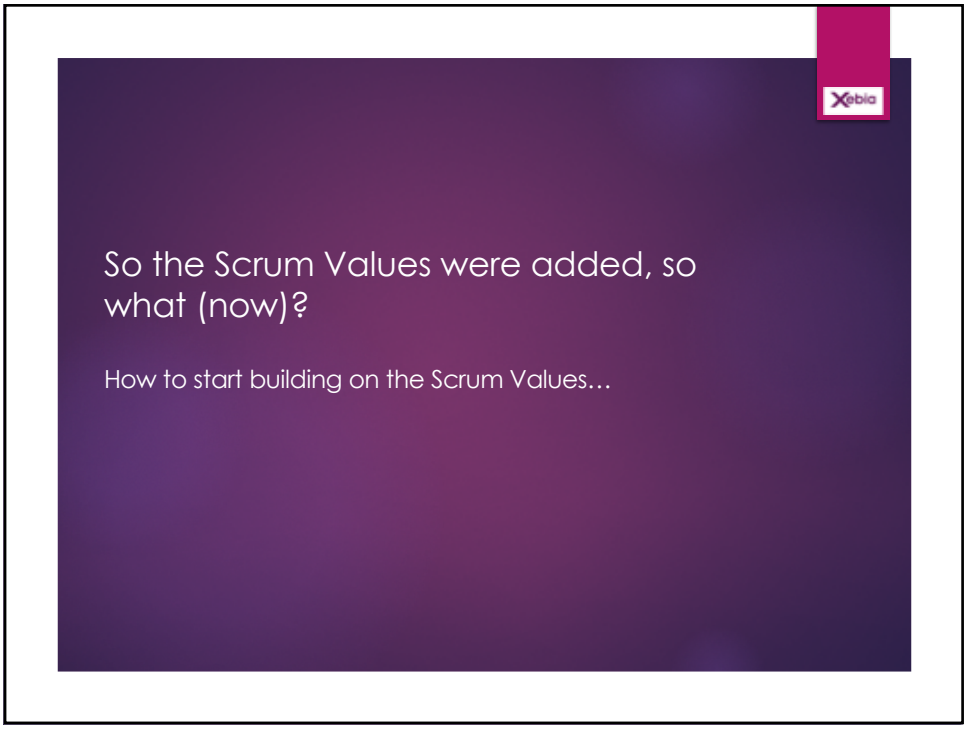

So the Scrum Values were added, so what (now)?

How to start building on the Scrum Values…

Goal of today

- Inspire
- Co create

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Study
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- Agile Coach @Xebia NL
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- Dance Teacher @DeDe Dance
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2016

Lack of trust keeps a team away from the Scrum Values

Trust in the Scrum Guide

"When the values of commitment, courage, focus, openness and respect are embodied and lived by the Scrum Team, the Scrum pillars of transparency, inspection, and adaptation come to life and builds **trust** for everyone."

Lencioni

Own examples of lacking trust

- If you have an example you want to share
- Stand up and share

What is trust?

Trust is relying on other people doing the thing right and doing the right things

Why do you need trust?

- More energy
- More engaged
- More productive
- More enjoyment in work
- More aligned with company purpose
- More value
- More creativity
- More pride

Trust is about

Credibility	Reliability	Intimacy	Self-orientation
What people say	What people do	How easy you share information	Focus on other people

You are **credible** if you:
- Don't lie
- Don't cheat
- ....

You are **reliable** if you
- You keep your agreements
- Don't talk behind others' back
- ....

You are **intimate** if you:
- Keep secrets secret Also share mistakes
- ....

You are **self oriented** if you:
- Your own interest is the most important
- Only think of yourself
- ....

There are thin lines

Trust Quotient

$$\frac{\text{Credibility + Reliability + Intimacy}}{\text{Self-orientation}} \rightarrow \text{TRUSTWORTHINESS}$$

http://trustedadvisor.com/why-trust-matters/understanding-trust/the-trust-quotient-and-the-science-behind-it

So what (now)?

- How to start building on the Scrum Values?
- Start with building trust!
- Yeah, but how?

Co Create

- Divide into groups
- Draw this table for each of the elements of the Trust Quotient
- Together think about what you can do to increase your **Credibility** (4 min)
  - 1 min silent writing
  - 2 min share results
  - 1 min choose your best do and don't

Increase Credibility	
Do	Don't

Co Create

- Together think about what you can do to increase your **Reliability**(4 min)
  - 1 min silent writing
  - 2 min share results
  - 1 min choose your best do and don't

Increase Reliability	
Do	Don't

Co Create

- Together think about what you can do to increase your **Intimacy**(4 min)
  - 1 min silent writing
  - 2 min share results
  - 1 min choose your best do and don't

Increase Intimacy	
Do	Don't

Co Create

- Together think about what you can do to decrease **Self Orientation** (4 min)
  - 1 min silent writing
  - 2 min share results
  - 1 min choose your best do and don't

Decrease Self Orientation	
Do	Don't

Next Step

- HOW?
- Walk to poster
- Put on your best practice/experience

Result

- How to start building on the Scrum Values?
- Start with building trust!

More

- Xebia Scrum Master Academy
- Xebia Scrum Boosters

Bronnen

- Paul J Zak, Neuroscience of Trust, Harvard Business Review Januari 2017
- Patrick Lencioni , The Five Dysfunctions of a Team
- Trusted Advisor.com

Continuously improve

- Feedback wall