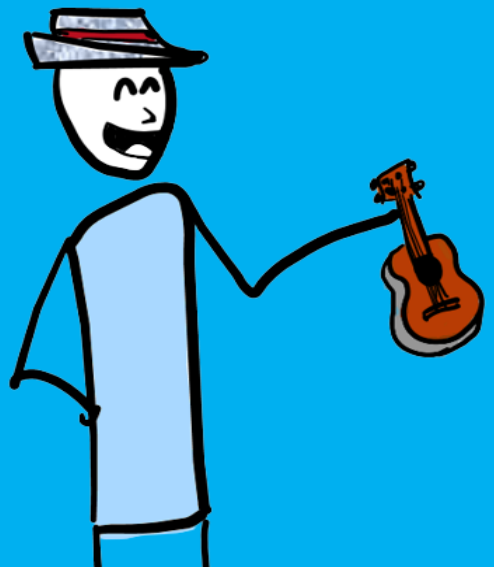
My Unusual Toolbox as a Scrum Master and Agile Coach

Artur Margonari

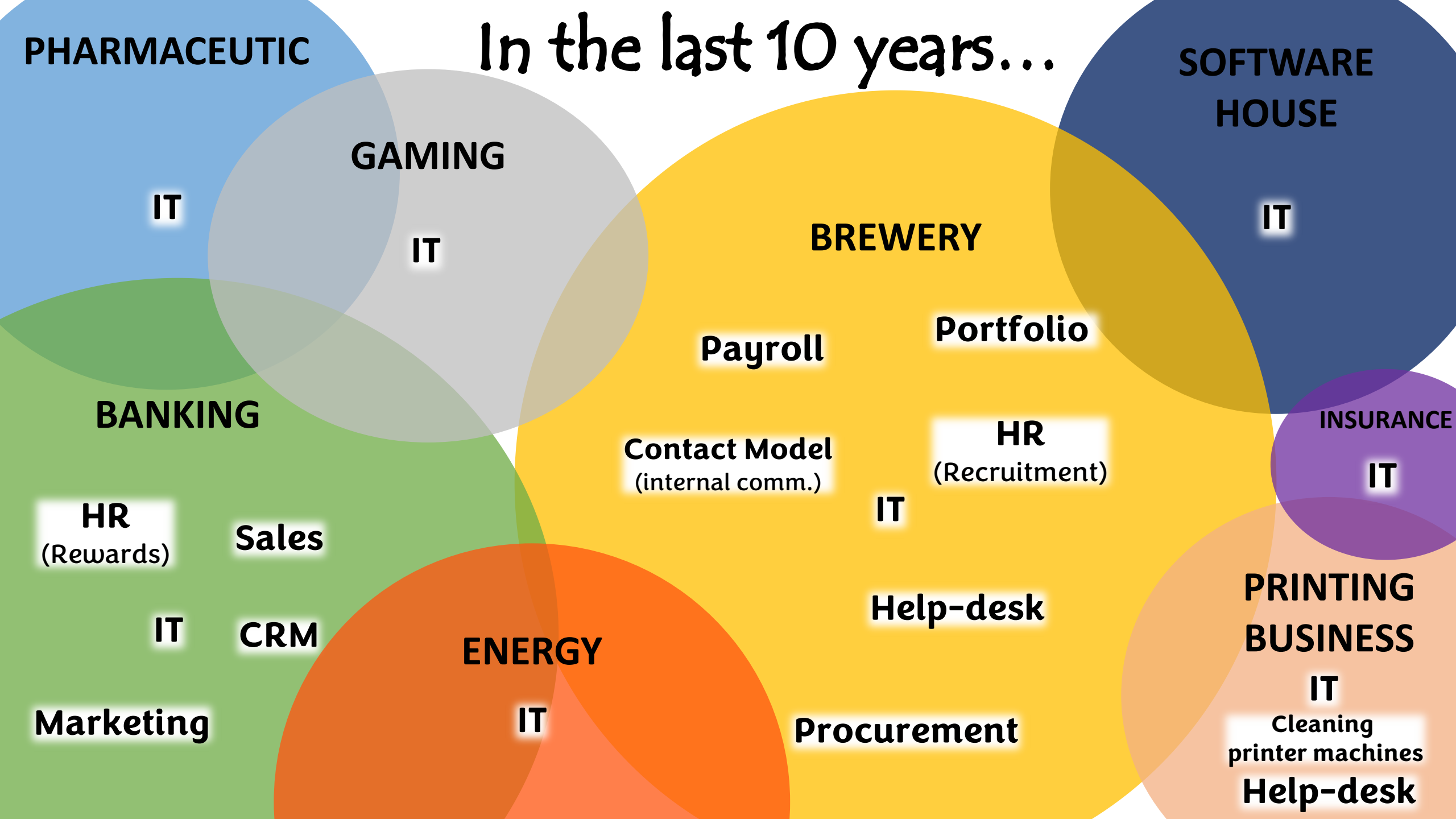


(Yes, you can join it.
We will need it soon ;))

Go to
www.menti.com
8205 9595

Journée agile 2025 by PYXIS

In the last 10 years…



LET'S TAKE A LOOK AT IT

GOLD NUGGETS
MEETING KILLER
MY OWN BACKLOG
TRAINING EXPRESS
WEEKLY CHALLENGE
HOW AM I DOING?
VALUE x EFFORT
PROCESS VISUALIZAT
5 DYSFUNC OF A TEAM
TRUST
CLIENT ALLIANCE

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TRUST
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YOU DECIDE TODAY'S AGENDA!

Go to

www.menti.com

Enter the code

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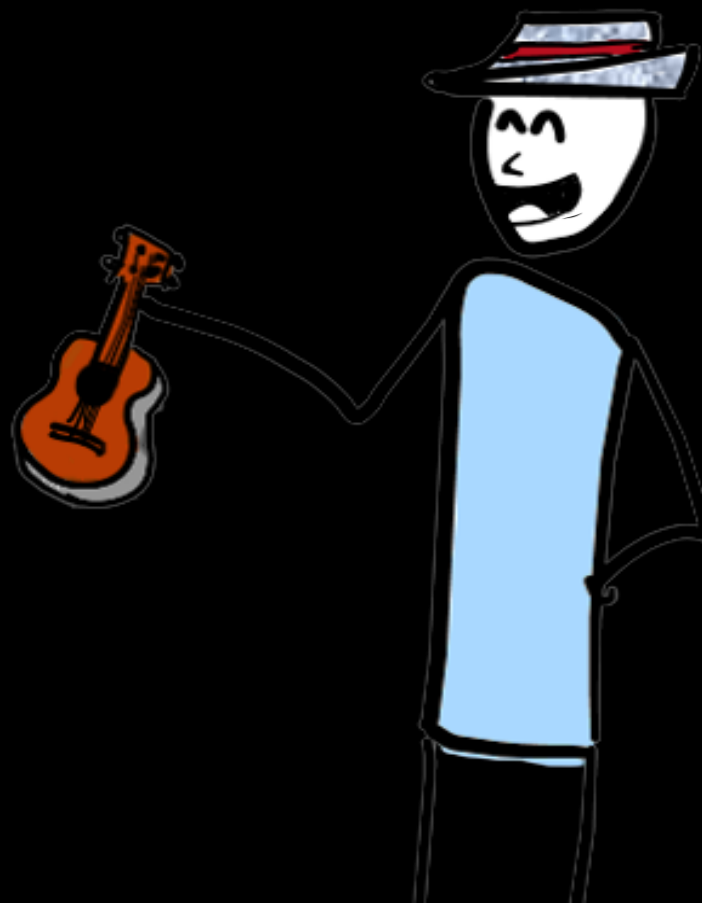

FAVORITE?

Go to

www.menti.com

Enter the code

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NEXT STEPS?

Go to

www.menti.com

Enter the code

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FEEDBACK :)

https://talk.ac/arturmargonari

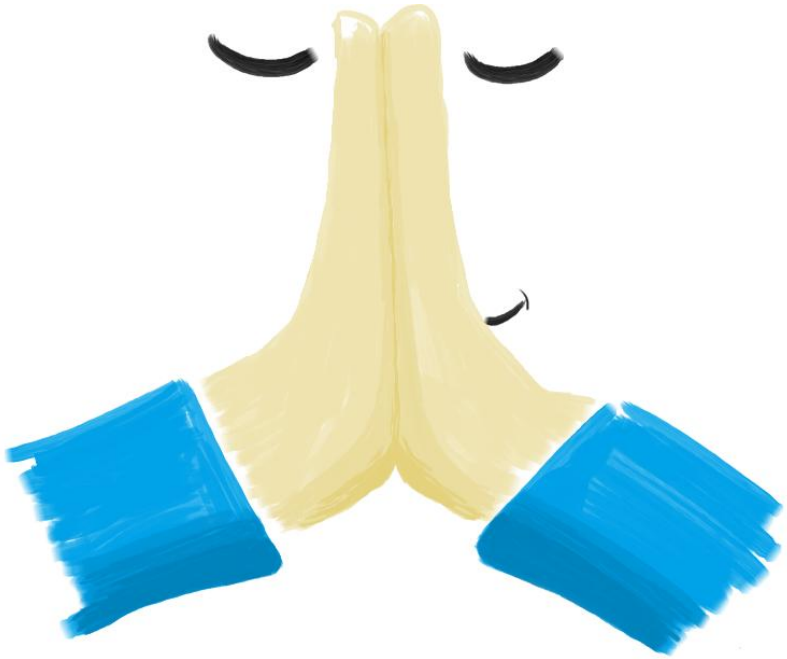
and enter this code when prompted

TOOLS

I can send you **Miro templates** *via email :)*

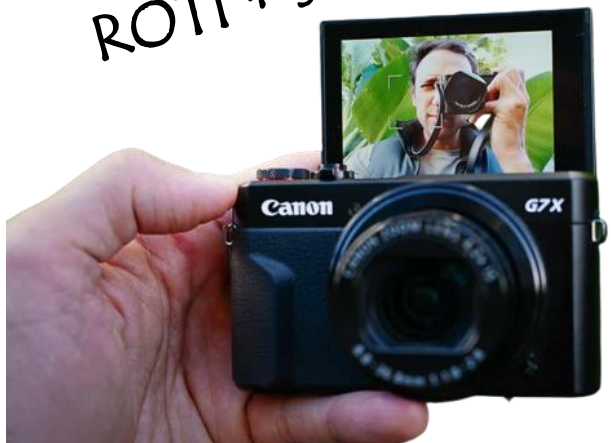
Enjoy the conference!

Questions?



Let's connect on in !

ROTI + selfie ☺



CLIENT ALLIANCE

MVP

ALIGNING...

Can be better on proactive/challenging
Eg: Peter challenging 5 to 4 weeks and
Then to 2 weeks

What's your main goal/wish for payroll team?

BREAK SILOS!

THERE - FEEL PART OF THE TEAM
- HAPPY
- KEEP IN CONTROL
- WE ARE HELPING THEM...
- THINGS ARE EASY
- ERRORS
- PRIORITIZE.
- PEOPLE WOULD LIKE TO WORK THERE

For my coaching to be successful...

