Collaboration Best Practices

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Co-founder and Product Manager at Jama Software

I am NOT a scrum master nor have I been certified on anything

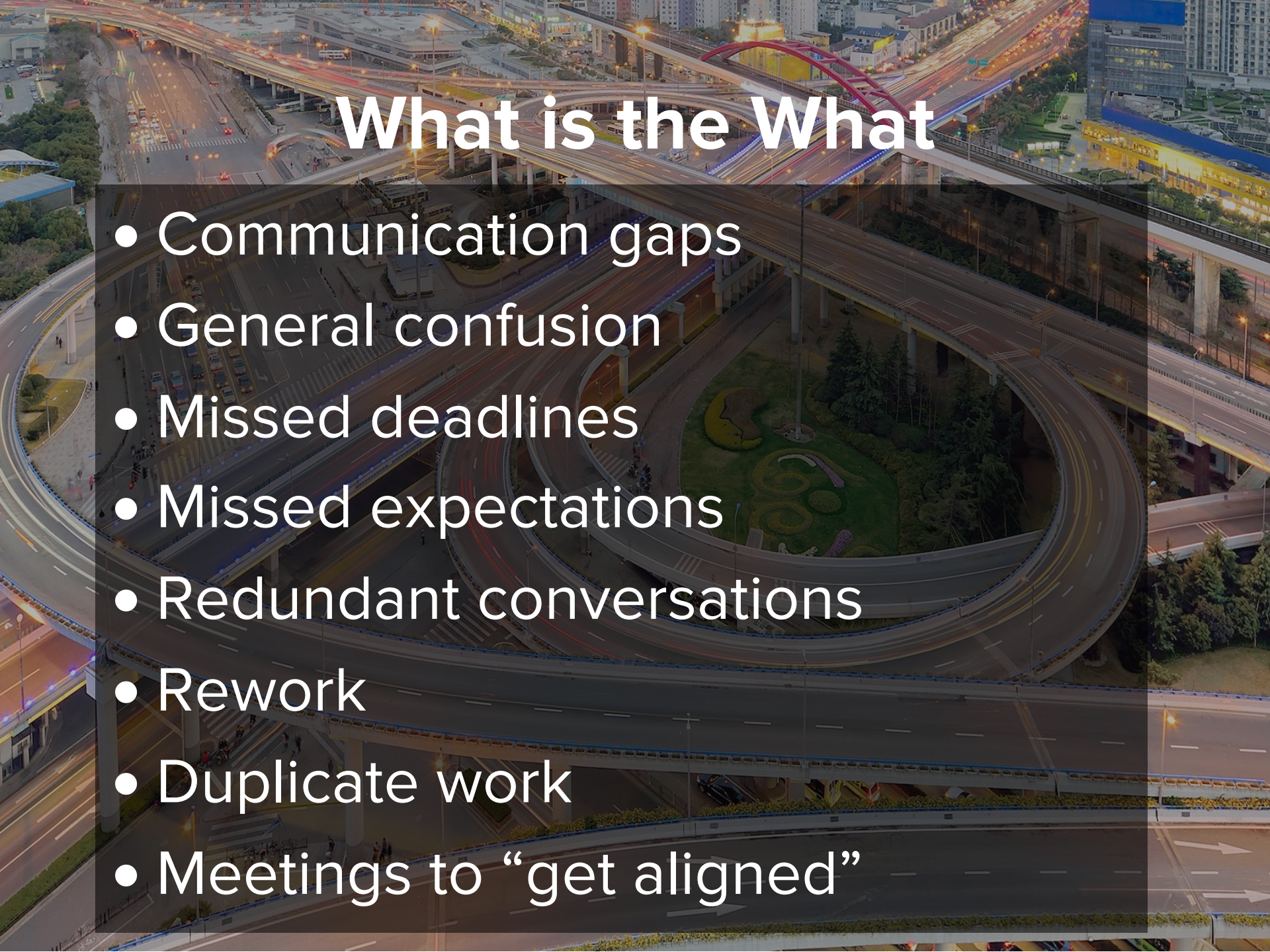
I have been on many Agile teams some good, some bad

I have been a developer, BA, Project Manager, Product Manager, consultant, and trainer

