



# THE SCRUM MASTER'S GUIDE TO UNDERSTANDING THE SCRUM TEAM ROLE

# Scrum

"A LIGHTWEIGHT FRAMEWORK THAT HELPS PEOPLE, TEAMS AND ORGANIZATIONS GENERATE VALUE THROUGH ADAPTIVE SOLUTIONS FOR COMPLEX PROBLEMS."  
~2020 SCRUM GUIDE

# THE WHOLE SCRUM TEAM

LET'S TALK ABOUT THE VALUES OF SCRUM AS IT PERTAINS TO THE SCRUM TEAM:

**COMMITMENT, FOCUS, OPENNESS, RESPECT, COURAGE**

- **THE SCRUM TEAM COMMITS TO:**
  - show up wholly engaged in support of creating a valuable increment
  - update our systems so that we are able to deliver that quality product
  - be prepared for backlog refinement, sprint review, even sprint planning, asking questions of the product owner to better understand the work
  - work with the stakeholders to deliver a better product and to help them understand when system maintenance must be part of the sprint
  - deliver value to the customer every sprint
  - do our best
- **THE SCRUM TEAM FOCUSES ON:**
  - the work of the sprint that has been committed to
  - better communication sooner (raising concerns sooner)
  - building quality into their work to create a valuable increment
  - how we can improve as a team every sprint
- **THE SCRUM TEAM IS OPEN TO:**
  - improving ways of working
  - asking for help when needed
  - creative ways to get the process work done
  - receiving feedback
- **THE SCRUM TEAM SHOWS RESPECT WHEN THEY:**
  - listen to the scrum master advise the team about historical metrics to help inform them of current sprint capability
  - speak up when there is a technical challenge
  - come prepared to the backlog refinement, and the events
  - speak plainly, openly, honestly, and with kindness in retrospective
  - participate wholly
- **THE SCRUM TEAM SHOWS COURAGE WHEN THEY:**
  - say the hard things about the planned work
  - speak openly about their challenges, all of their challenges
  - welcome a new change that impacts the team and they work together to receive it
  - politely ask their manager to talk about added work with their scrum master

## THE WHOLE SCRUM TEAM

The 3 roles that make up the scrum team are the Scrum Master, the Product Owner, and the Developers. They work with the five scrum values as their guiding light for how they think, work, collaborate, and communicate. The scrum team:

- is made up of one scrum master, one product owner, and developers
- has no sub-teams and no hierarchies
- is a close knit group of people who work together to achieve the product goal
- is cross-functional, meaning they have all the skills necessary to do the work
- is self-managing deciding who does what when and most importantly, how
- they are small, 10 or fewer but not too few (which includes the scrum master and the product owner); this number helps to create an environment where better communication is possible and the team can be more productive
- is responsible for all product related activities
  - working with stakeholders
  - verification (testing as well as validating the understanding of the work)
  - maintenance and operations (keeping necessary systems in working order and fixing problems)
  - experimentation, research and development (trying new approaches, researching the best ways, and developing whatever is needed for the product)
- is grouped together by the organization and empowered to do what they need to do to produce the best possible outcomes
- tries to improve their practices and work at a sustainable pace to help focus and build consistency
- is accountable for creating value in every sprint, which can mean refining backlog items to increase understanding
- presents their completed work in sprint review and then opens a working session
- meets to hold the sprint retrospective where they focus on how to make a better sprint, better processes, and a better team

Let's explore the expectations of each of these roles as separate units.

### DURING THE SPRINT, THE WHOLE SCRUM TEAM:

- works collaboratively with product owner, scrum master, team, & others to complete the work of the sprint
- comes prepared each day, to each event, to keep the commitment to one another
- broadcasts issues as they arise, as well as needs for success

## THE WHOLE SCRUM TEAM

### THE SPRINT (THE EVENT WHERE THE WORK HAPPENS)

#### SPRINT PLANNING

- SETS THE MOOD FOR THE EVENT BY:
  - BEING ON CAMERA
- COMES PREPARED TO DISCUSS THE BACKLOG ITEMS OPENLY
- OKAY TO CHALLENGE PO TECHNICALLY
- UPDATES THE BACKLOG ITEM WITH PROGRESS
- PULLS ITEMS TO WORK ON AS READY

#### DAILY SCRUM

- SETS THE MOOD FOR THE EVENT BY:
  - BEING ON CAMERA
- COMES PREPARED TO ANSWER THE 3 QUESTIONS:
  - WHAT HAVE I DONE TO HELP THE SPRINT
  - WHAT WILL I DO NEXT TO HELP THE SPRINT
  - WHAT IS IN MY WAY OF WORKING ON THE SPRINT ITEMS
- UPDATES THE BACKLOG ITEM WITH PROGRESS
- STEPS UP TO HELP OTHER TEAM MEMBERS WITH WORK IF NEEDED

#### SPRINT REVIEW

- SETS THE MOOD FOR THE EVENT BY:
  - BEING ON CAMERA
  - COMING PREPARED TO DEMO COMPLETED WORK
- DEMOS FROM THE SYSTEM ENVIRONMENT WHERE POSSIBLE
- ANSWERS TECHNICAL QUESTIONS

#### SPRINT RETROSPECTIVE

- SETS THE MOOD FOR THE EVENT BY:
  - BEING ON CAMERA
- COMES PREPARED TO DISCUSS OPENLY
- PARTICIPATES FULLY
- CELEBRATES ONE ANOTHER
- TALKS ABOUT THE HARD THINGS TO SAY
- SOLUTIONIZES TO BECOME A BETTER TEAM
- IS HONEST, KIND, & TRANSPARENT

## REFERENCES

*www.scrumguides.org, 2020 Scrum Guide, by Jeff Sutherland, Ken Schwaber*