

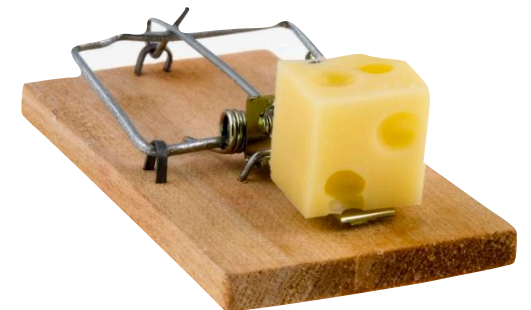


A BETTER MOUSETRAP IS NOT THE POINT



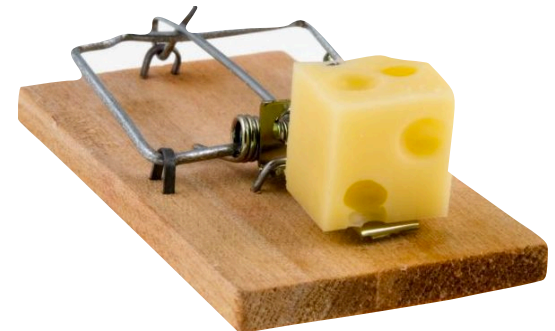
Tampere Goes Agile | 28.10.2017

Lare Lekman | <http://lekman.fi>





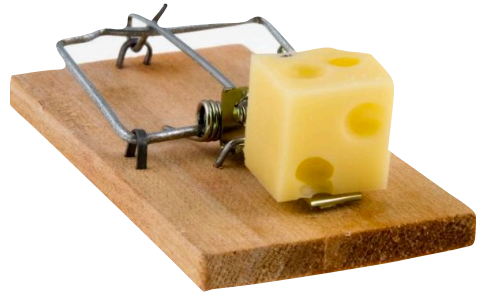
Individuals and Interactions over Processes and Tools