I have also been in sales, services, support

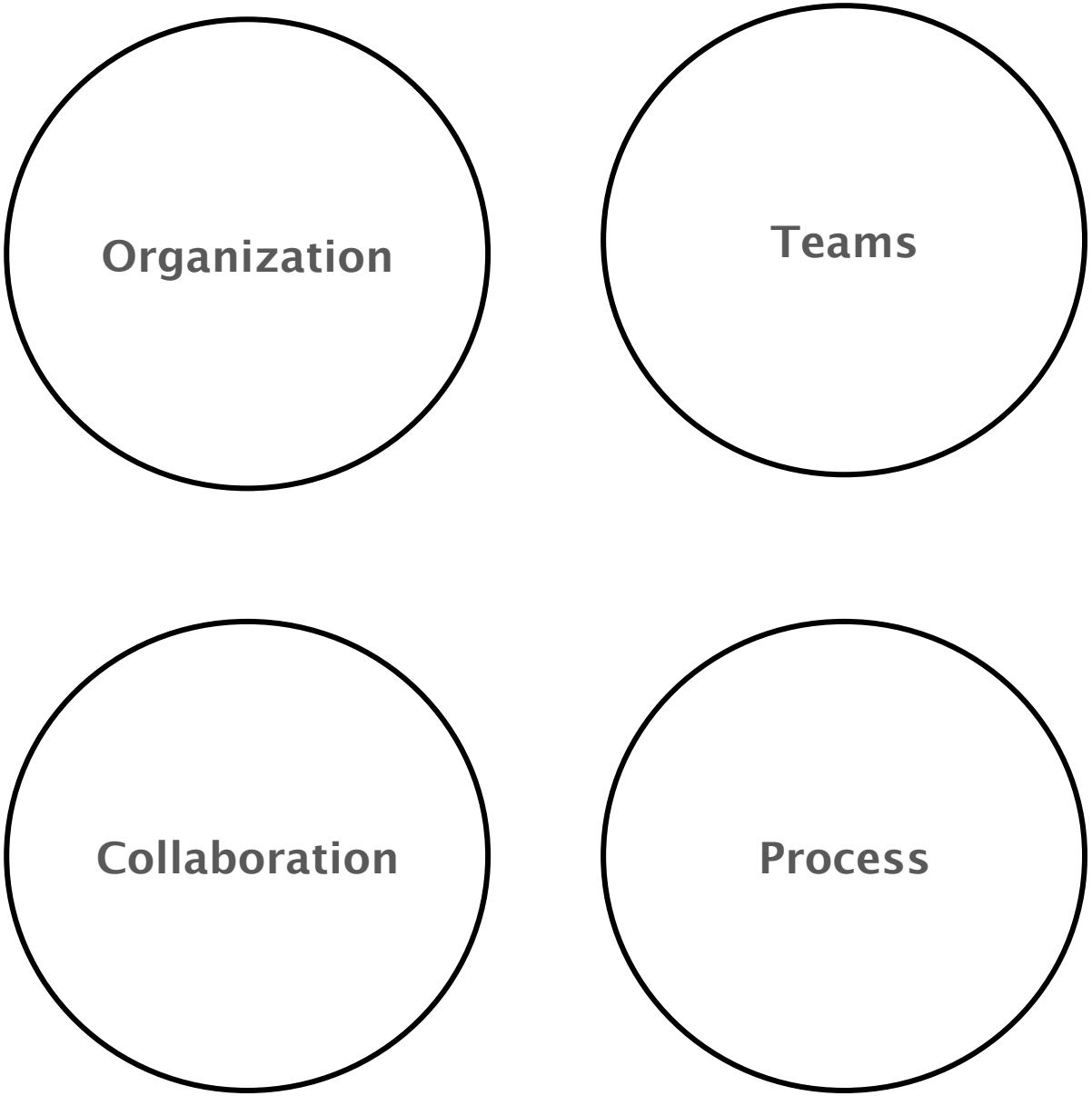
I have worked for, met with, or consulted for over 100 companies

I learn something new every day



What is the What

- Communication gaps
- General confusion
- Missed deadlines
- Missed expectations
- Redundant conversations
- Rework
- Duplicate work
- Meetings to “get aligned”


Organization
Teams
Collaboration
Process

Sociocracy

soh-see-**ok**-ruh-see

sōs(h)ē'äkrəsē

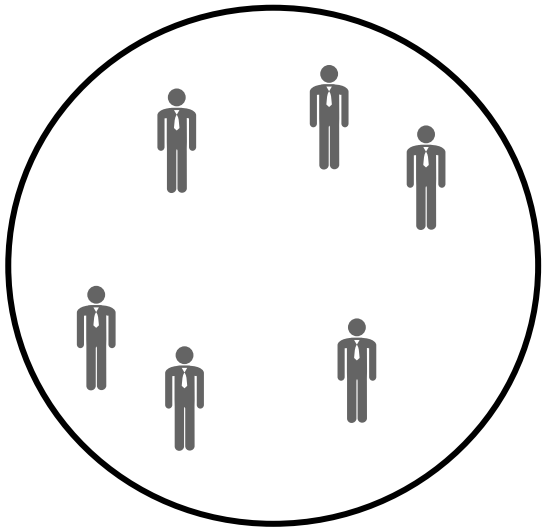
"Sociocracy is a system of governance, using consent-based decision making among equivalent individuals and an organizational structure based on cybernetic principles."

