

ONE NICE STORY FOR THE LAST CHAPTER

“When your self-worth goes up, your net worth goes up with it.”

- Mark Victor Hansen

To present you an idea of what this reflects like, let me mention to you about one of the finest Scrum Masters with whom I have worked with. Rahul is the Scrum Master for one of the scrum teams where we were developing a product which nobody has ever built before. It was the first time in the company that we were building such a product. It was a distributed Scrum Team. A team from India and a team from Sweden were engaged to build the software product. Rahul is one of the greatest individual contributors I know, and he is always having time for people who are in need of help. He is always smiling, funny and he has lots of humor. He was extensively using this Seven Chakra (7C chakra Model) technique as a Scrum Master. I was telling the story from the year 2009. That time, I was not aware about this 7C, it was not Seven Chakras! Later I formed this Seven essential elements of the scrum master personality.

We were struggling as a Scrum Team; it was in the year 2009 where we all have learned Scrum together. We were 40 team members, 5 Scrum teams total (3 in India and 2 in Sweden). Rahul was helping other Scrum Masters to pick up the Scrum practices. Rahul was a Master of Computer Science from London and was working with us for 9 years. He used to put additional effort with me to help me in developing the product. I was the Scrum Master for one of the Swedish teams. I was participating

in the Scrum of Scrum Team event. I was also struggling to work in the Scrum way.

Rahul had already worked on most the Chakras and those power centers helped him significantly as a Scrum Master. He had performed very well in that role. We did build the product. It was a great journey for all of us. In 2013, he was transferred to Sweden and today he is permanently based out of Sweden. He is one of the best scrum masters, working for 3 different scrum teams at a later period in our product development journey. I was fortunate to have him in my team.

If you identify with the Rahul story, then here are some thoughts for you to consider in helping your teams.

Look at each chakra in the **7C Chakras** model and work on these to improve the current status.

First Chakra: Developing awesome **Communication** skills. What is your current situation and what else can you work out to build up this skill? This skill will take anybody to the level of mastery. When this skill is polished for a scrum master, all the other activities will become easy, e.g. providing training, facilitating events, Collaborating with other teams, etc.

Second Chakra: Capacity to exercise **Creative** power and inject innovation into the work. What is your present situation and what else can you work out to strengthen it? When this skill is polished for a scrum master, all the other activities will become easy, e.g. providing training, facilitating events, Collaborating with other teams, etc.

Third Chakra: Capacity to exercise **Companionable** knowledge. What is your current status and what else can you do to achieve it? It is a people skill and we become better at working with others. When this skill is polished for a scrum master, all the other activities will become easy, e.g. providing training, facilitating events, Collaborating with other teams, etc.

Fourth Chakra: Ability to Know how to build **Competent** teams. What is your present situation and what else can you do to upgrade it? When this skill is honed for a scrum master, all the distinct activities will become

easy, e.g. providing training, facilitating events, Collaborating with other teams, etc.

Fifth Chakra: Scrum Master is a Master **Change** Agent. What is your current status and what else can you do to enhance it? When this skill is polished for a scrum master, all the other activities will become easy, e.g. providing training, facilitating events, Collaborating with other teams, etc.

You will be able to demonstrate fresh thoughts at the work place and the individuals will choose to work with you and the end-user will be delighted with your outputs.

Sixth Chakra: Practicing **Charismatic** leadership. What is your current status and what else can you do to improve it? When this skill is polished for a scrum master, all the other activities will become easy, e.g. providing training, facilitating events, Collaborating with other teams, etc. There will be genuine followers for your style, and you will be the individual to go to for anything required. You may not have all the answers, but the individuals will still follow you.

Seventh Chakra: Ability to act as a **Catalyst**. Motivating self and others. What is your current status and what else can you do to enhance it? When this skill is polished for a scrum master, all the other activities will become easy, e.g. providing training, facilitating events, Collaborating with other teams, etc.

Let us choose any Leader and you will discover most of them have undoubtedly developed all these chakras.

Let us take Bapu, Father of the nation, Mahatma Gandhi; the essential contribution of Gandhi to India and Indian masses had been through the impressive movements which he launched through the National Congress.

The movements are Champaran Movement (1917), Kheda Movement (1918), Khilafat Movement (1919), Non-Cooperation Movement (1920), Quit India Movement (1942), Civil Disobedience Movement: Dandi March and Gandhi-Irwin Pact.

Just take 2 movements,

The Salt March, During the march, thousands of Indians followed Gandhi from his religious retreat near Ahmedabad to the Arabian Sea coast, a distance of some 240 miles. The march resulted in the arrest of nearly 80,000 people, including Gandhi himself. The Salt March was notable for at least three reasons.