THE POINT: USER SATISFACTION

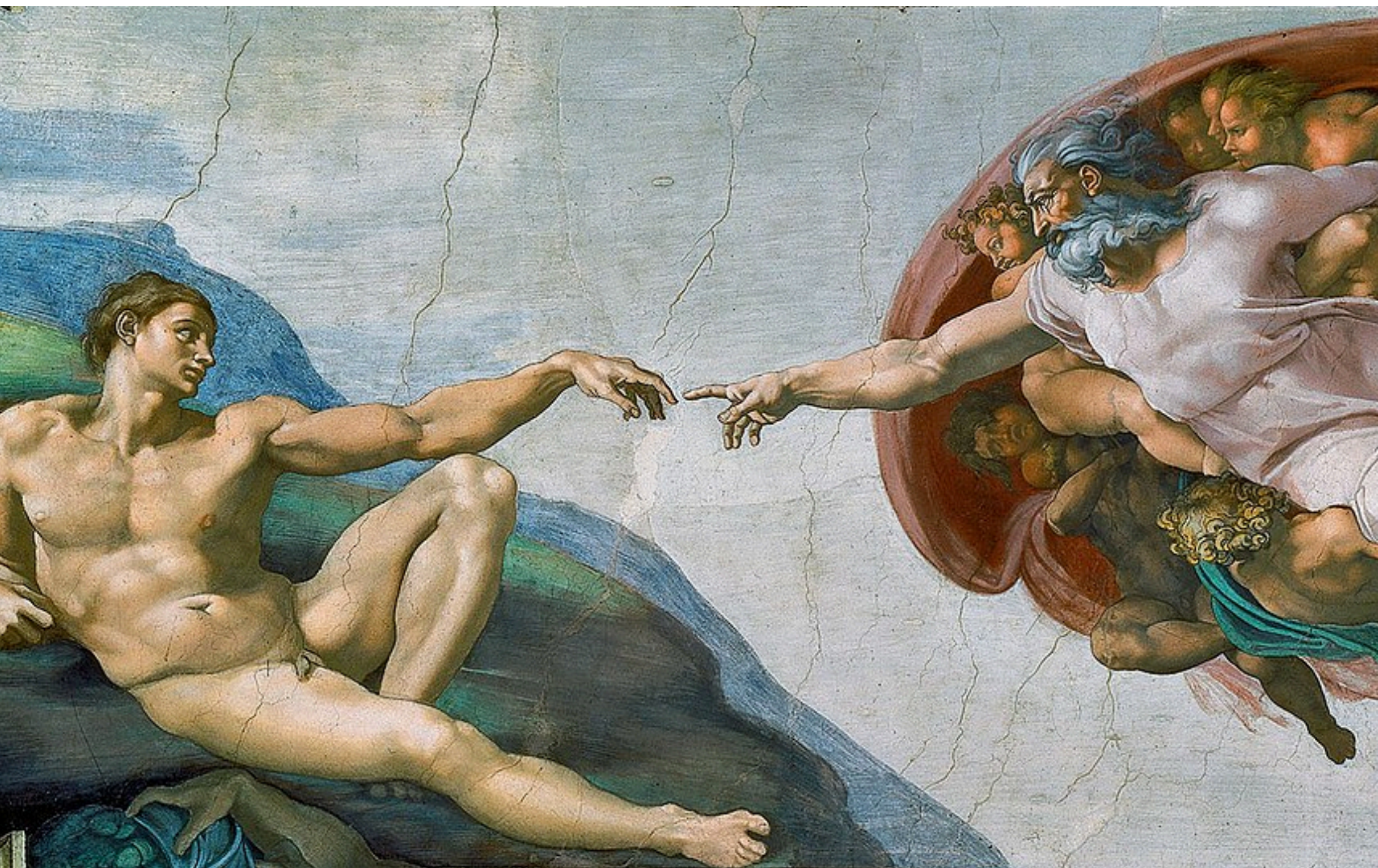


- The **ability to understand** the feelings of others
- Understanding **does not mean agreeing**(!)
- Frameworks and tools **do not replace understanding**.



“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**







YOU DON'T HAVE TO LIKE IT TO DO IT





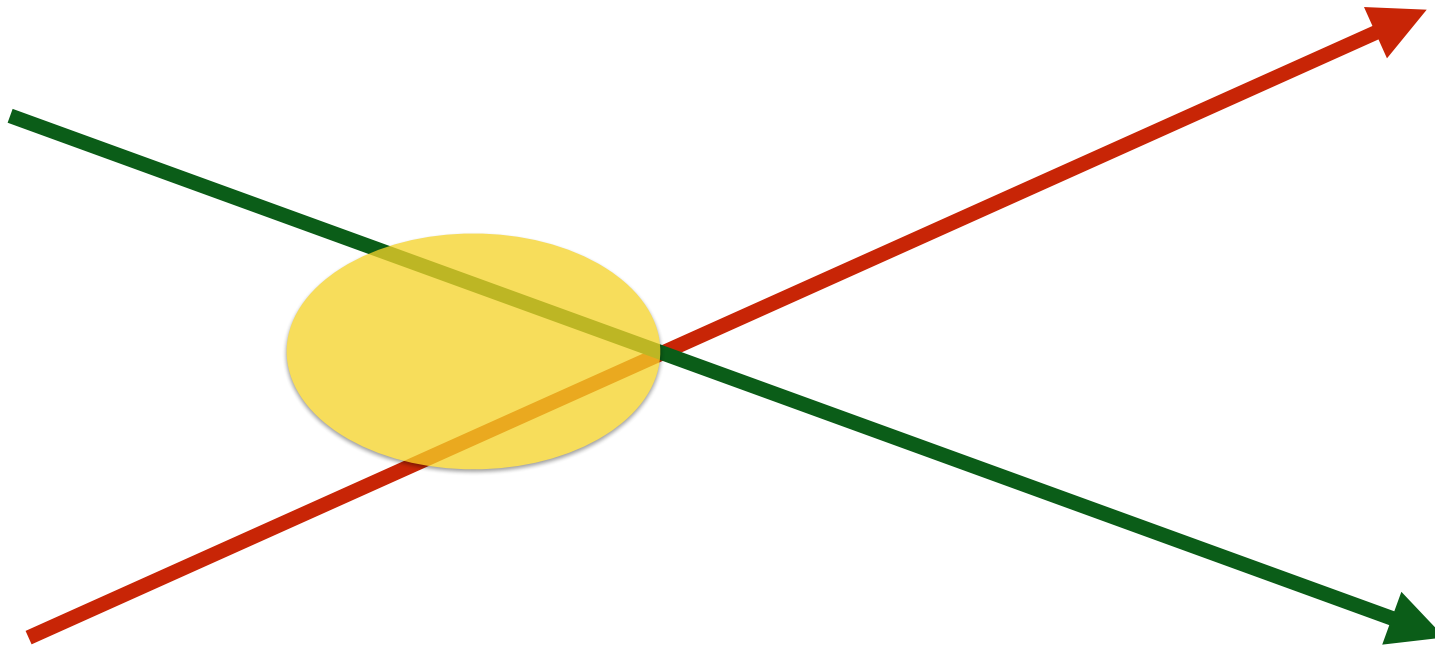
Sometimes it's better to apologize than ask for a permission