wikipedia

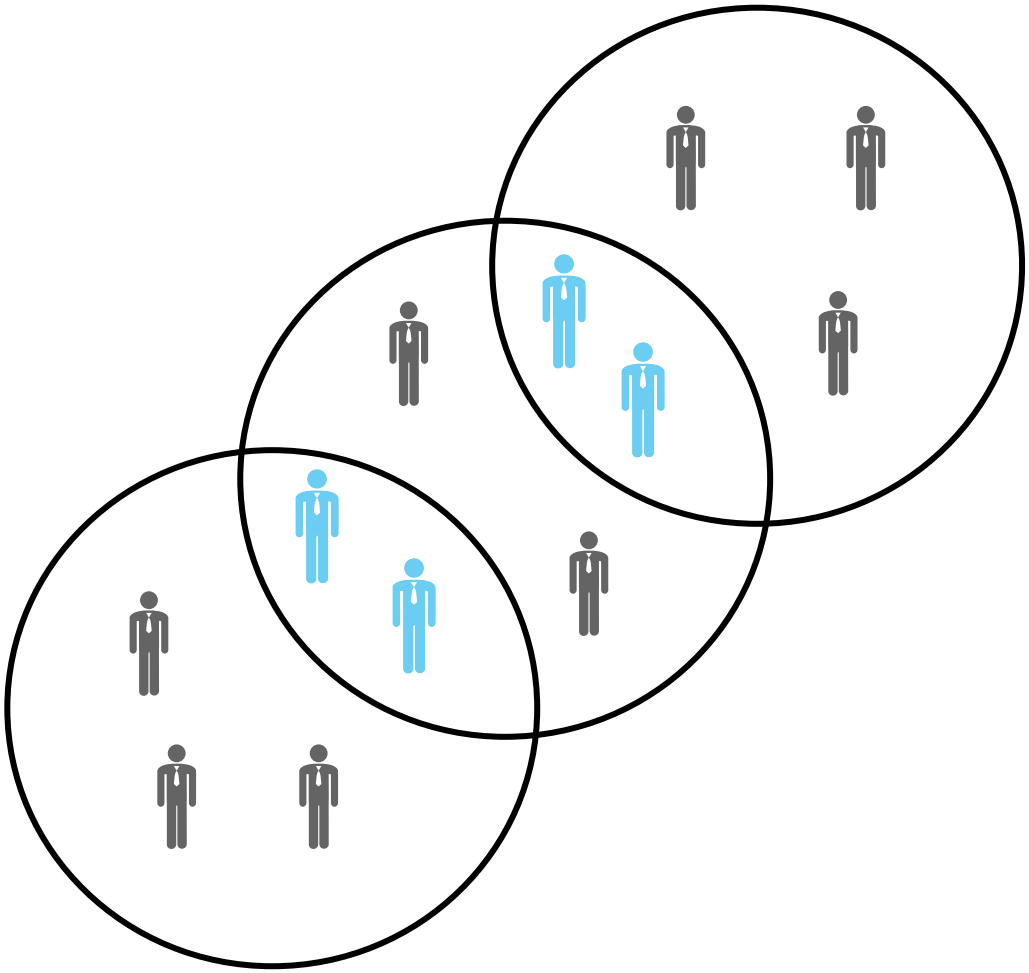
"Sociocracy is an elegant operating system for organizations. It establishes a dynamic leadership structure that engages the energy and creativity of all members of the organization."