→ you and me

→ payroll team

STEP IN + AUTONOMY

A big 'NO GO' is... → ONLY THEORY

- DEDICATED SLOT WEEKLY 2 MORE
- HANDS ON/PRACTICAL
- OPEN COMMUNICT.
- PROACTIVE

v1.0

Sandro's expectations about Artur

Hard skills	Soft skills (human skills)	Big NO GOs
PO Skills	Engage people	

Artur's expectations about Sandro

Hard skills	Soft skills	Big NO GOs
	Calm	

v2.0

WORKING ALLIANCE

Created by Artur Margonari

SOFT (HUMAN) SKILLS

Eg: Great listener, patient, humorous...

HARD SKILLS / EXPERTISE

Eg: Kanban, Facilitation, User Story Mapping...

SUCCESS CRITERIA

How do we know our collaboration was successful?

BIG NO GO

Please, avoid it at all cost

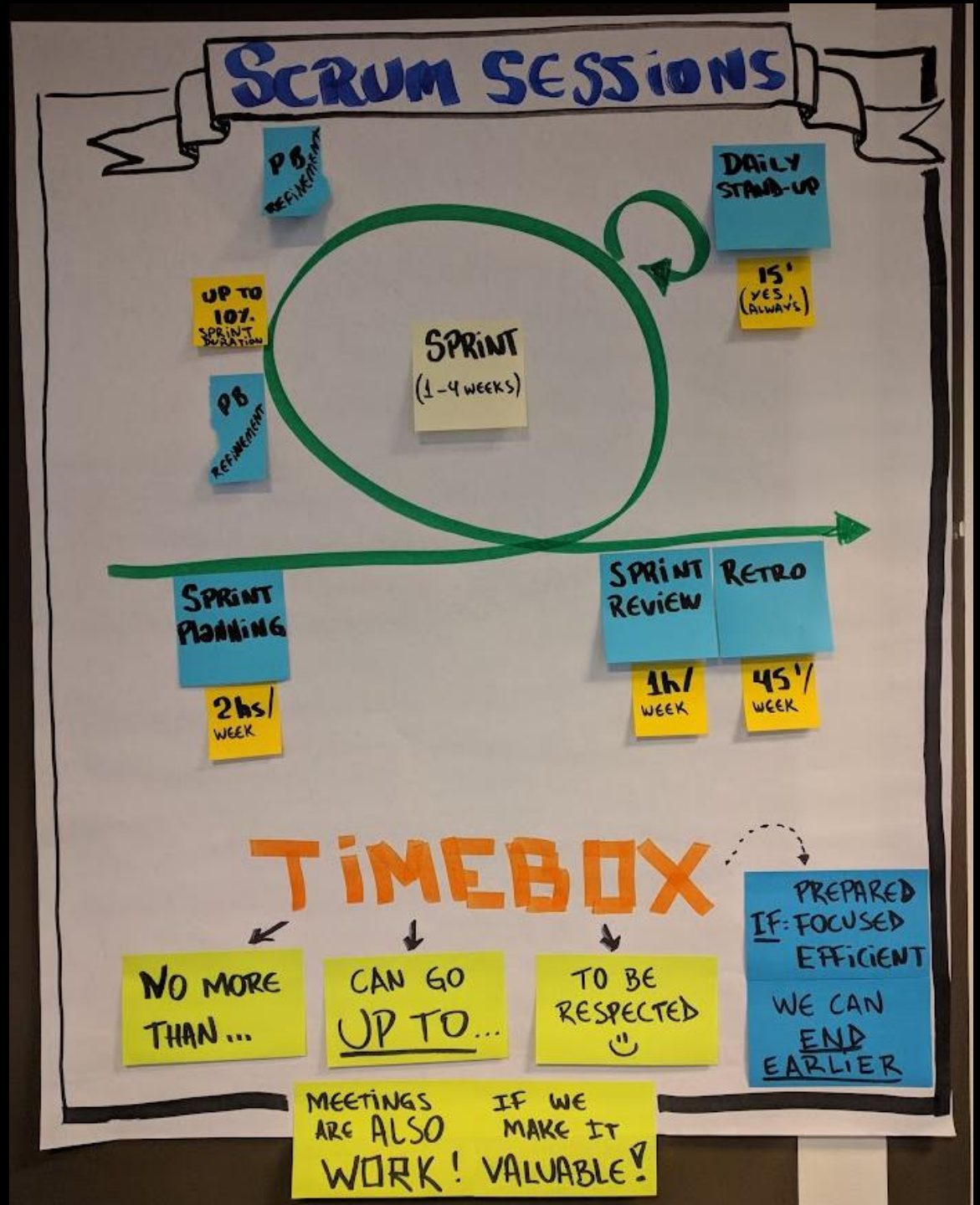
Tool box

PROCESS VISUALIZATION

LEGEND
GROUP OF FEATURES
ON HOLD
DONE
ACTIVITIES
DBE EPIC REFINEMENT
DEFINE 1-PAGER
DEFINE CONCEPT
DEFINE PROCESS
E-FUND RELEASE
E-SIGNATURE
LEASING ON ICE
Materials

NUGGETS

TRAINING EXPRESS/ REFRESH


SCRUM SESSIONS
PB REFINEMENT
DAILY STAND-UP
15' (YES, ALWAYS)
UP TO 10% SPRINT DURATION
SPRINT (1-4 WEEKS)
PB REFINEMENT
SPRINT PLANNING
2hs/ WEEK
SPRINT REVIEW
RETRO
1h/ WEEK
45'/ WEEK
TIMEBOX
NO MORE THAN...
CAN GO UP TO...
TO BE RESPECTED
PREPARED
IF: FOCUSED
EFFICIENT
WE CAN END EARLIER
MEETINGS ARE ALSO WORK!
IF WE MAKE IT VALUABLE!

GOLD NUGGETS

1. CURIOSITY TIME

BACKLOG

DEEP

backlog

noun [C usually singular]

UK /ˈbæk.lɒg/ US /ˈbæk.lɑːg/

Cambridge Dictionary

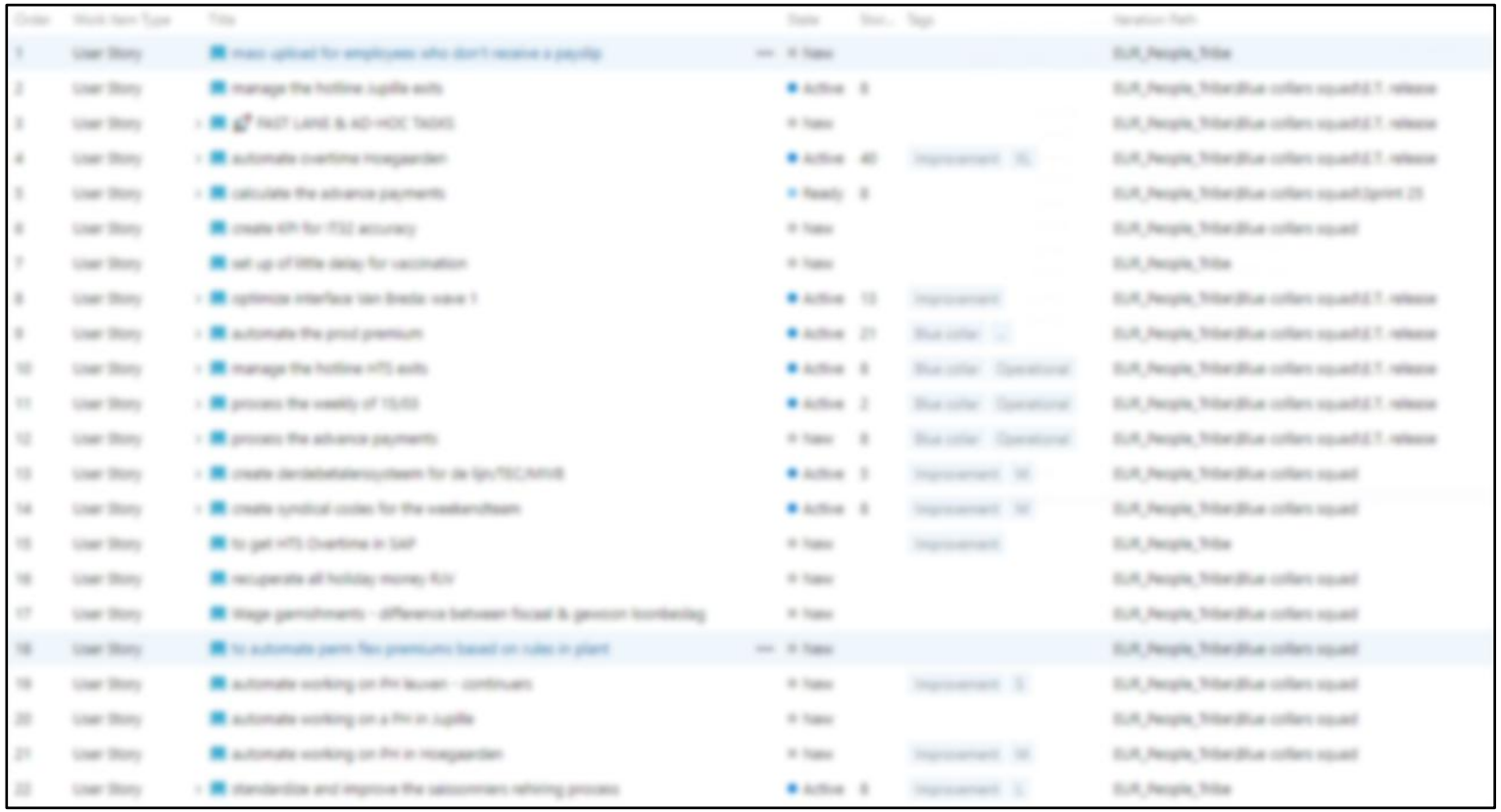
a large number of things that you should have done before and must do now:

- *I've got a huge backlog **of** work to do.*

Investopedia

What Is Backlog?

A backlog is a buildup of work that needs to be completed.

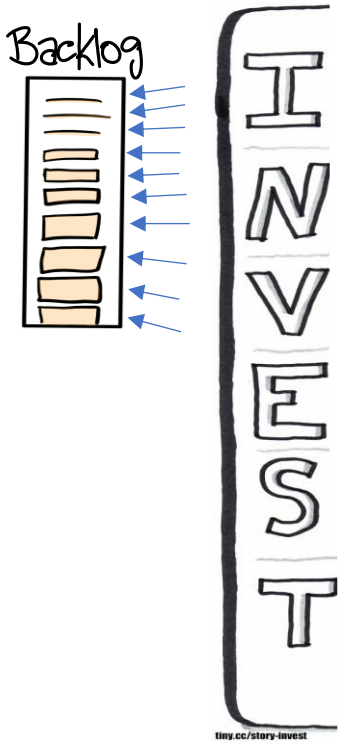


[LINK TO THE BACKLOG IN AZURE]

USER STORY

3 C's

As a (who/persona)
I want (what)
So that (why/outcome)



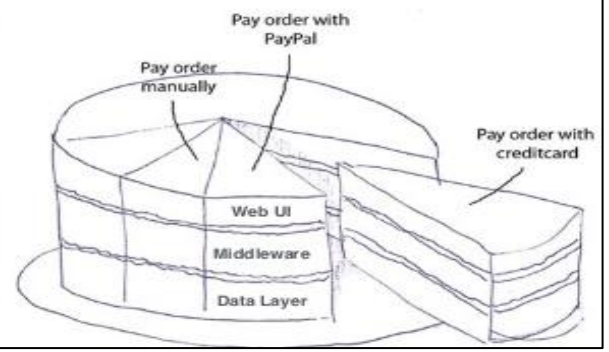
To avoid:

- Only analysis
- Only test
- Only meetings
- Whatever doesn't bring value to the employee/end user

Vertical Slices

over

Horizontal Slices



RECOMMENDATIONS:

- Keep it short & simple (1 page)
- Ownership shift
  - I'll do it the first 2 times
  - We do the 3rd together
  - Then every week is someone different + I give feedback
- Calendar x owners x topics

2. TEA TIME

(VIERUURTJE)

Hi everyone 🙂

First of all... **What's "Vieruurtje"?**
"Vieruurtje" (literally, from Dutch: "little 4 o'clock") is a tradition in Flanders (Dutch-speaking part of Belgium) that consists of gathering together (family members and/or friends) at 4 pm to have a coffee and eat something (normally something sweet). It's similar to the "tea time" in Great Britain.