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

Planning Board | Sprint | sprint 24

Board Search Add Statistics

ACDESK-2

Translation for dutch not correct
1.0.0.rc1
Tjeerd Verhagen

ACSERV-1

Create new ID cr
Unscheduled
Tjeerd Verhagen

ACSERVI-2
1 Subs

ACSERVI-5
ACSERVI-2

No Sprint

ACSERV-4

test 1
Unscheduled
Tjeerd Verhagen

Agile Gadget

My Project (AN)

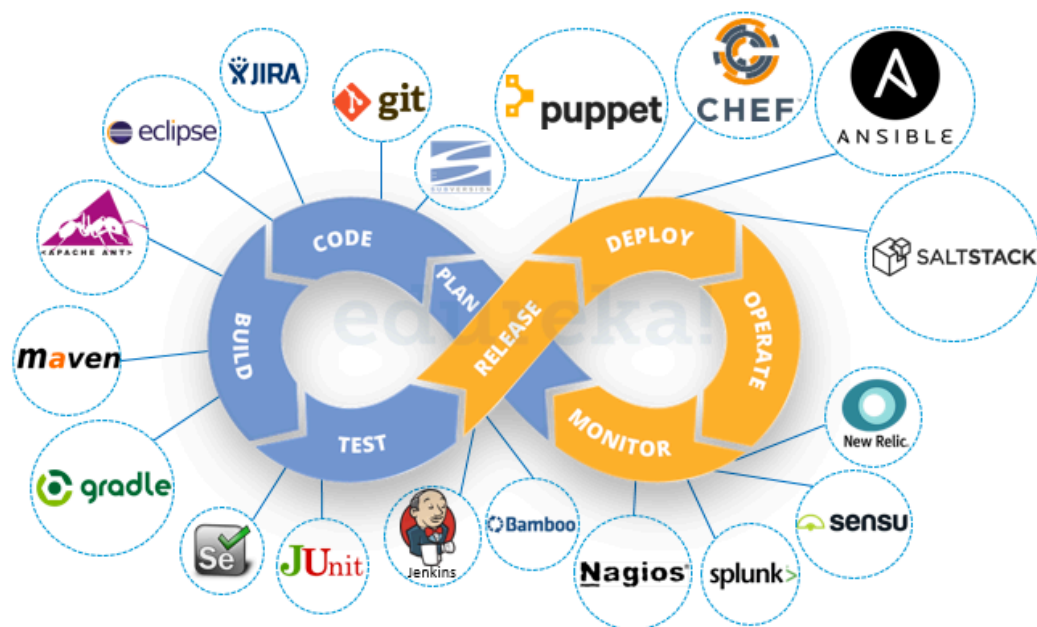
Sprint 1 26/Mar/10

Default

Done 67 / In Progress 41 / To Do 151

Info Hours Issues Burndown Burnup Velocity

Day	Red Line (Remaining)	Green Line (Remaining)	Yellow Line (Remaining)	Blue Line (Remaining)
01-Mar	573	573	573	0
02-Mar	518	573	573	13
03-Mar	478	573	573	74
04-Mar	472	573	573	96
05-Mar	202	372	573	93