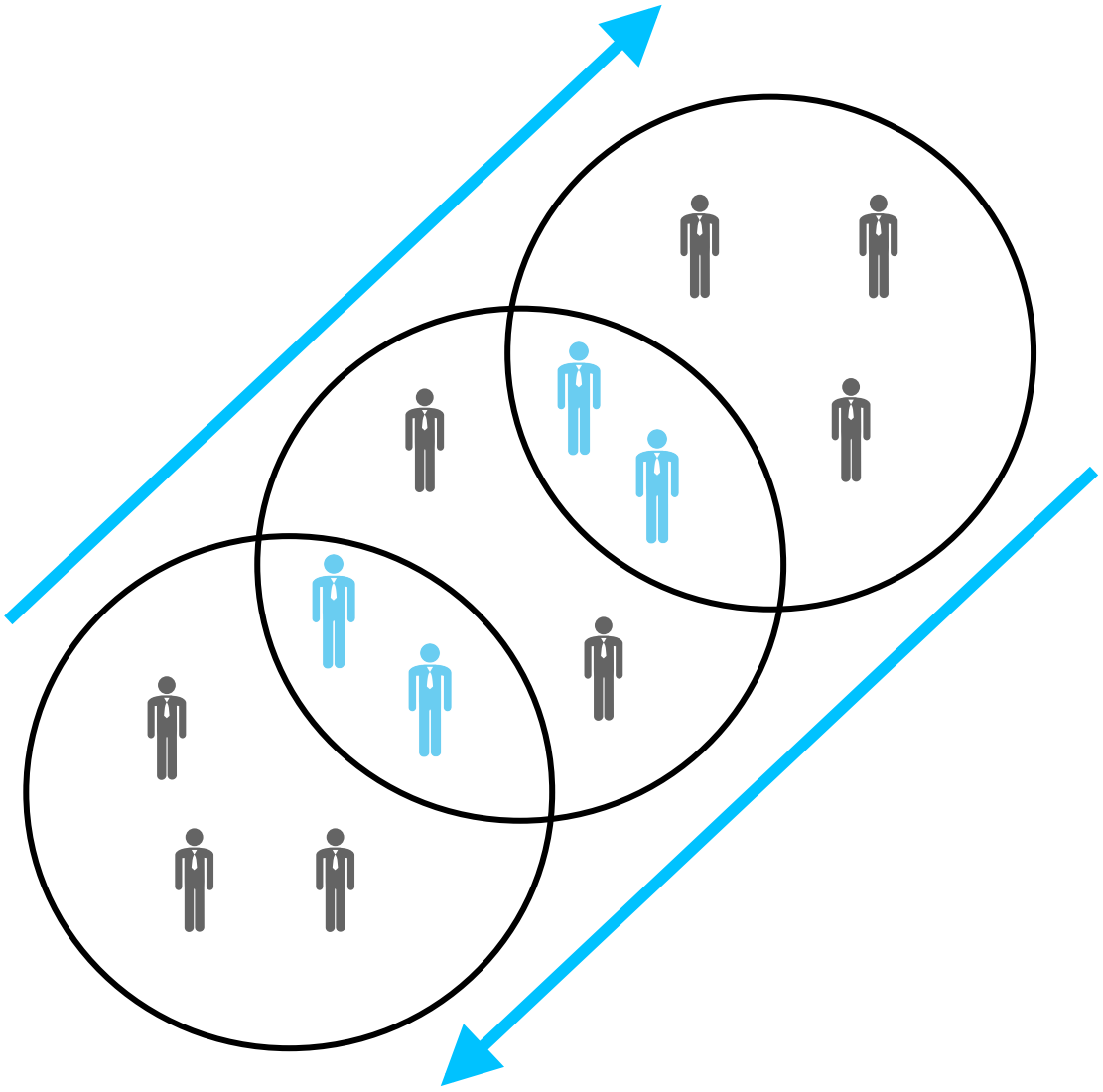
Sociocracy.info

Circles

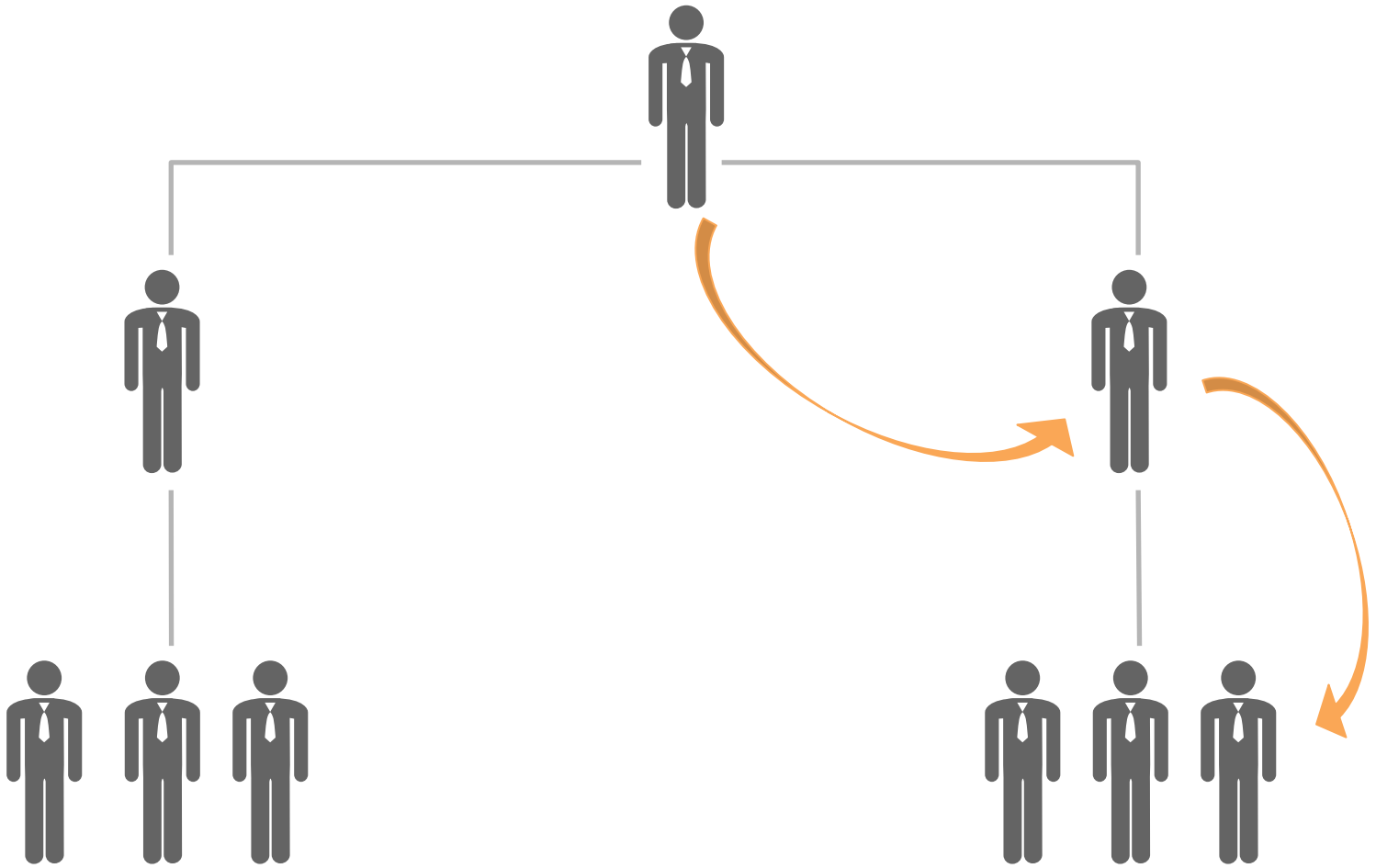


Double Linking

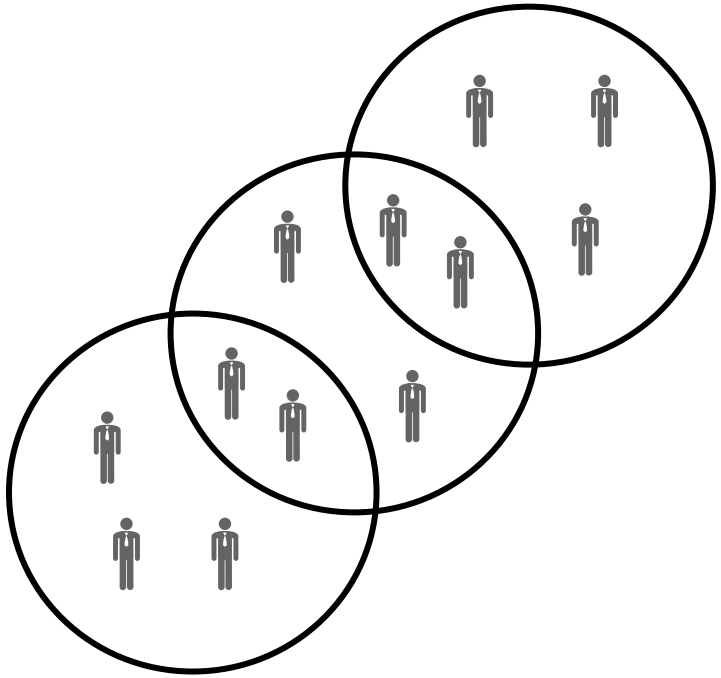




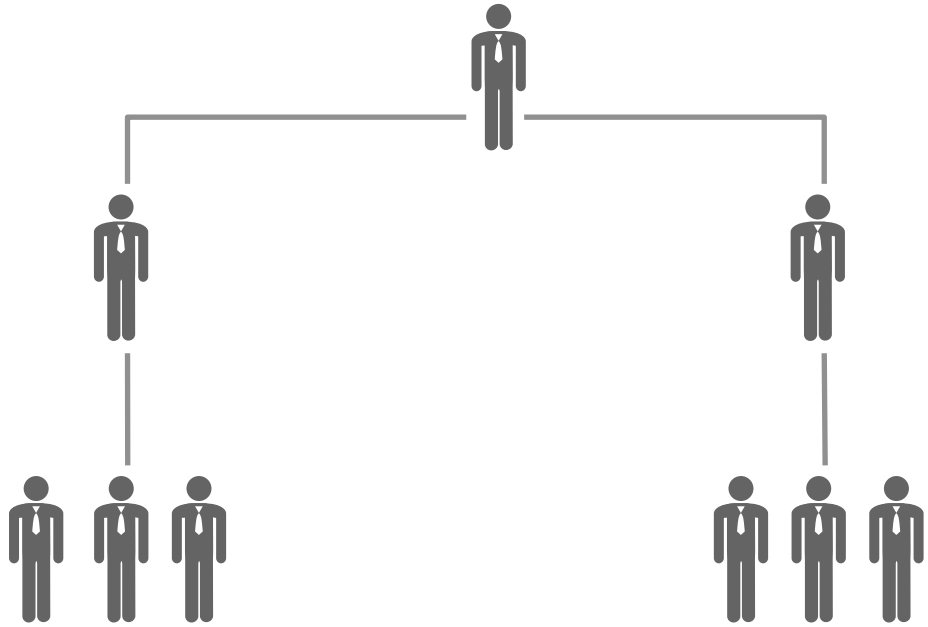
Hierarchy



Communication



Collaborative, Empowered, Informed



Rigid, Inefficient, Disconnected

The Agile Manifesto

Individuals and **interactions** over process and tools

Working software over comprehensive documentation

Customer **collaboration** over contract negotiation