First, it was this event which first brought Mahatma Gandhi to the attention of the world. The march was widely covered by the European and American press. Second, it was the first nationalist activity in which women participated in large numbers.

“Quit India” was genuinely a mass movement, bringing into its ambit hundreds of thousands of

ordinary Indians. It especially energized the young who in very large numbers left their colleges to go to jail.

Similarly, any other leaders if we study, we will note that we can identify the fact that they have significantly developed all these chakras.

When I explain about this, people challenge me, is it actually correct or just a thought? I appeal to them to work out for at least 6 months to 1 year to obtain constructive comments. Exercise these 7C chakras development and I request them to solicit feedback about their performance and if they receive constructive feedback, let them pursue it, else let them find something else.

To gain maximum benefits and raise the strength of these chakras, focus on your effectiveness as a Scrum Master.

“You will never develop if you do not try to do something different from what you have already mastered”

- Ralf Waldo Emerson

How to use this book?

“Someone is sitting in the shade today because someone planted a tree a long time ago.”

- Warren Buffett

Each chapter on being finished will lead you to have 10–15 actions already identified by you. All the actions you are taking on the points identified is an investment in your upcoming life.

Everyday, let us measure how each of our chakras is performing. Our comprehensive objective is that by exercising these chakras in the laboratory, we have to strengthen each of these chakras. Our laboratory is our office. Our experiment board is our office. Our Yoga and exercise can be worked out entirely in the laboratory to enhance each of the energy chambers which are the seven distinct chakras. I am still in the journey of making a vigorous focus on these areas and if we do not exercise all these chakras, they become weaker and it leads to deficiencies in our performance. Let us do daily yoga to strengthen these chakras.

Every day during a Scrum event, you work explicitly on many of these actions. Note down all the observations in your journal. Try for a couple of months and continue noting the observations against each sub chapter. Do the same with all the other chapters. Any moment you notice a significant milestone, capture your thought in your website/ blogs. Perform it for one year and look back at the transformation this exercise has contributed to your career.

Checklist Question to Think about

Checklist item for us to **realize**:

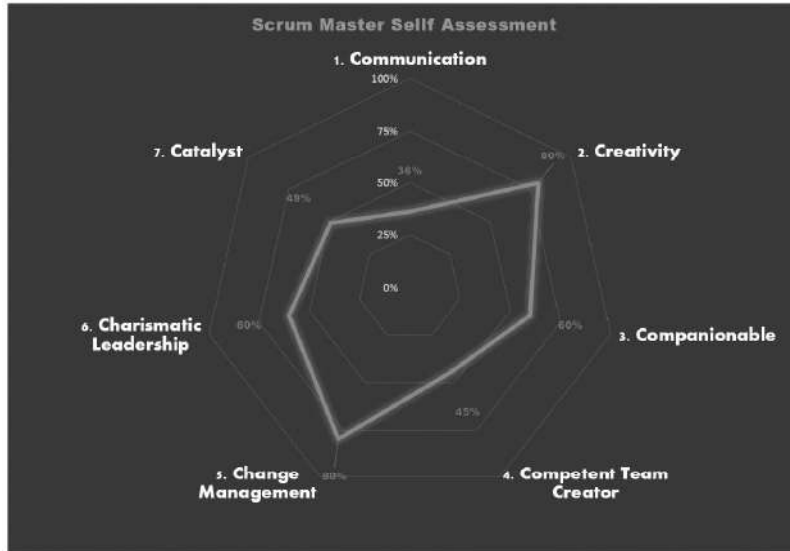
- ◆ Am I consciously driving all the ambitions what I have a thought on a periodic basis?
- ◆ Have I prioritized my goals?
- ◆ How does the end look like?
- ◆ Am I capable to live my life in the future in my thoughts?
- ◆ Can I explain my dream to others?
- ◆ How does my life Journey Map look like?
- ◆ What is the milestone in my journey map?
- ◆ Who are going to support me to accomplish my journey map?
- ◆ Do I have all the resources to carry out this journey map to reality?