Ok Artur, but what do we have to do with it?
Our vieruurtje is about sharing something with you on Fridays, around 4 pm: a video, an article, a book, tips & tricks for work, cartoons... Something that is hopefully useful on a professional/personal.

For today, I chose a nicely illustrated video of a **talk from Dan Pink**, renowned and bestselling author, talking about motivation, the 3 pillars and pitfalls, and it's only 10 mins:

- Drive: The surprising truth about what motivates us

Enjoy it and feel free to share your thoughts about it! 🙂
Have a great weekend and see you next week!

Br,
Artur

> ☕ *Here's something to accompany your coffee break* ☕ <

Hi everyone,

How safe is it to try a new idea (individual, team, department or company level)?
What happens once people fail when trying this new thing? And when they succeed?
How often a new idea is being tried out?

Don't let the threat of bankruptcy or large-scale layoffs (or Unions) be the motivation of your innovation! Don't 'execute' a person that tried something and failed. You will not only lose that person but also the people around who saw the 'execution' and will think, from that moment on "After that, I'm not trying anything new..." or "I will stay very quiet and do enough to survive...".

Create a safe environment for experimenting with new ideas. Actually, encourage and motivate it! Yes, you can help to measure the impact, possible outcomes and ways to minimize a bad impact. But it's important to stay out of the way of people's passions and creativity. That applies to every single level of the hierarchy.

Enjoy it! And feel free to share your thoughts about it! 🙂
Cheers!

Artur

What's a "Vieruurtje"?

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> ☕ *Here's something to accompany your coffee break* ☕ <

Imagine that, instead of sharing an idea (as in the illustration below), you feel the same way when you want to:

- ask for help
- admit a mistake
- share a tough issue (personal and/or professional)
- take a risk...

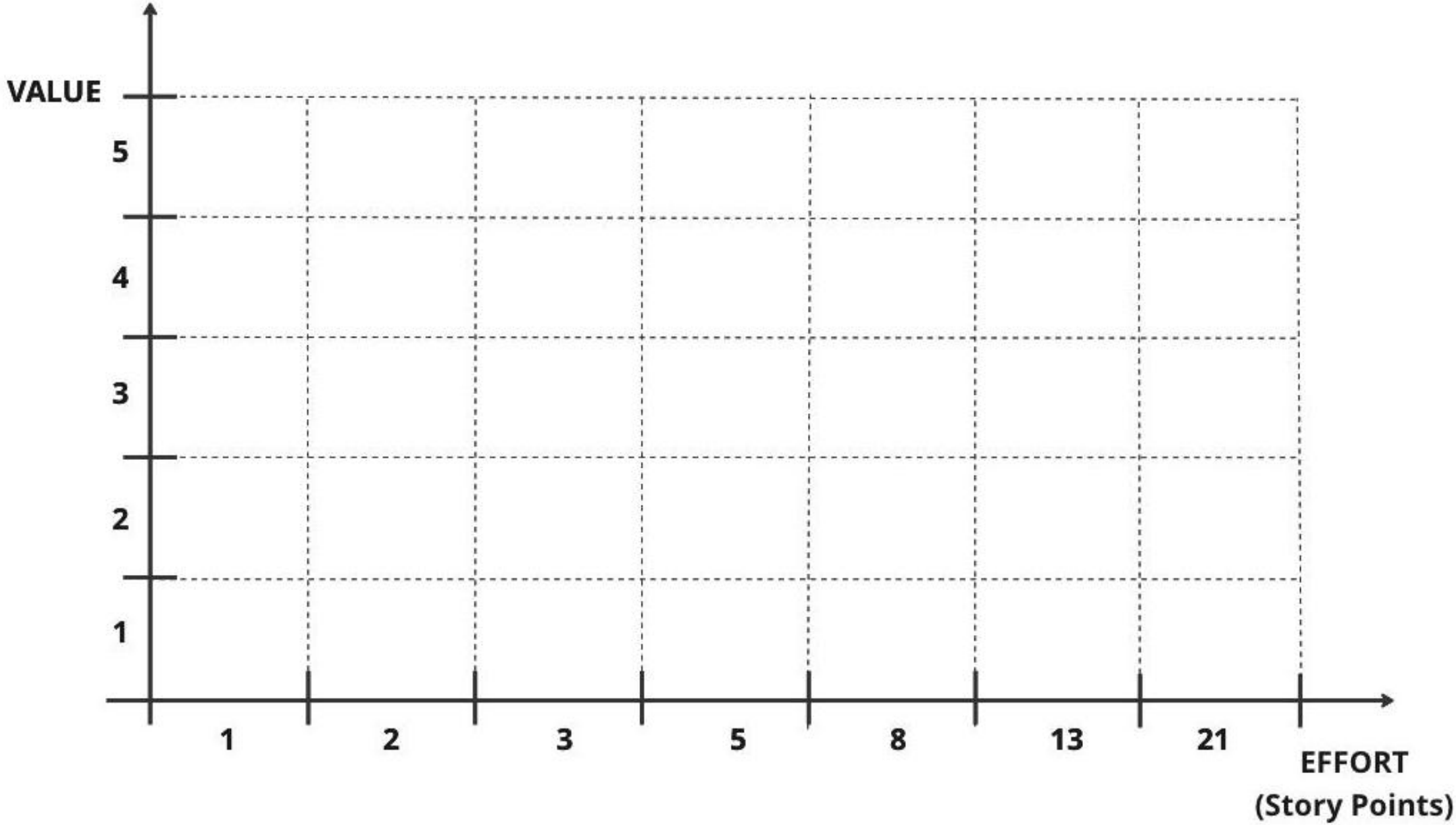
A **high-performance team** also consists of **team members having psychological safety**, being able to speak up and being vulnerable without the fear of being judged.

- Vieruurtje #1 - What motivates us_
- Vieruurtje #2 - a funny_awkward_exaggerated video about Scrum Master
- Vieruurtje #3 - When should Backlog Refinement take place_
- Vieruurtje #4 - Leadership_ empathy and the finite_infinite game
- Vieruurtje #5 - Daily Stand-ups
- Vieruurtje #6 - Information_ Authority_ Delegation_ Turn the ship around!
- Vieruurtje #7 - Agile to build cars_
- Vieruurtje #8 - About keeping people busy___
- Vieruurtje #9 - Innovation_ you said_
- Vieruurtje #10 - How serious are you about changing_
- Vieruurtje #11 - Are the User Stories clear enough_
- Vieruurtje #12 - Output vs Outcome vs Impact

- Vieruurtje #14 - Breaking down the work
- Vieruurtje #15 - About planning___
- Vieruurtje #16 - How to tame your Advice Monster
- Vieruurtje #17 - Data -_ Wisdom
- Vieruurtje #18 - About priorities___
- Vieruurtje #19 - Zoom Agreement proposal (check it out!)
- Vieruurtje #20 - Black hole_
- Vieruurtje #21 - Patience when trying something new
- Vieruurtje #22 - Daily Stand-ups_ a status meeting_
- Vieruurtje #23 - The telephone game
- Vieruurtje #24 - Psychological safety
- Vieruurtje #25 - Changing priorities
- Vieruurtje #26 - _Priorities_

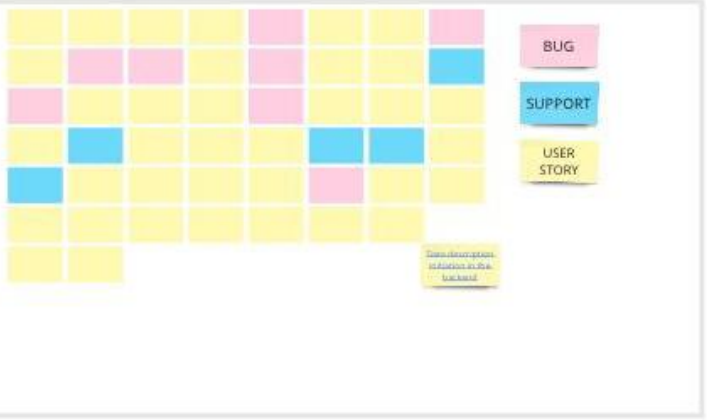
Tool box

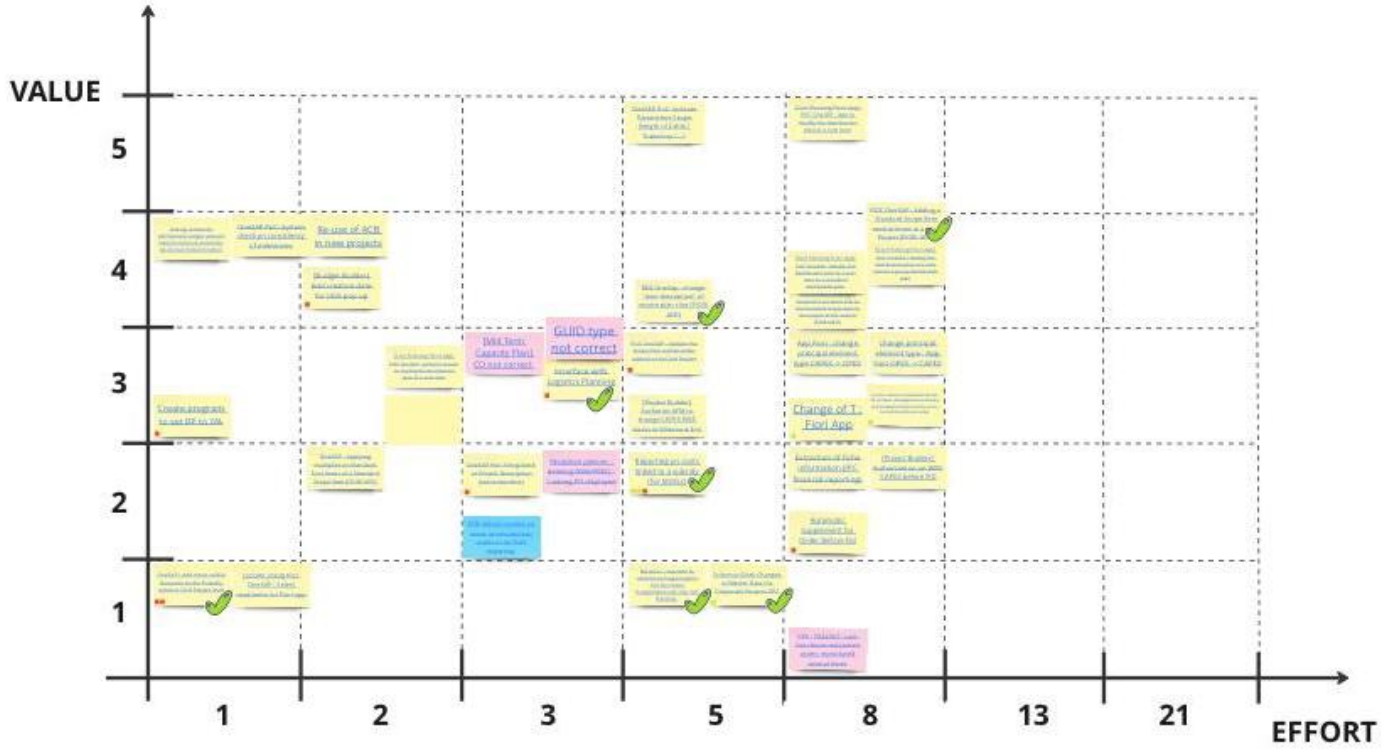
VALUE
X
EFFORT


VALUE
5
4
3
2
1
1
2
3
5
8
13
21
EFFORT
(Story Points)