Responding to **change** over following a plan

Agile Manifesto

- Interactions
- Collaborative
- Adaptive
- People
- Feedback loops

vs

Agile Methodologies

- Sprints
- Standups
- Backlogs
- Velocity
- Kanban

Process

OR

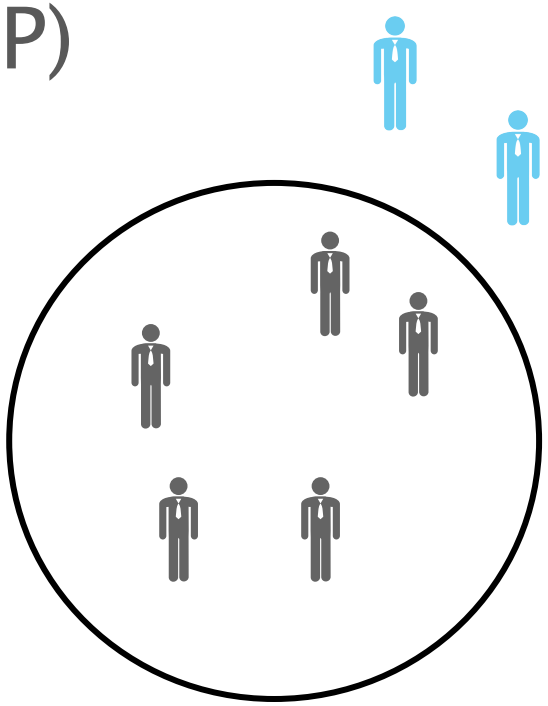
Collaboration

Lean Development

1. Eliminate waste
2. Amplify Learning
3. Decide as late as possible
4. Deliver as fast as possible
5. Empower the team
6. Build Integrity In
7. See the whole

