping
- Personal Mapping
- Team Member User Manual
- Empathy Buddy

● Organising and Reviewing Data

- Affinity Mapping
- Canvases
- Roadmaps
- Gallery Walk
- Shift and Share

● Exploring Options

- Six Thinking Hats
- 1-2-4-All
- Thirty Fives
- Buy a Feature
- World Café
- Science Fair / Expo
- Lean Coffee
- Crazy 8s

● Making Decisions

- Dot Voting
- Roman Vote
- Fist of Five
- Feedback Frames
- Decision Matrices

Good sources of facilitation techniques:
Liberating Structures, Gamestorming, tastycupcakes.org



**FACILITATION IS A
SKILL TO BE
DEVELOPED**

PROFESSIONAL SCRUM FACILITATION SKILLS™ TRAINING



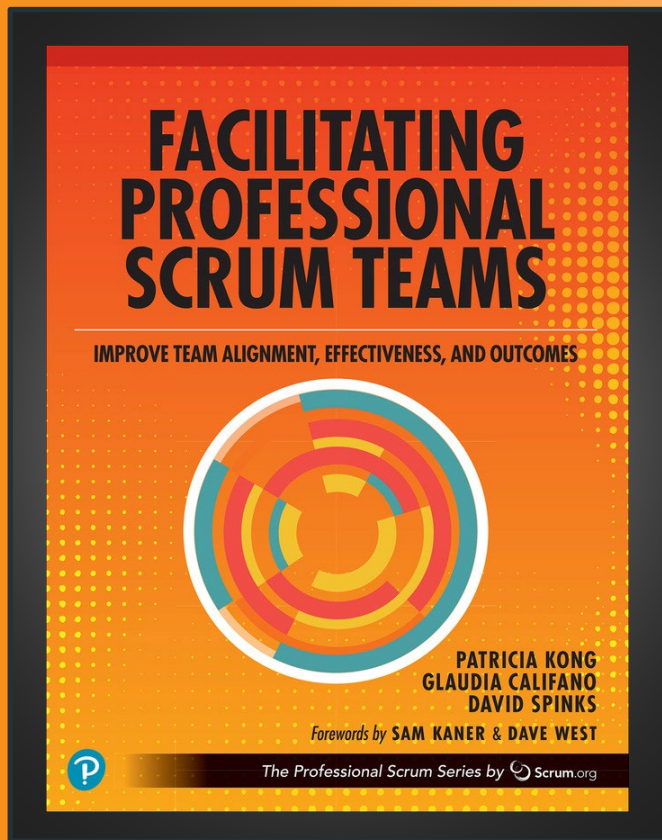
Official Scrum.org training

Become a Better Facilitator to Improve Scrum Team Interactions

Includes the opportunity to gain the PSF Skills certification

Professional Scrum Facilitation Skills is an interactive course designed to help Scrum practitioners develop a facilitator's mindset, proficiency in facilitation skills, and learn when and how to select effective techniques in various circumstances

FACILITATING PROFESSIONAL SCRUM TEAMS



By Patrica Kong, Claudia Califano and David Spinks

Unlock the true power of collaboration within Scrum Teams and beyond with this practical guide packed with tips, tools, and real-life scenarios to elevate your facilitation skills.

Available now!

THANK YOU!