UPCOMING PRIORITY

BACKLOG





Guidelines - VALUE								
			Users Impacted	Financial Impact (per year)	Frequency of Event			
1		Highest Business Critical System					Highest Reputation Loss	- Request Regulator - Legal Obligation - Business Proces Blocked (No PO Send out in time)
2		High Business Importance						- Request that gains time for whole Direction for 5min/month.
3		Medium Business Importance					Medium Reputation Loss	- Gain of not filling excels by Projectleader every year.
4		Low Business Importance						- Portfolio prepares manually file for powerfactory iso Automatically Reporting via the Requested Reporting.
5		Verry Low Business Importance					Verry Low Reputation Loss	- Person x does not need to give info to Controlling at end of the assurance project (which happens 1x /year on average per 10 persons).

EXERCISE:

- In silence
- 1 person at a time
- Leave all post-its visible/readable

VALUE
5
4
3
2
1
BUG
SUPPORT
USER STORY
1
2
3
5
8
13
21
EFFORT

WEEKLY CHALLENGE

WEEKLY CHALLENGE #1

KEEP YOUR CAMERA ON DURING 5 MEETINGS

- ☑ MORE FOCUS
- ☑ MORE (HUMAN) CONNECTION
- ☑ LESS MULTITASKING
- ☑ MORE VALUABLE MEETINGS

ARTUR M.

WEEKLY CHALLENGE #10

BETTER MEETING INVITATIONS:

✓ MEANINGFUL TITLE

- USE + THAN JUST 1 OR 2 WORDS (AND NO ABBREVIATIONS)

✓ PURPOSE ON THE DESCRIPTION

- WHY IS THIS MEETING TAKING PLACE?
- WHAT'S THE EXPECTED OUTCOME(S)?

✓ RIGHT ATTENDANCE

- WHO SHOULD BE THERE? AND WHO COULD?

PRO TIP: Add the video call link in the "Location" field. Makes it easier & quicker to everyone ;)

ARTUR MARGONARI

WEEKLY CHALLENGE #21

"Be loyal to those who are not present. In doing so, you build the trust of those who are present."

– Stephen Covey

We can control ourselves and avoid commenting not-that-positive-things about who is not present or simply not support it if someone has such behaviour (by calling it out and even leaving the conversation).

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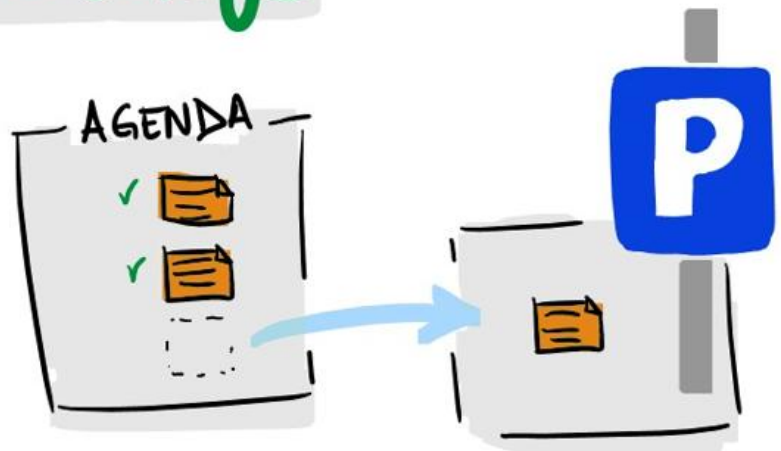
WEEKLY CHALLENGE #25

Have a visible PARKING LOT in your meetings

(online board, Word doc, PPT... whatever works best)



Consider parking a topic when:

... It's not relevant/aligned with the purpose of the meeting;

... You can't move forward without the input from someone who's not in the meeting;

... It's taking too long/it' less important compared to the other topics on the agenda

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WEEKLY CHALLENGE #29

STOP STARTING START FINISHING.

What is the most important thing right now? (Epic/Feature/User Story/task)
What can be put on hold until you finish it?

Doing many things at the same time might give the feeling of being more efficient. But only the feeling.

By keeping the focus on 1 thing at a time, you:

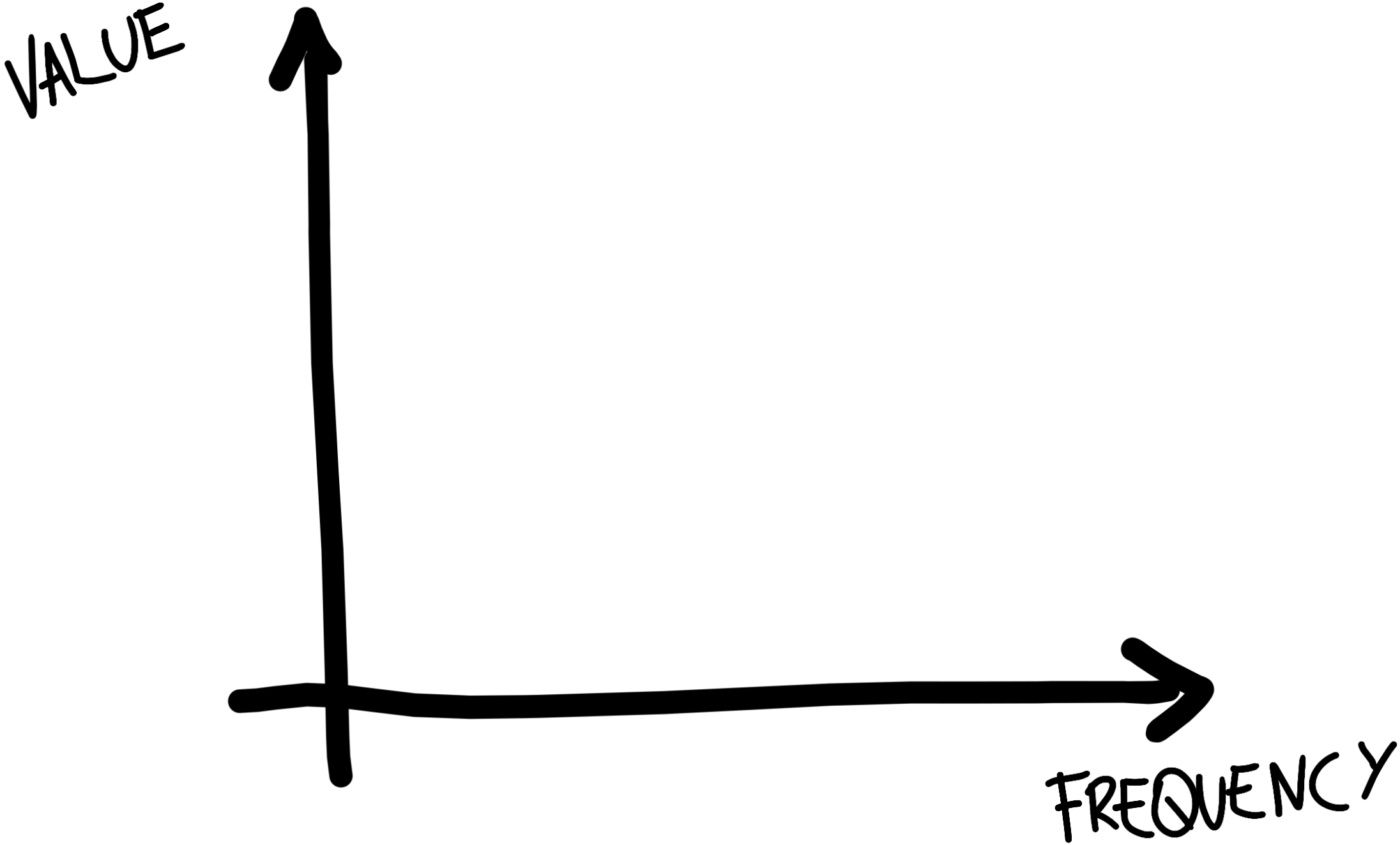
- ☑ deliver value quicker;
- ☑ receive earlier feedback and learn quicker;
- ☑ increase the quality of the deliverables and;
- ☑ get better in forecasting/managing expectations.