The Scrum Circle

- Process Facilitator (P)
- Dev/QA (P)
- Product Owner (P)
- SME (P)
- Stakeholder (C)
- Manager (C)

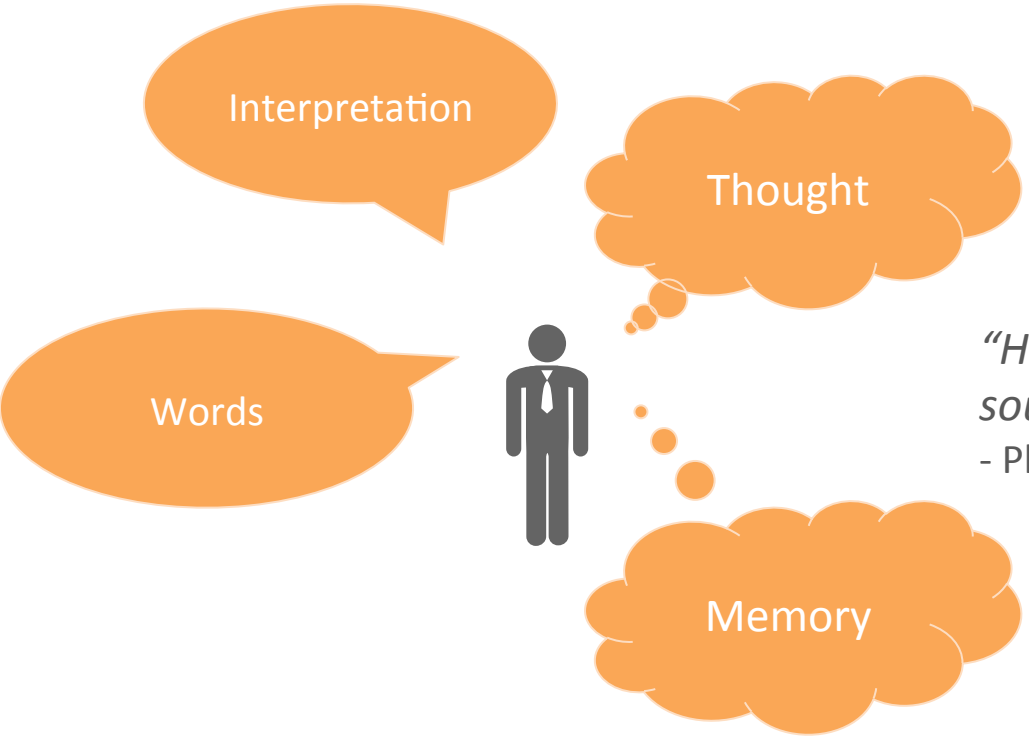


How do you collaborate at work

*"…the realization that **agility is in fact a business virtue** is changing the role of internal communications"*

- Joe Whited (Sprint Business)
https://futureofwork.sprint.com/featured/three-things-changing-way-talk-work

Human Nature



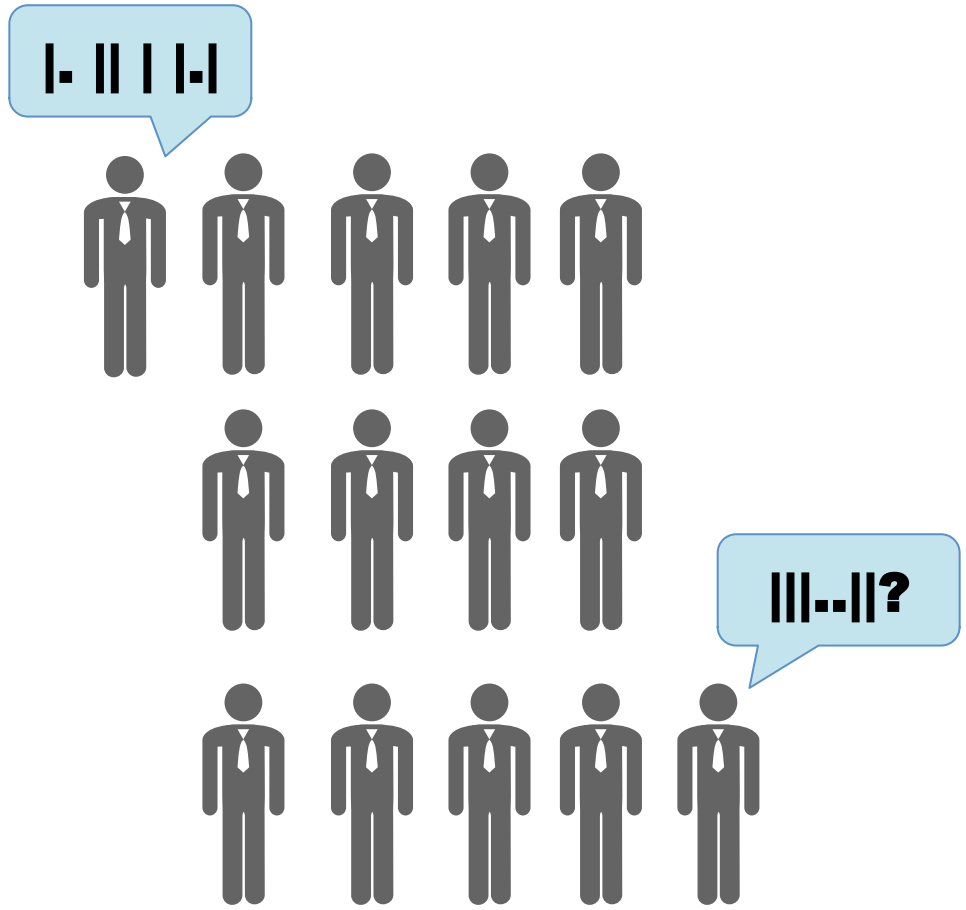
"Human behavior flows from three main sources: desire, emotion, and knowledge."
- Plato