- ◆ What are the risks associated with my journey map?
- ◆ What is the support which can lead to an increase by 10x factor in my journey map?
- ◆ When the journey map is completed, how does it look like?
- ◆ To achieve this dream, have I stretched myself enough?
- ◆ Is there anything which is dragging me down (Negative and pessimistic thoughts)?
- ◆ In the Journey, where am I now? 50% achieved, 60% achieved?
- ◆ Am I enjoying this adventure?
- ◆ Am I doing things that push me to achieve progress?
- ◆ Am I getting better at responding to and dealing with problems?
- ◆ What can I do to make me feel even more confident?
- ◆ Have I learned anything so far?
- ◆ Do I believe that I will accomplish my goals and my dream will come true?
- ◆ Am I managing appropriately to avoid internal and external interruptions?
- ◆ Is the direction in which I am headed taking me closer to carrying out my dream? Am I continuing on the same path?
- ◆ What are the lessons I have learned so far?
- ◆ Have I celebrated my goal of achieving this dream?
- ◆ Am I happier now based on whatever I have achieved from my dream?
- ◆ How have my dreams changed from those I formerly had?
- ◆ Am I feeling invigorated and excited about the next adventure?
- ◆ When will I start thinking about what am I going to work on for the next journey?

Let us fill these questions in our notebook and work on it.

When we plot our 7C skills under the Radar chart, where the outer layer is the maximum someone can gain, and the innermost circle is the entry level performance indicator.

Ask yourself where do you think you will fit?



How does my Ideal Scrum Master look like after exercising 7C chakra model?

- ◆ He/she Values Learning
- ◆ He/she Encourages You to Step Out of Your Comfort Zone
- ◆ He/she is an Active Listeners
- ◆ He/she Knows How to Provide Feedback
- ◆ He/she Treat Others Respectfully
- ◆ He/she is Experts in Their Field
- ◆ He/she is Enthusiastic to share skills, knowledge, and expertise.
- ◆ He/she Expresses a positive attitude and operates as a positive role model.
- ◆ He/she takes an intimate interest in the mentoring relationship.
- ◆ He/she Exhibits enthusiasm in the field.
- ◆ He/she Values ongoing learning and improvement in the field.
- ◆ He/she Values the opinions and initiatives of others.
- ◆ He/she Inspires others by setting an appropriate example.
- ◆ He/she is self-cognizant.
- ◆ He/she is prepared for each session with information, illustrations, suggestions, etc., and is ready for conversation.

- ◆ He/she makes expectations clear at the inception of the coaching discussion.
- ◆ He/she listens to others and tries to understand their points of view.
- ◆ He/she offers aid and support to those he or she is coaching to help them implement change and achieve desired goals.
- ◆ He/she Builds Mutual Trust
- ◆ He/she Manages Inter-Team Disputes
- ◆ He/she has the ability to recognize and understand feelings and emotions that are accomplished by their team
- ◆ He/she has the ability to conceptualize, or imagine the opportunities of the future and reconcile it with current realities
- ◆ He/she influence the opinions and actions of others through persuasive skills
- ◆ He/she has an intuitive ability to forecast what is likely to happen in the future, based on the past and the present
- ◆ He/she Seek First to Understand the Needs, Then to Teach
- ◆ He/she has the is engaging; develop an interest in a topic, demand participation, guide, provide feedback and monitor progress. he/she is ready to help people try, practice and demonstrate skills.
- ◆ He/she has the unbiased perspective
- ◆ He/she is sensitive to the feelings of individuals
- ◆ He/she is committed to collaboration
- ◆ He/she has a sense of humor
- ◆ He/she has the ability to create a comprehensive environment
- ◆ He/she Manage time like a referee
- ◆ He/she has is flexible and able to adapt on the fly
- ◆ He/she foster participation and get people to come up with ideas, thoughts, and perspectives that add value.
- ◆ He/she hold themselves responsible for their team's performance.
- ◆ He/she Asks tough questions
- ◆ He/she not only be able to articulate what that looks like but show it to others.
- ◆ He/she is vocal and persistent

- ◆ He/she has the find ways to hold people accountable and make sure that appropriate rewards—or punishments—are handed out as fundamental.
- ◆ He/she can set expectations and hold individuals and team members accountable to their commitments.
- ◆ He/she can navigate complex political landscapes effectively.
- ◆ He/she leads by example – with confidence, a positive attitude, patience, honesty and integrity, and a strong sense of commitment.
- ◆ He/she applies a Deep collaborative leadership style.

Final Conclusion

“We can immediately command when we focus all of our resources on mastering a single area of our lives.”

– Tony Robbins

A story to reflect:

One of the toughest programs which I had carried out for 1.5 yrs. is in one of the organizations where I have worked during my career. I do not want to mention the name of the organization or team.

It was one of the hardest in my career and I was not mature enough to drive the program. I was the Global Program Manager.

The product was extremely complex, and it involved Hardware and software product development.

The product was to develop hardware expertise in Germany, United States, Shanghai and Beijing. This program taught me immense knowledge of the software product development method.

The product was developing software expertise in Australia, India, United States and Germany.