ARTUR MARGONARI

Tool box

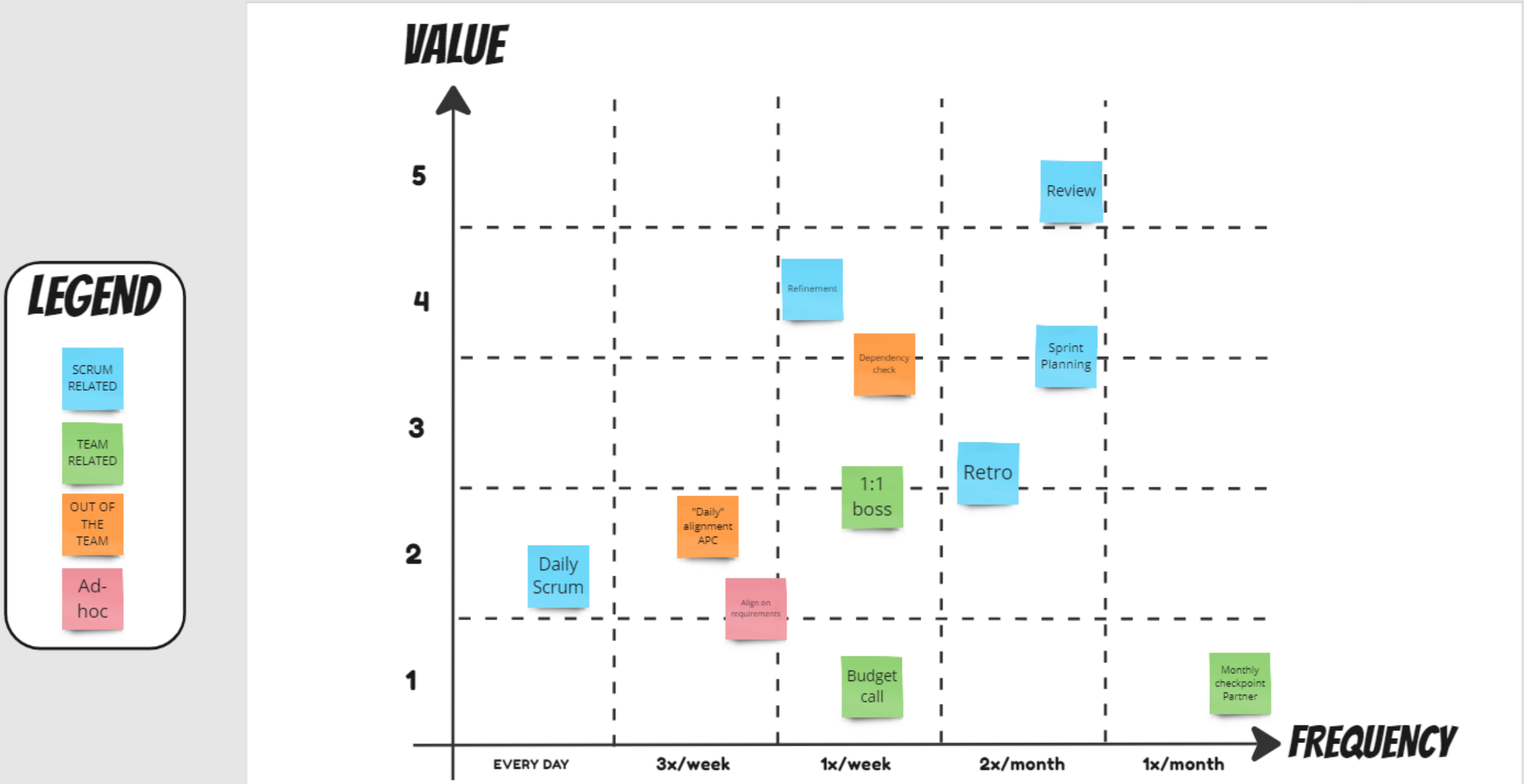
MEETINGS

MEETING KILLER

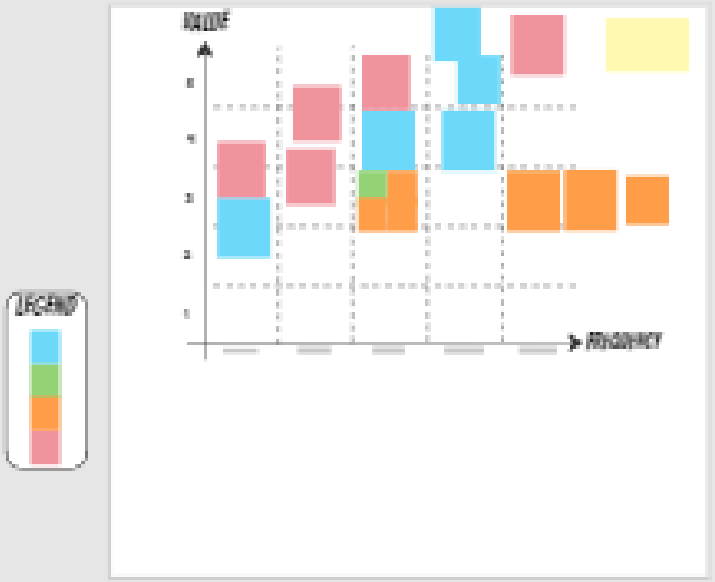

VALUE
FREQUENCY

MEETING SCORING

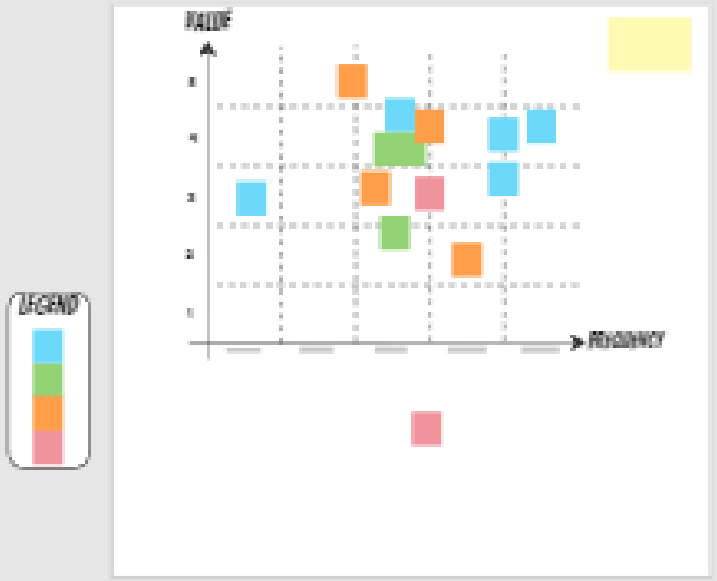
Mary



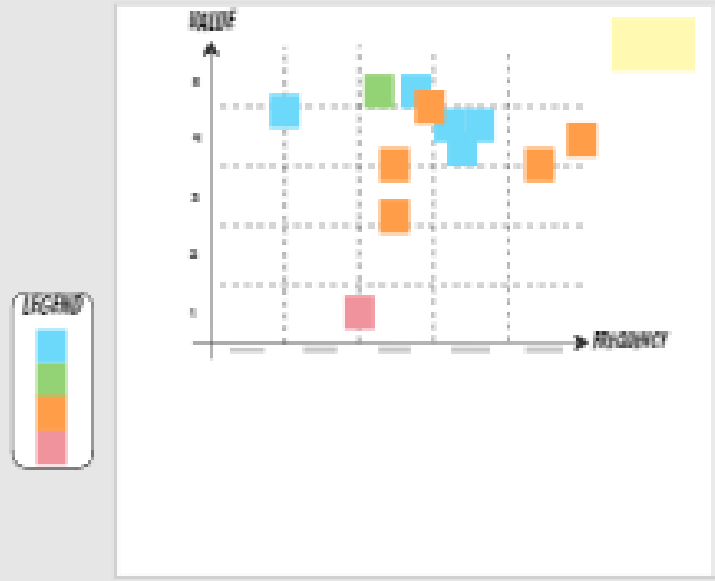
MEETING KILLER



MEETING KILLER



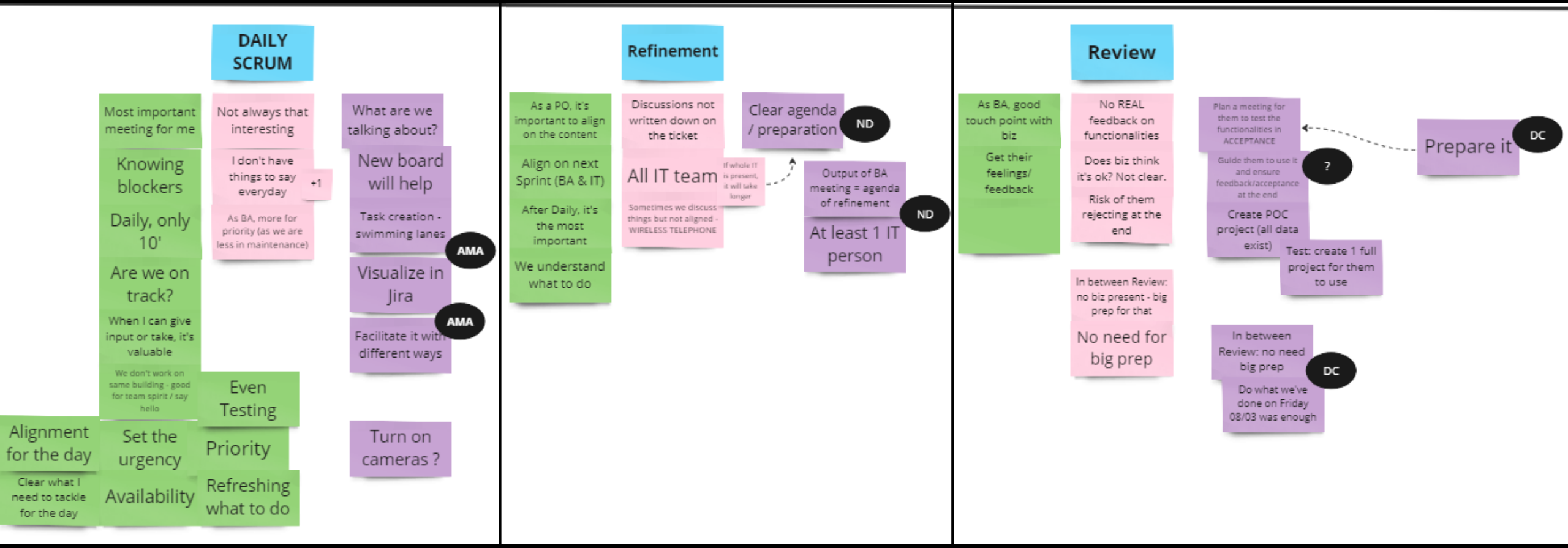
MEETING KILLER



Which meetings...

...have the highest/lowest value? Why?
...are overlapping?
...can be merged?
...can have lower frequency?
...do we want to increase the value? How?

And finally...
Which meetings can be k1ll3d?

