Agile Dev
Better Software
DevOps WEST

BT11

People & Teams
Thursday, June 7th, 2018, 3:00 PM

Brewing Great Agile Team Dynamics: No More "Bitter Beer Face" Communications

Presented by:

Allison Pollard
Improving Enterprises

Barry Forrest
Improving in Dallas

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TECHWELL

Allison Pollard

Improving Enterprises

Allison Pollard helps people discover their agile instincts and develop their coaching abilities. As an agile coach with Improving in Dallas, Allison enjoys mentoring others to become great ScrumMasters and fostering communities that provide sustainability for agile transformations. In her experience, applying agile methods improves delivery, strengthens relationships, and builds trust between business and IT. Allison is an organizer of the DFW Scrum user group, a Certified Professional Co-Active Coach, a foodie, and proud glasses wearer.
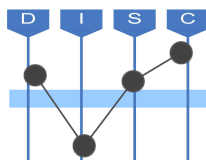
Barry Forrest

Improving in Dallas

As a Principal Consultant with Improving in Dallas, Barry Forrest is a web developer, Scrum Master, and agilist. Barry loves helping make work life better for teams and leaving things in a better state than when he was introduced to the situation. Barry is also an award-winning homebrewer and an avid amateur photographer.

Brewing Great Agile Team Dynamics

No More Bitter Beer Face Communications

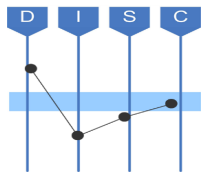Photo by Jeff Hammett - https://www.flickr.com/photos/jeffhammett/6332606163

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What if you knew…

How best to communicate with someone?

How you, yourself, would behave in a situation?

How someone would respond to news, good or bad?

What type of person would most help a team?

How to best motivate or encourage someone?

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Agenda

- How communication can build or break trust
- Identify your dominant DISC style
- Explore the DISC model's 4 behavior styles
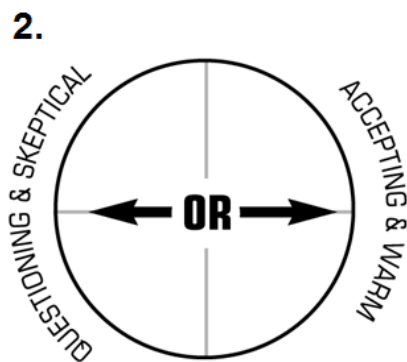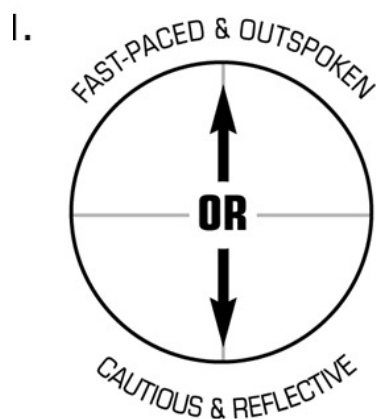- Recognize where conflicts are likely to occur within the team using DISC

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"In a high-trust relationship, you can say the wrong thing, and people will still get your meaning.

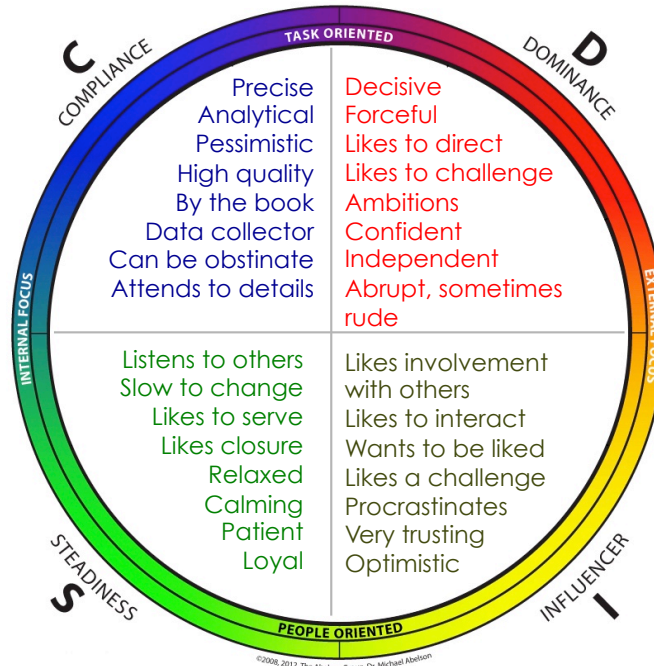In a low-trust relationship, you can be very measured, even precise, and they'll still misinterpret you."

--Stephen M.R. Covey, *The Speed of Trust: The One Thing that Changes Everything*

What's your DISC?

The DISC styles

- Everyone has a bit of all of these

- One or two are dominant

- They can change over time

- Each of us have a natural and an adapted style

C COMPLIANCE TASK ORIENTED	D DOMINANCE
Precise	Decisive
Analytical	Forceful
Pessimistic	Likes to direct
High quality	Likes to challenge
By the book	Ambitions
Data collector	Confident
Can be obstinate	Independent
Attends to details	Abrupt, sometimes rude
Listens to others	Likes involvement with others
Slow to change	Likes to interact
Likes to serve	Wants to be liked
Likes closure	Likes a challenge
Relaxed	Procrastinates
Calming	Very trusting
Patient	Optimistic
Loyal	
S STEADINESS PEOPLE ORIENTED	I INFLUENCER

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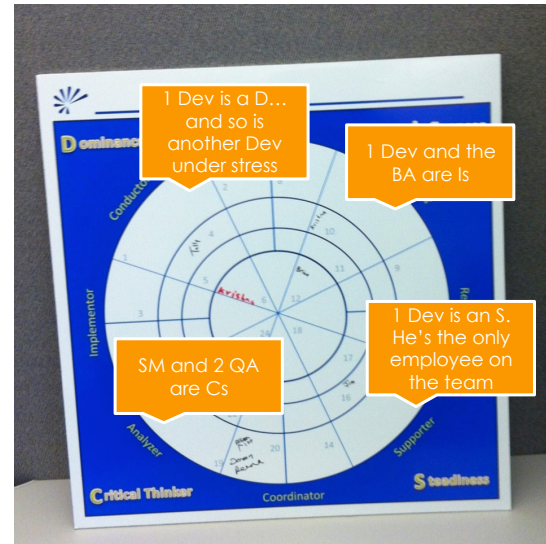
What is your profile like?

- Form groups of 4-5 people in your corner

- Grab flip chart paper

- Brainstorm:
  - how you like receiving communication
  - how you don't like receiving communication

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Power of the Wheel

- Can visually see how well team members will get along
  - Team members can understand how best to communicate
  - Can be prepared for conflict
  - Can be prepared for different behavior under stress/pressure (natural / adaptive styles)
- Can note "Gaps" on teams

How to use DISC as a Coach, Scrum Master, or Manager

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Summary

- How communication can build or break trust
- Identify your dominant DISC style
- Explore the DISC model's 4 behavior styles
- Recognize where conflicts are likely to occur within the team using DISC

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Cheers!

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