"Language is originally and essentially nothing but a system of signs or symbols, which denote real occurrences, or their echo in the human soul."
- Carl Jung, Psychology of the Unconscious

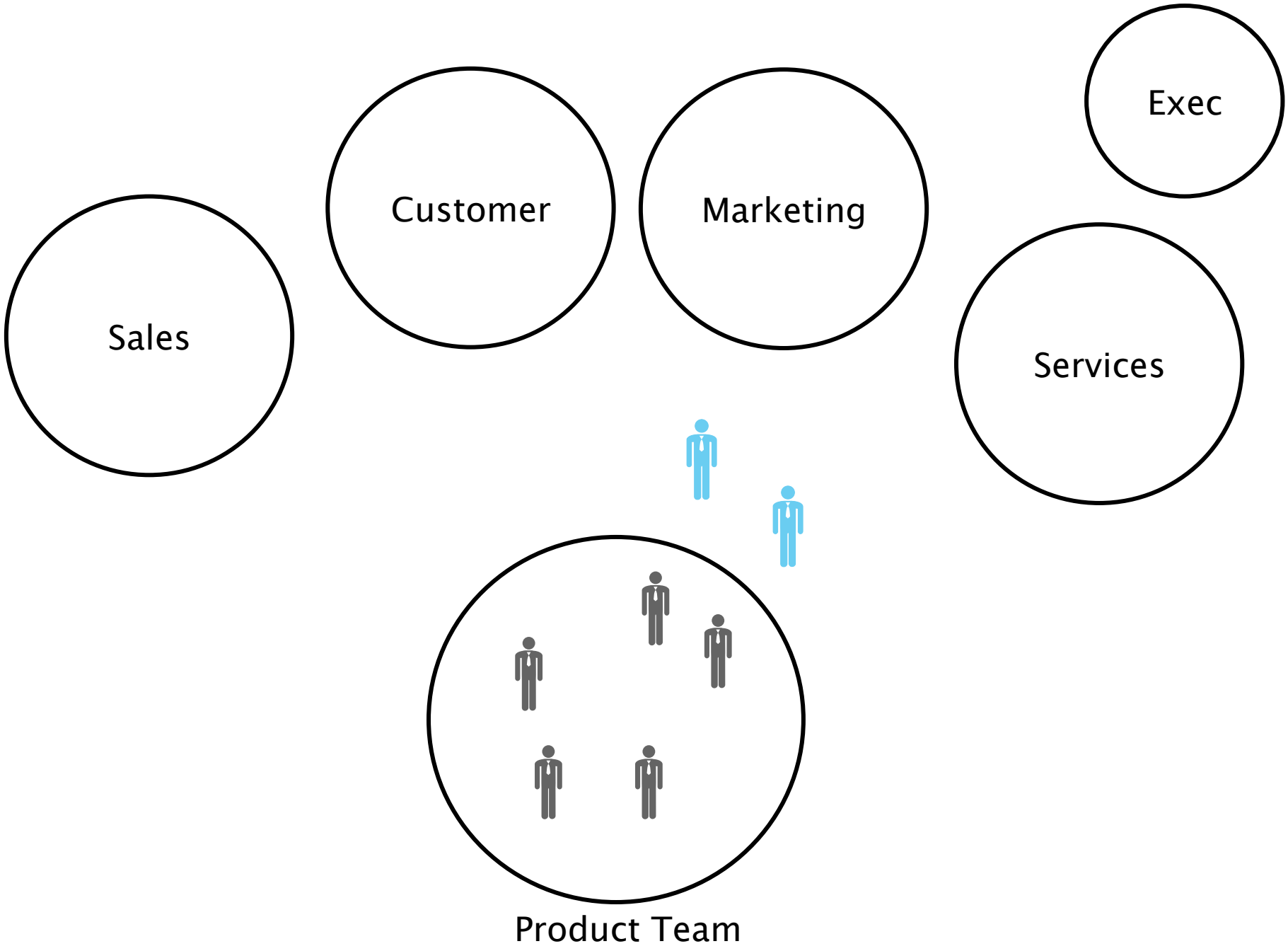
Group Think

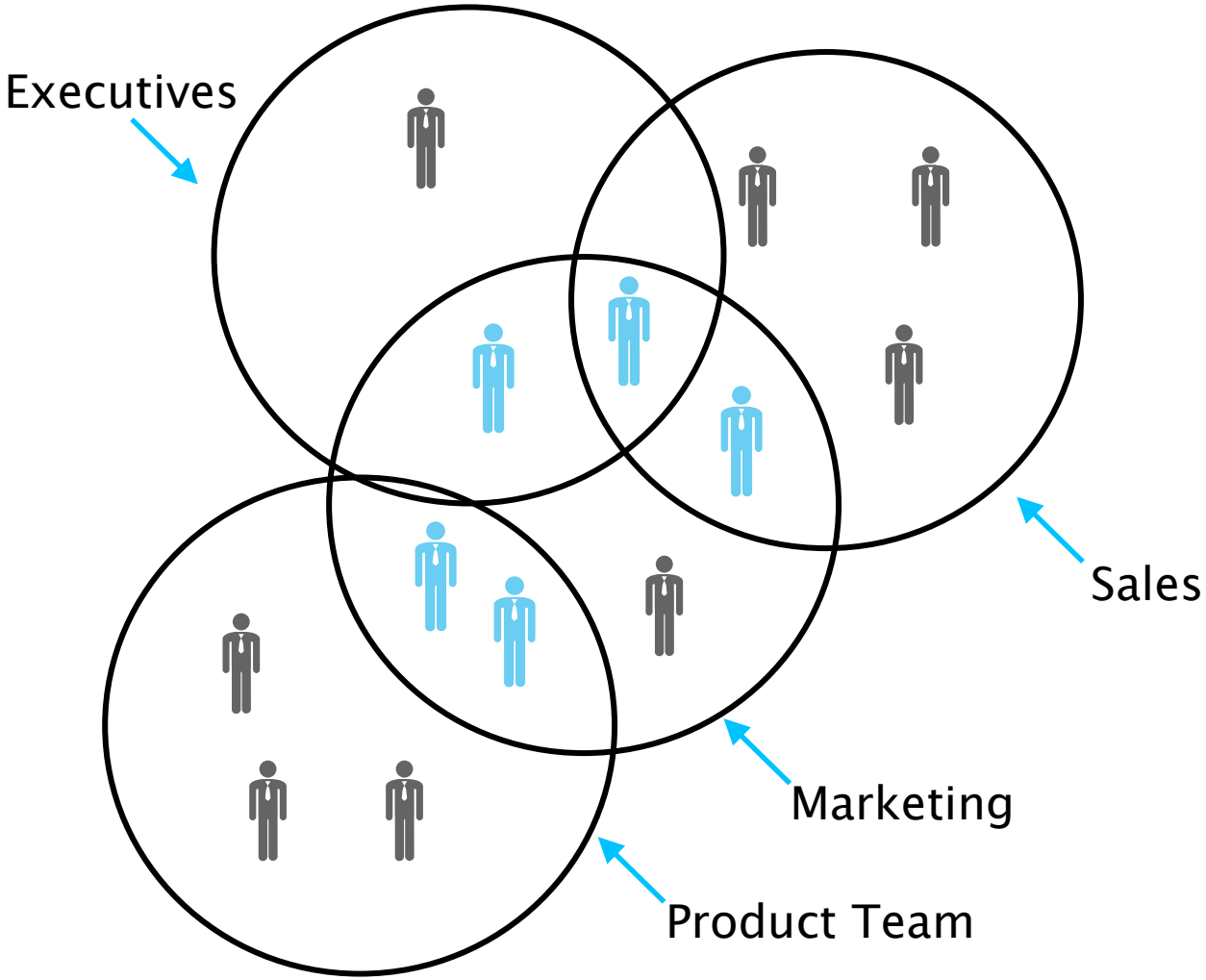
- Introverts & Extroverts
- Diversity
- Association
- Starting point
- Language
- Brainstorming & Reflection

Telephone



Collaboration as a concept hasn't matured or evolved


Exec
Customer
Marketing
Sales
Services
Product Team


Executives
Sales
Marketing
Product Team

Start Simple

Analysis
- Evaluate who is in meetings and how many
- How do conversations/decisions get made?
- Do you have cadence or flow?
- Knowledge transfer

Get Started
- Define circles (may already exist)
- Give circles control
- De-emphasize titles
- Measure & reward
- Be Authentic

Benefits

- Innovation
- Quality
- Accuracy
- Alignment
- Joy & Happiness

References

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  - http://www.sociocracy.info/
- Agile
  - http://en.wikipedia.org/wiki/Agile_software_development
  - http://en.wikipedia.org/wiki/The_Chicken_and_the_Pig
- Lean
  - http://en.wikipedia.org/wiki/Lean_manufacturing
  - http://en.wikipedia.org/wiki/Lean_software_development
- Collaboration
  - Group Genius by Keith Sawyer
    - http://amzn.com/B0095XK76A
  - Quiet: The power of introverts in a world that can't stop talking by Susan Cain
    - http://amzn.com/B004J4WNL2