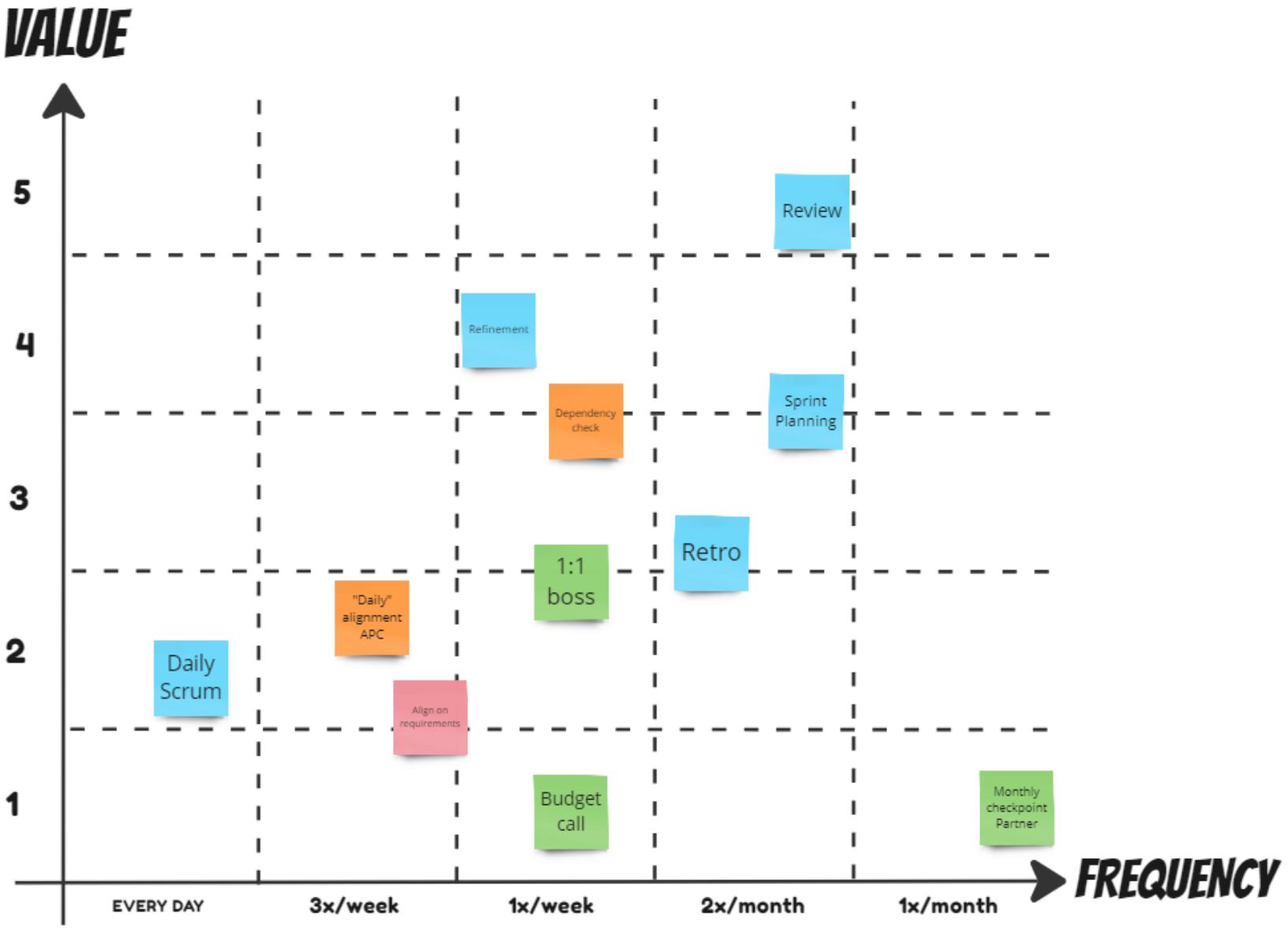

DAILY SCRUM
Most important meeting for me
Not always that interesting
What are we talking about?
Knowing blockers
I don't have things to say everyday
+1
New board will help
Daily, only 10'
As BA, more for priority (as we are less in maintenance)
Task creation - swimming lanes
AMA
Are we on track?
Visualize in Jira
When I can give input or take, it's valuable
AMA
Facilitate it with different ways
We don't work on same building - good for team spirit / say hello
Even Testing
Alignment for the day
Set the urgency
Priority
Turn on cameras ?
Clear what I need to tackle for the day
Availability
Refreshing what to do
Refinement
As a PO, it's important to align on the content
Discussions not written down on the ticket
Clear agenda / preparation
ND
Align on next Sprint (BA & IT)
All IT team
If whole IT is present, it will take longer
Output of BA meeting = agenda of refinement
ND
After Daily, it's the most important
Sometimes we discuss things but not aligned - WIRELESS TELEPHONE
At least 1 IT person
We understand what to do
Review
As BA, good touch point with biz
No REAL feedback on functionalities
Plan a meeting for them to test the functionalities in ACCEPTANCE
Prepare it
DC
Get their feelings/ feedback
Does biz think it's ok? Not clear.
Guide them to use it and ensure feedback/acceptance at the end
?
Risk of them rejecting at the end
Create POC project (all data exist)
Test: create 1 full project for them to use
In between Review: no biz present - big prep for that
No need for big prep
In between Review: no need big prep
DC
Do what we've done on Friday 08/03 was enough

MEETING SCORING

Mary

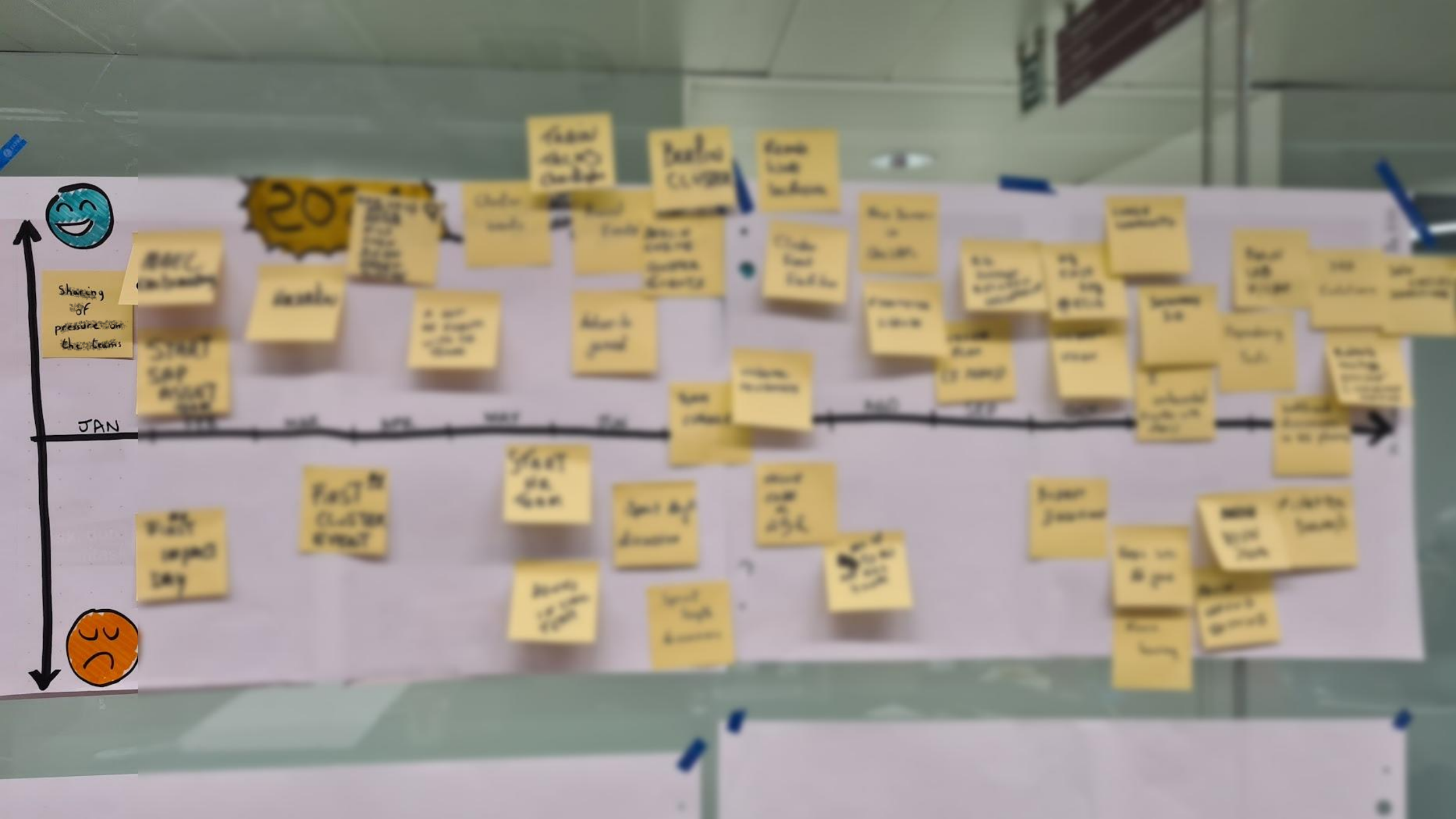
LEGEND

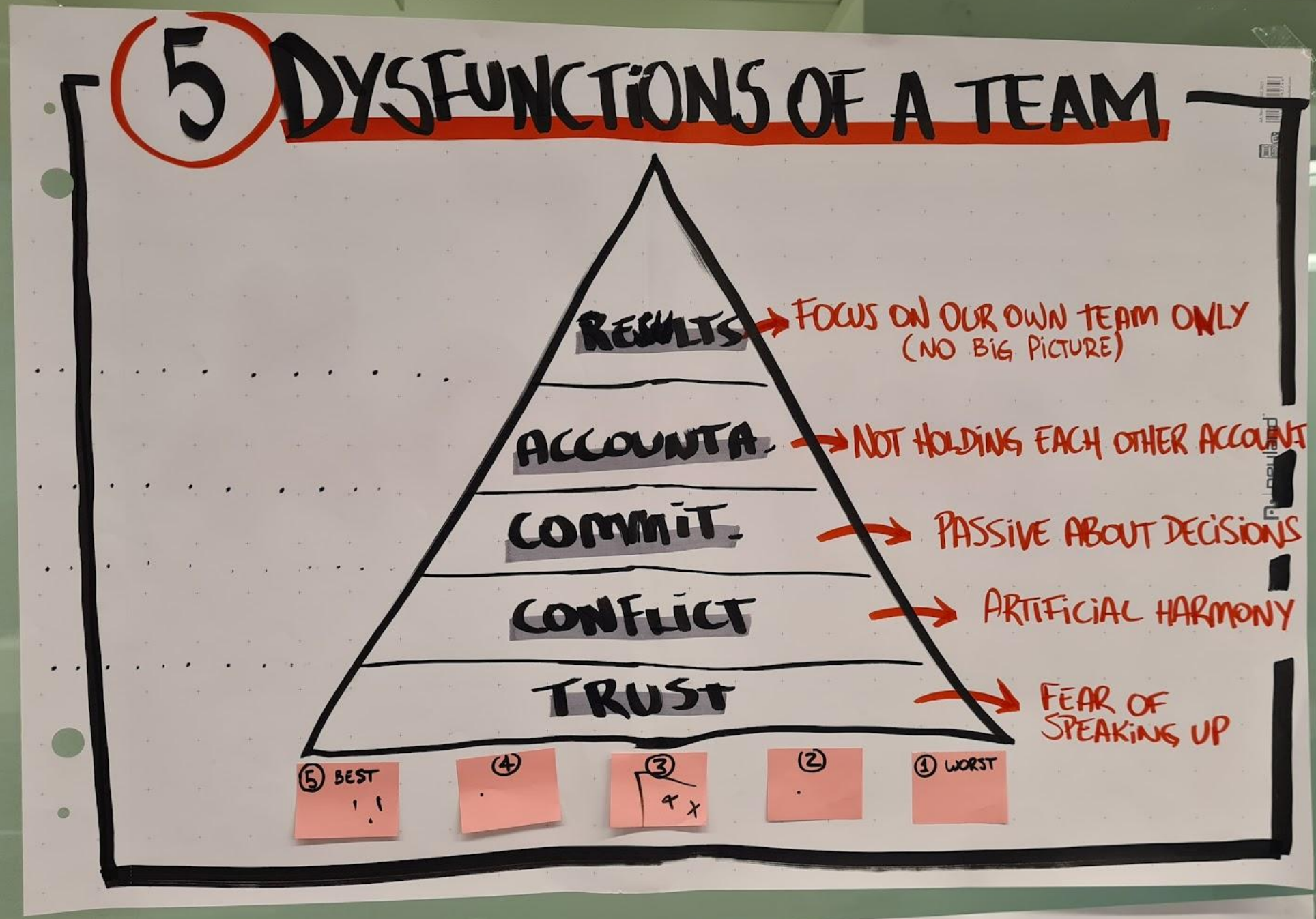
- SCRUM RELATED
- TEAM RELATED
- OUT OF THE TEAM
- Ad-hoc



Tool box

5 DYSFUNCTIONS OF A TEAM


Sharing of pressure on the teams
JAN


5 DYSFUNCTIONS OF A TEAM
RESULTS
ACCOUNTA
COMMIT
CONFLICT
TRUST
FOCUS ON OUR OWN TEAM ONLY
(NO BIG PICTURE)
NOT HOLDING EACH OTHER ACCOUNT
PASSIVE ABOUT DECISIONS
ARTIFICIAL HARMONY
FEAR OF SPEAKING UP
⑤ BEST
④
③
②
① WORST

HOW AM I DOING?