★ COURSE BURNUP CHART ★

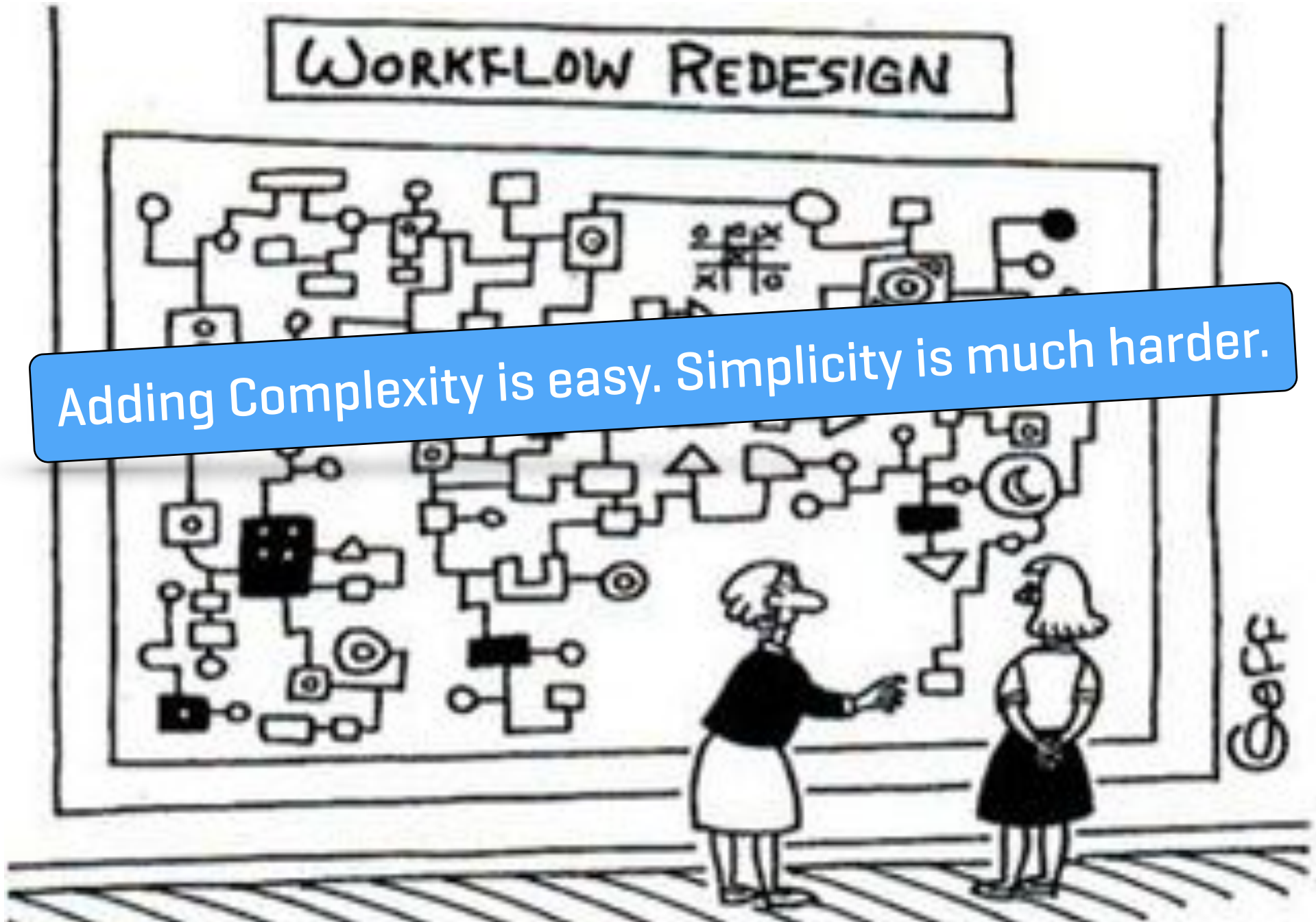


Whatever you do,
make it **understandable**.

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

WORKFLOW REDESIGN

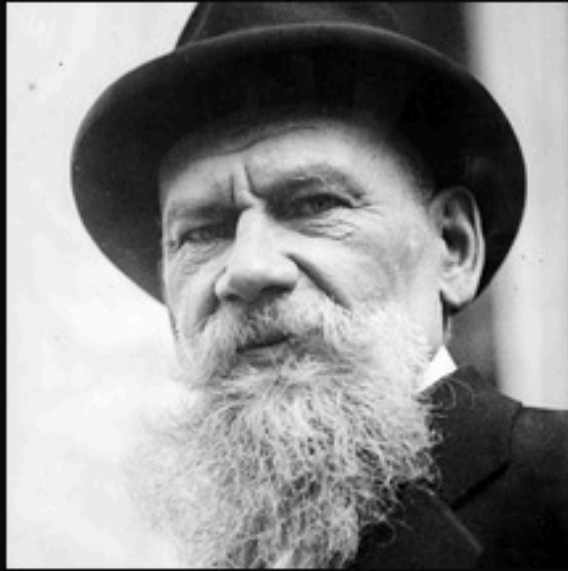
Adding Complexity is easy. Simplicity is much harder.