I worked with all these team members from different nations and cultures. Did I succeed? I do not think so.

The Product development director was based in India.

It was a multi-million-dollar project with more than 120 people involved to build the solution.

My job was to be the overall integrator from a program execution point of view.

There were 10 teams who had participated. Six countries, 8 cities. It was truly a global program.

We had many challenges. There were many scrum masters trying hard to synchronize with each other. I was the scrum of scrum Scrum master to get the synchronization correct and drive the synchronization.

I was more focused on the tools and processes and I also moderated the People function.

I was not fully utilized for my people skill and I was not able to drive the program successfully.

The product development activity was stopped after 2 years of the journey being started and after spending several million dollars. The direction from the top was to stop. There were many discussions and reasons shared to stop this strategic and large program. Nobody knows the exact reason behind this.

Based on my learnings from such a program, I have added numerous topics which can equip us to drive such a program. But there is no silver bullet.

If I have to drive this product again, I would apply —

- ◆ People first approach and establish strong pillars like mature Scrum Masters and Product Owners.
- ◆ And deploy rigorous Agile practices.
- ◆ Build transparency at every stage and which was missing at that time.
- ◆ People skill is the most essential skill for such a large program.
- ◆ Foster seamless communication among the team members and understand the big picture.
- ◆ Break down the political barriers and silos.
- ◆ Daily standup and weekly demos. There was no such instance at that time.

Let us develop awesome People skills and establish world-class, team members.

There are many such challenging programs that I have worked, and which encouraged me to come up with such topics and which helped the team members to continue to address their challenges smoothly.

What happened to **Roopam** and **Mahender**? Who has helped us to build this book?

After several years into the Scrum Master role, **Mahender** is coaching several scrum teams. **Roopam** has become a life coach and is consulting for various executives. **Mahender** is also an independent consultant and doing pretty well as a coach. He has been practicing the content from all these chapters. Though he is capturing all his learnings in his note book, One day I am sure that he will also consider his learnings to be shared with other fellow team members in the form of a book.

Mastery in Scrum Mastery is an adventure. Once you work out all these points as mentioned above in the **7C chakras**, you will have an absolutely unique understanding. I am confident you will be able to capture all these concepts in a unique way that we have experienced. If not as a Scrum Master, I am certain that you will be able to exercise all these soft skills in any role that you take up.

Mastering Scrum Mastery is not a destination; it is a journey. It is a never-ending journey because you can never reach perfection; no Scrum Master gets ticks in all the boxes. But the good news is that you can lead at any point in your life journey within and beyond your work. But as with all journeys, the landscape changes as you progress. The nature of Scrum Master work changes. Leading when you are a young graduate is different from when you are a veteran senior executive.

All the seven areas mentioned in the **7C Chakras** are like seven chakras of the scrum Master. I am confident you will rejuvenate all these seven chakras on a routine basis so that the energy flows through these channels and you develop as a stronger scrum master.

As we are aware that our Scrum Masters will be the pillar of the new agile organization, we need to strengthen all the weak areas through these **7C Chakra** exercises. There are no short cuts to reach the ultimate level. We as a Scrum Master need to continue to be a part of the mastery journey and exercise whatever is required to strengthen all the skills.

70%	LEARNING BY DOING <ul style="list-style-type: none"> • On the job • Trial and error
20%	LEARNING BY INTERACTION <ul style="list-style-type: none"> • Feedback • Coaching and mentoring
10%	LEARNING BY LISTENING <ul style="list-style-type: none"> • Conferences, seminars and courses • Formal education

FROM NO SILVER BULLETS: FIVE SMALL SHIFTS THAT WILL TRANSFORM YOUR MINISTRY, BY DANIEL IM

Anything we learn, be it a class room training, book learning, etc., the maximum learning will happen when we experiment our learning with the project we have. On the job experiment is the best way to build the knowledge. Please read and take action to deepen your knowledge.

In the new Digital world, all the skills are undergoing changes. We need to reskill ourselves constantly.

Demand for higher cognitive skills such as creativity, critical thinking and decision making, and complex information processing will grow through 2030 at cumulative double-digit rates – McKinsey.

According to **McKinsey**, all the social and emotional skills are becoming more important, Advanced communication and negotiation skills, Interpersonal skills and empathy, Leadership and managing others, Entrepreneurship and initiative-taking, Adaptability and continuous learning and Teaching and training others.

Scrum Master working in 2030 requires more such skills to be polished at the highest level.

7C chakra model is the only way he/she can sustain.