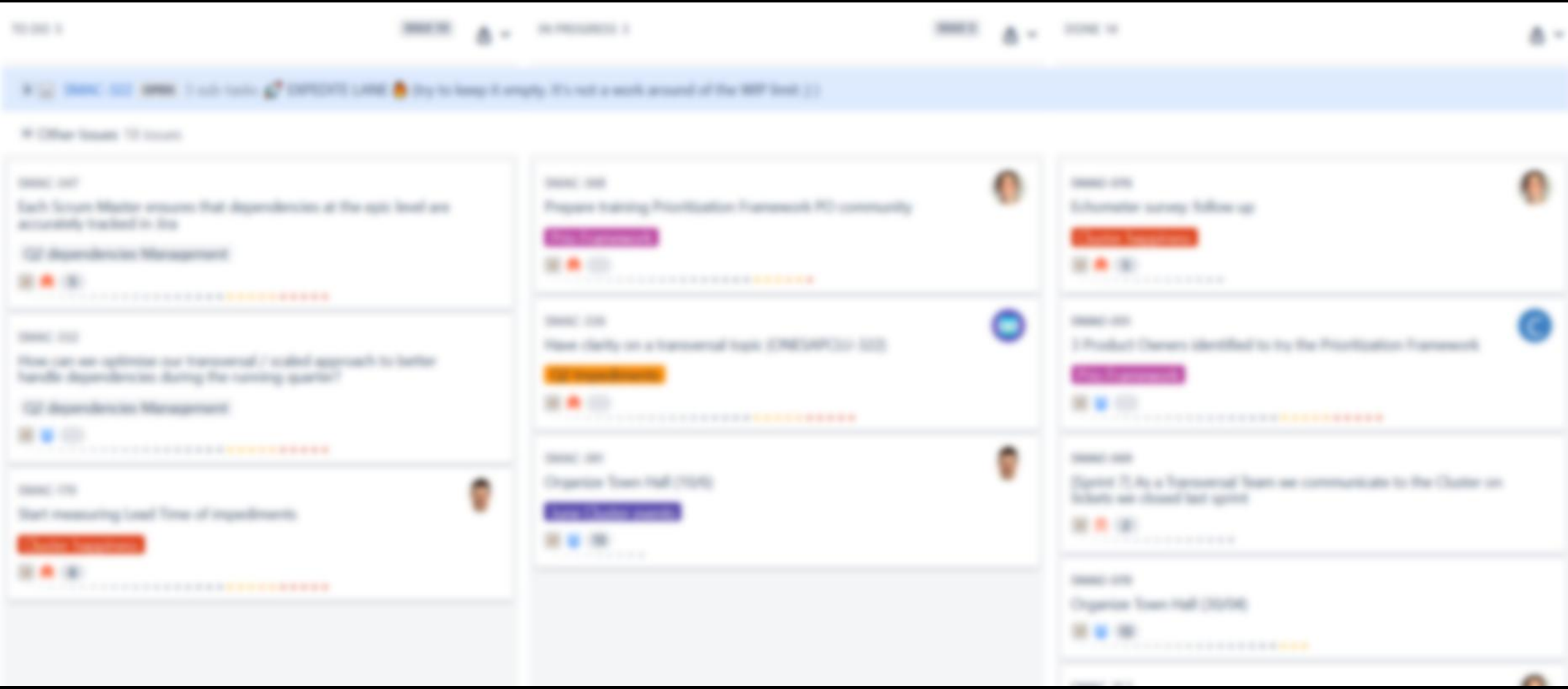
BACKLOG + FEEDBACK

Backlog
CB AGILE RELATED
OCF OPTIMIZATION RELATED
SPRINT 20
(24/01 - 31/01)
FAST LANE
TO DO
WIP
DONE
DELIVERY

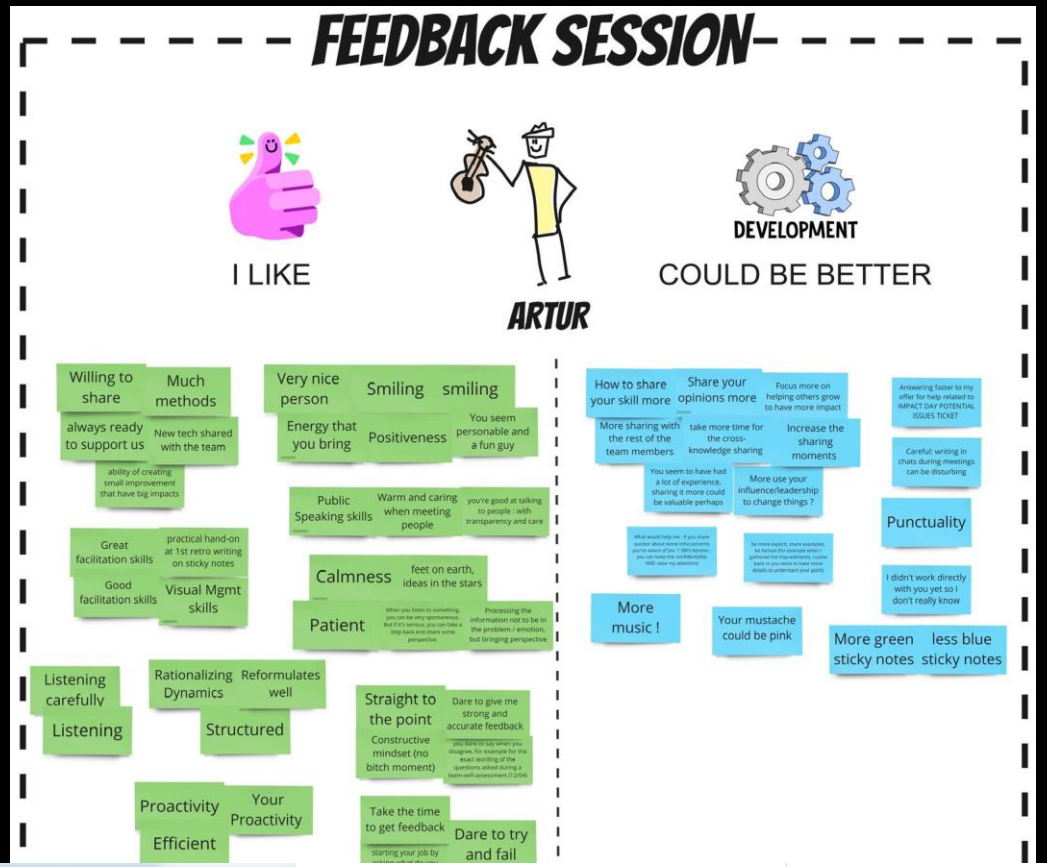
LEGEND

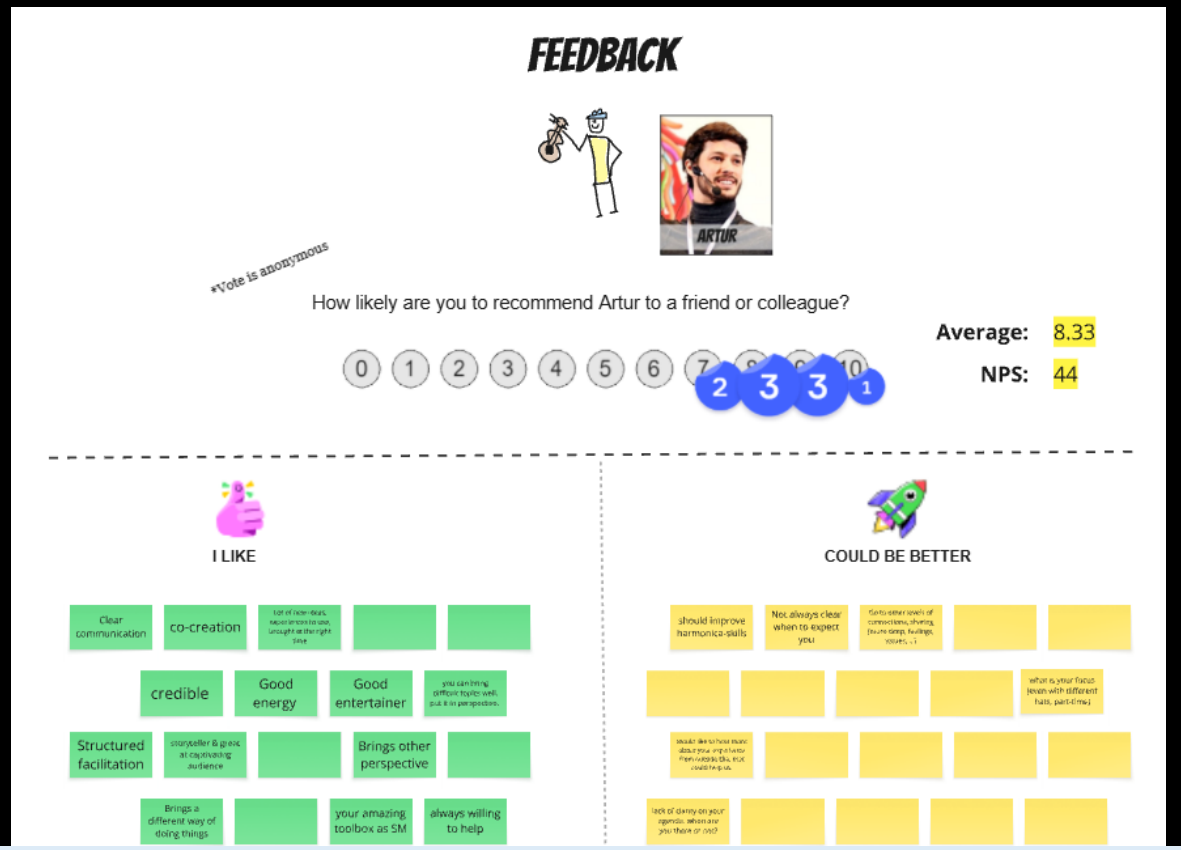
- Sprint Number
- During Retrospective
- During Refinement
- During Planning
- Separated session

11/03 - 25/03	25/03 - 15/04	15 - 29/04	29/04 - 13/05	13 - 27/05
S6	**S7**	**S8**	**S9**	**S10**
DEVELOPMENT Value Stream Mapping ✓	Introduce Metrics + pick up 1-3 ✓	GENIUS Skills Matrix ✓	Prioritization (Value x Effort) ✓	IMPORTANT User Story Mapping
DEVELOPMENT Start using Jira ✓	1-1s ✓	3 Amigos Meeting WIP		User Stories (origin, slicing, INVEST, ...)
DEVELOPMENT Sub tasks creation ✓	Jira: Centralize in 1 board ✓			
DEVELOPMENT Different DSTUM ✓		REINFORCE: Task creation in the EXPEDITE LANE; Impact of interruptions		