TAKEAWAYS

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





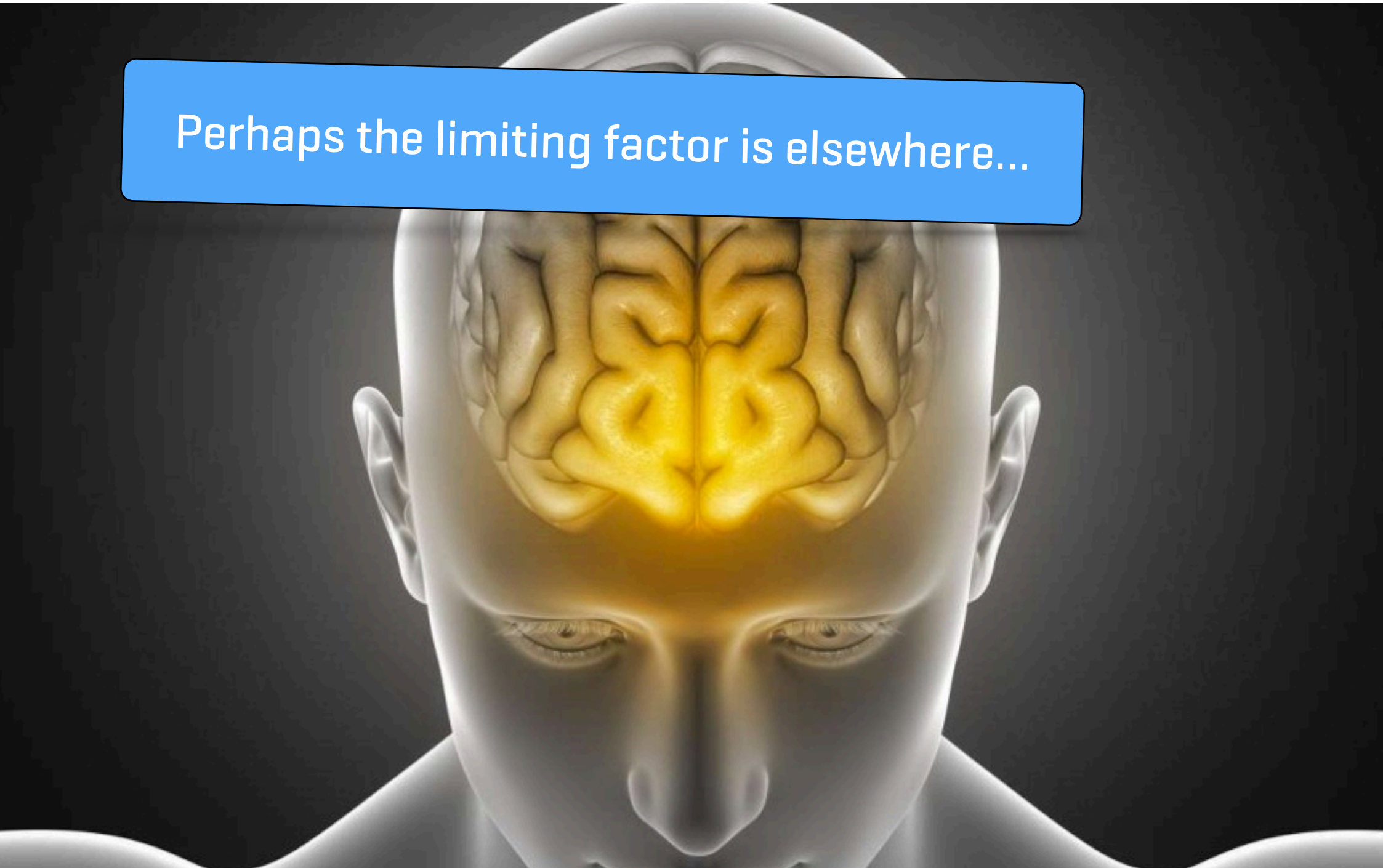
Everybody wants to change the world, but nobody thinks about changing himself.

~ 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



Download the Free Finnish Scrum Guide:

lekman.fi/scrumguide

Practical Scrum & Lean training and coaching:

lekman.fi