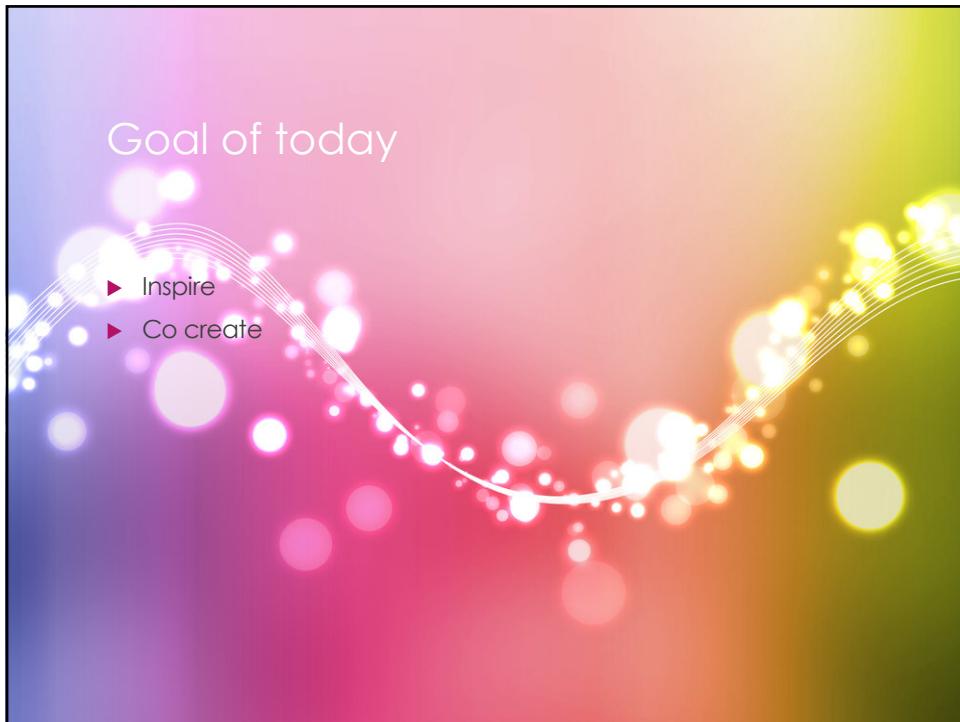


A dark purple rectangular area with a white border. In the top right corner, there is a small, vertical pink tab containing the Xebia logo. The text "So the Scrum Values were added, so what (now)?" is centered in the upper half, and "How to start building on the Scrum Values..." is centered in the lower half.

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

How to start building on the Scrum Values...



Evelien Roos



Study

- ▶ Bachelor & Master in Information Science

Jobs

- ▶ Agile Coach @Xebia NL
- ▶ Professional Scrum Trainer @Scrum.org
- ▶ Dance Teacher @DeDe Dance
- ▶ Mother @3 kids

Clients

- ▶ Essent, Rabobank, CRV, ING, CBS, Philips, Portbase, DLL, Eneco, VU, Ziggo, APG

Contact

- ▶ eroos@xebia.com
- ▶ +31 6 433 797 75



2016

Xebia

COURAGE
Scrum Team members have courage to do the right thing and work on tough problems

FOCUS
Everyone focuses on the work of the Sprint and the goals of the Scrum Team

COMMITMENT
People personally commit to achieving the goals of the Scrum Team

RESPECT
Scrum Team members respect each other to be capable, independent people

OPENNESS
The Scrum Team and its stakeholders agree to be open about all the work and the challenges with performing the work

Scrum.org

SCRUM VALUES

Scrum Values © 2017 Scrum.org

Lack of trust keeps a team away from the Scrum Values

Xebia

COURAGE
Scrum Team members have courage to do the right thing and work on tough problems

FOCUS
Everyone focuses on the work of the Sprint and the goals of the Scrum Team

COMMITMENT
People personally commit to achieving the goals of the Scrum Team

RESPECT
Scrum Team members respect each other to be capable, independent people

OPENNESS
The Scrum Team and its stakeholders agree to be open about all the work and the challenges with performing the work

Scrum.org

TRUST

SCRUM VALUES

Scrum Values © 2017 Scrum.org

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



Sym

Xebia

I will not tell the PO we fixed it quick and dirty

What does the Scrum Master do all day?

Sharing my failures? Never!

I will just do what the PO tells me to do

we all work separately because everybody is good at his own thing

My PO put something on the backlog, but I still don't understand why

I do not think we can reach the sprint goal, but I'll make sure to finish my part

Let's not tell the PO about the technical debt, it will only confuse him

These stupid requirements, I already told you this is high quality software

Training? Me? Are you kidding me?

He is so stupid, he keeps writing all these useless documents

I wonder how productive he is when he is working at home

Who cares if we don't finish it this sprint, we'll fix it in the next...

You work on your part, I work on my part. Lets do what we are good at!

Xebia

Own examples of lacking trust

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

What is trust?

Xebia

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

Why do you need trust?

Xebia

- ▶ 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

What people say

You are **credible** if you:

- Don't lie
- Don't cheat
-

Reliability

What people do

You are **reliable** if you:

- You keep your agreements
- Don't talk behind others' back
-

Intimacy

How easy you share information

You are **intimate** if you:

- Keep secrets secret
- Also share mistakes
-

Self-orientation

Focus on other people

You are **self oriented** if you:

- Your own interest is the most important
- Only think of yourself
-

There are thin lines

Trust Quotient

Credibility + Reliability + Intimacy

Self-orientation

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