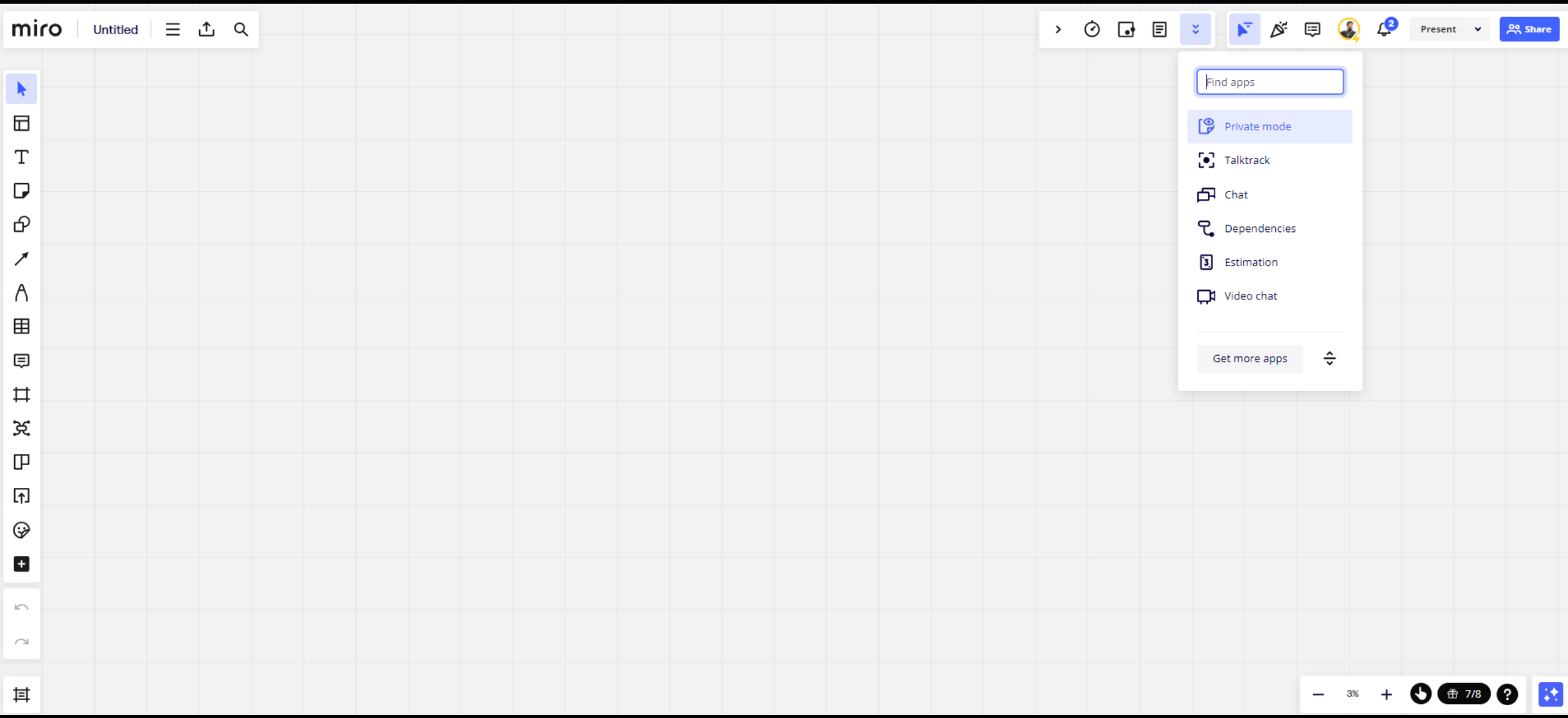


ARTUR
SUPERPOWERS
GOOD SHARING PERSO
SHARING RESOURCES
VERY CREATIVE
SMILING + POSITIVE
Amazingly High Soft Power...
BELIEVER !
True Kindness Communicative
ENERGETIC
BENEVOLENT
ACTIONS
ATTEND TO
MAKE VISIBLE MY TRAINING INVESTED / SOUND
31/07
FEEDBACK
ARTHUR
LIKE
ASKED FOR FEEDBACK
ENERGY + PRESENCE
GOOD NRJ + IDEAS ENERGIZERS
LISTENING CAPABILITY
PRACTICAL TOOLS
AVAILABILITY + FOR VARIOUS SUBJECTS
Learnt to Say No
PROACTIVE
• Committed • Positive • Curious / Open
HANDS ON ATTITUDE
PROFESSIONAL RELIABLE TRUSTWORTHY
IMPROVEMENTS
Dare to share when you are not aligned
TELL US MORE WHAT DO YOU REALLY THINK?
ADAPT MORE TO AUDIENCE
HOW TO BE MORE EFFECTIVE WITH SENIOR LEVEL
STAKEHOLDERS
Humble Bragging
DO MORE TEAM COACHING → LYRA TOOLS
POSITIVE POINTS
ARTUR
/10
8/10
9/10
9/10
8/10
8/10
9/10
POSITIVE
TO IMPROVE
ARTUR
Artur
/10
10/10
9/10
8/10
8/10
8
8/10
8/10
7/10
TO IMPROVE
Good Things
Improvements...
Communication improved a lot !
Firm Believer...
Energy & Smile...
Open to receive feedback & workout on it
Commit & Act on the actions
Act as we preach
Ready & Willing to help!
Remain Isolated / Apart From Discussion
ARTUR
Feedback cycles to be frequent
To perfection - right
Avoid too deep diving
Sometimes too shy / Remain silent from discussions
Stop sharing thoughts in big forums
Time management
FEEDBACK SESSION
1ST ROUND
TO IMPROVE
ARTUR M.
Genuine Concerned
Comfort zone Crusher
Sensei
Knowledge Crash Con
Keep Calm
What explained Clear
Motivated
Fun Person to work with
Show off
Share the Ideas U have
Sometimes Too much "Enthusiastic"
Be Comfort to person
Chandra So much Ideas
POSITIVE POINTS
ARTUR
/10
8/10
8,5/10
8/10
8/10
FEEDBACK SESSION
1ST ROUND
TO IMPROVE
POSITIVE
NEW
COMMITED
ASKS FOR FEEDBACK
CURIOUS / OPEN
PROFESSIONAL RELIABLE & TRUSTWORTHY
EMPATHIC
PRACTICAL SENSE
POSITIVE
ENERGY & PRESENCE
READY & WILLING TO HELP
LEARNT TO SAY NO
AVAILABILITY FOR VARIOUS SUBJECTS
GOOD ENERGY IDEAS FOR ENERGIZERS
COMMUNICATION IMPROVED A LOT
ACT AS WE PREACHES
LISTENING CAPABILITY
HANDS ON ATTITUDE
PRACTICAL TOOLS
FIRM BELIEVER
COMMIT AND ACT ON THE ACTIONS
PROACTIVE
COMMUNICATIVE "BIENVEILLANCE"
OPEN TO RECEIVE FEEDBACK
ENERGY AND SMILE
ARTUR
TIME MANAGEMENT
TOO PERFECTIONIST
SOMETIMES TOO SHY
BE MORE CLEVER...
LESS PRESENT ON THE FLOOR
I MISS THE GUITAR...
POSITIVE
ARTUR
TO IMPROVE
ARTUR





Artur Margonari	Sub-chapter lead	8		8
Artur Margonari	Sub-Chapter Lead/ OneSAP+ SM	8	From my perspective sometimes time is an issue and also some more structure even though I might not see it as good as it could be, because I am not available for all calls myself :)	
Artur Margonari	Sub Chapter Lead and Agile coach	9	Definitely to be recommended ! (huge skills, smile, humanity, ready to help when we need him). Why not a ten? Has to many things at the same time.	
Artur Margonari	Sub-chapter lead	9	Very good listener, helps by taking a distance, which gives new insights. Gives a lot of trust. To increase: make sure trust confidentially is kept (which I have no doubts about btw!)	
Artur Margonari		10	Great experience and knowledge. Very diplomatic in difficult situation. Would recommend him for any company or transformation.	
Artur Margonari	SM	9	Perhaps within the Action Team meetings a bit less focus on estimations and on explaining the agile theory in depth.	
Artur Margonari		8	happy to discuss it in a 1-1 session :-)	
Artur Margonari	Sub-Chapter Lead	8	Love your drive and can do mentality Tip is on transparency : in both ways ask for it and give it. For example skill matrix which is a part of the chapter org circle. Alain and myself where in a meeting	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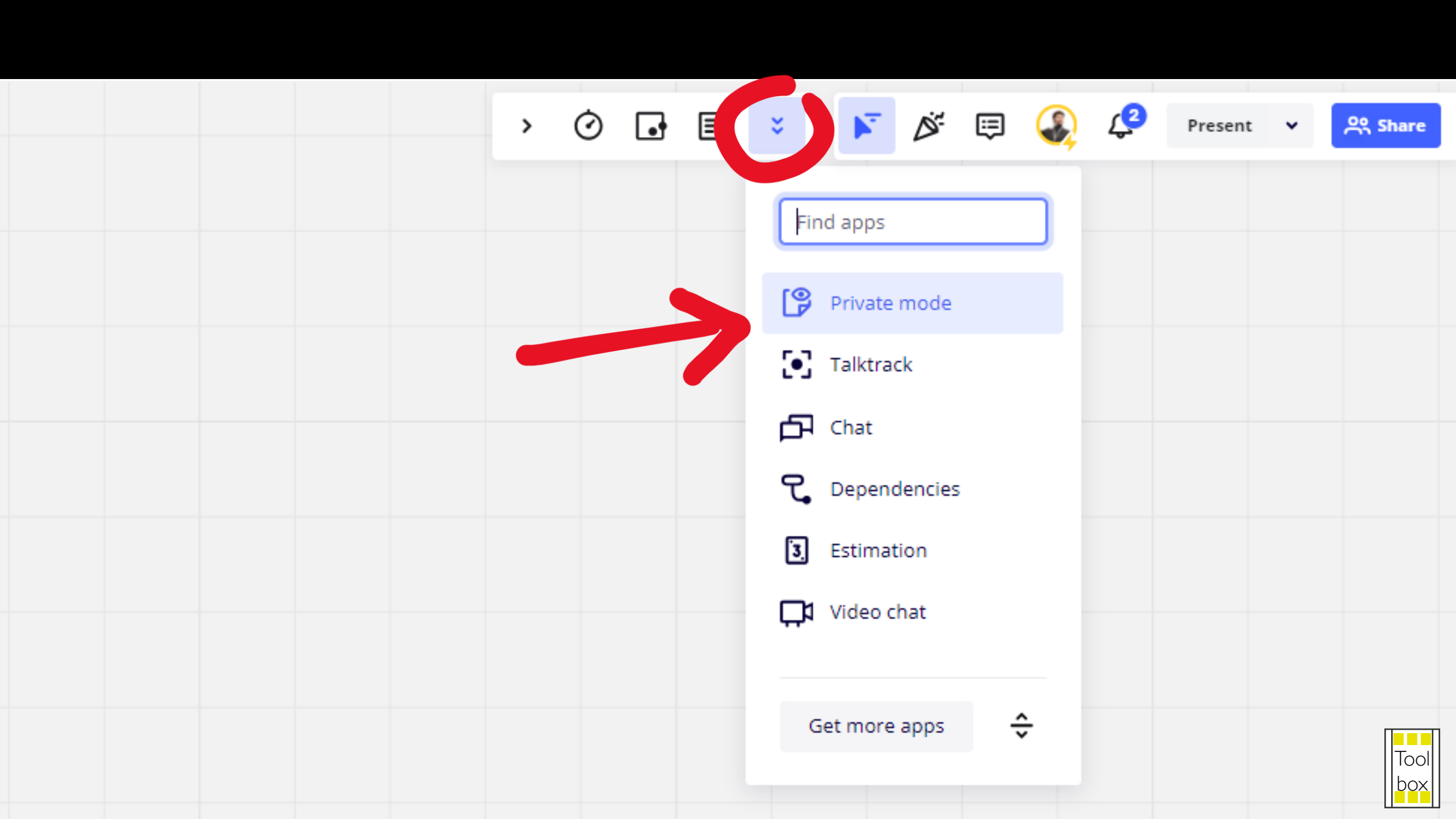
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