At the end I want to conclude with a word from **Les Gibin**

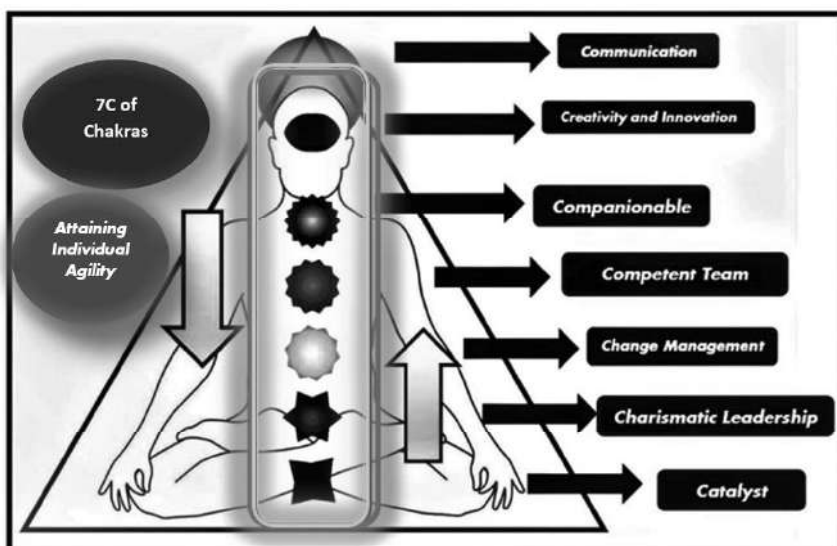
If You Will Stop and Think A Minute, The Chances Are That You Will Say That the People You Know Who Are the Most Successful and Enjoy Life the Most Are Those Who **“Have A Way” With Other People**”.

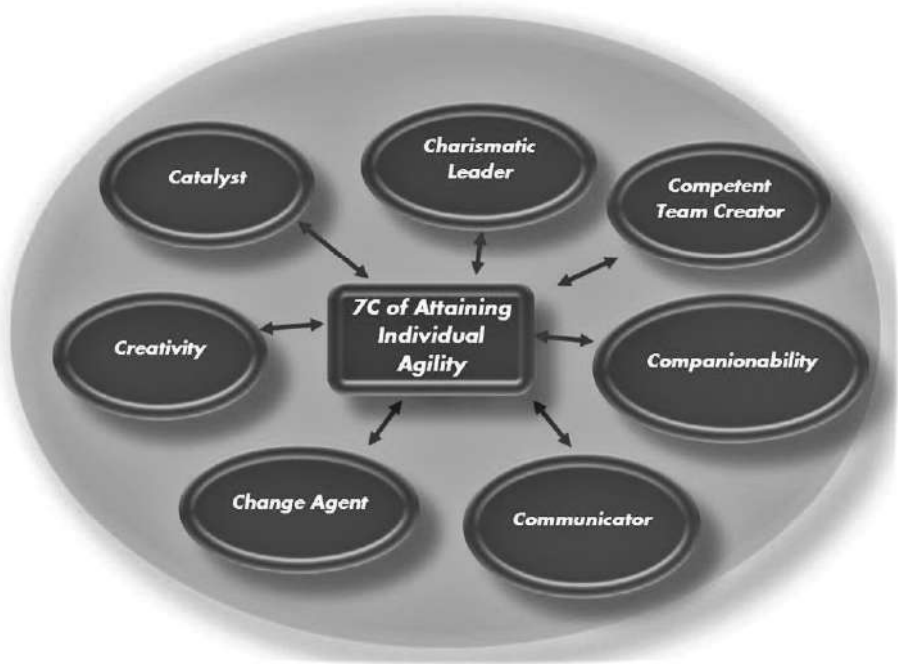
Human Relations Is the Science of Dealing with People in Such A Way That Our Egos and Their Egos Remain Intact. And This Is the Only Method of Getting Along with People That Ever Brings Any Real Success or Any Real Satisfaction.

He Suggested that People with Top Rated Interpersonal Skills Have A Much Better Understanding of Human Nature. They Do Not Think of Human Nature in Terms Of “Good” Or “Bad” Or How They Would Like to Be, But as It Is. It is the people skill which is ultimate to achieve.

Once we reach the Mastery state from **Knowledge –> Skill-> Mastery** in the journey, team members can feel the aura from the scrum master chakras. You will be the go-to person for the organization.

You can do one exercise, imagine your role model leader, now map all these 7C chakras of that leader. How are there Chakras developed? Once the chakras are perfected it manifests into their personality.





In my First book, **The Agilist’s Guidebook – A Reference for Organizational Agile Transformation**, I discussed about the **Pancha Bhoota Model**, Achieving Organizational Agility through **Pancha Bhoota Model**.

