



Scrum Alliance®

GLOBAL SCRUM GATHERING

MAY 19 - 22, 2024 | NEW ORLEANS

Scrum Alliance®

FANTASTIC Facilitation for FUN, KICKASS retrospectives!

Kate Megaw & Anu Smalley
May 22, 2024



Who are your facilitators....

Anu Smalley
Co-Founder Team KatAnu



anu@katanu.com



Kate Megaw
Co-Founder Team KatAnu



kate@katanu.com



AKA - Team KatAnu








Table Exercise

1. What went well with your last retrospective?
2. What didn't go so well with your last retrospective?





WHY FACILITATION?

2023 - Scrum Alliance introduced Agile Coaching Skills – Certified Facilitator (ACS-CF)

← words we hear repeatedly at our training & events!

We are passionate about maximizing attendee participation and learning in any event!



Pair & Share

What did you add to the flipcharts?



Graphic Organizers

Grab a graphic organizer & add each of these 9 techniques as we talk through them!

FANTASTIC Facilitation for FUN, KICKASS Retrospectives!

- F**
- A**
- N**
- t**
- A**
- S**
- T**
- i**
- C**

Connect with Team KatAnu
Join KatAnu
Connect Community:
<https://katanu.com/connect>
Connect on LinkedIn with Anu & Kate




ScrumAlliance®

- Focus
- Agenda
- Neutral
- Timebox
- Actionable
- Share
- Trust & Safety
- Interactive
- Close

FANTASTIC Facilitation

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FOCUS



Outcome v's Output

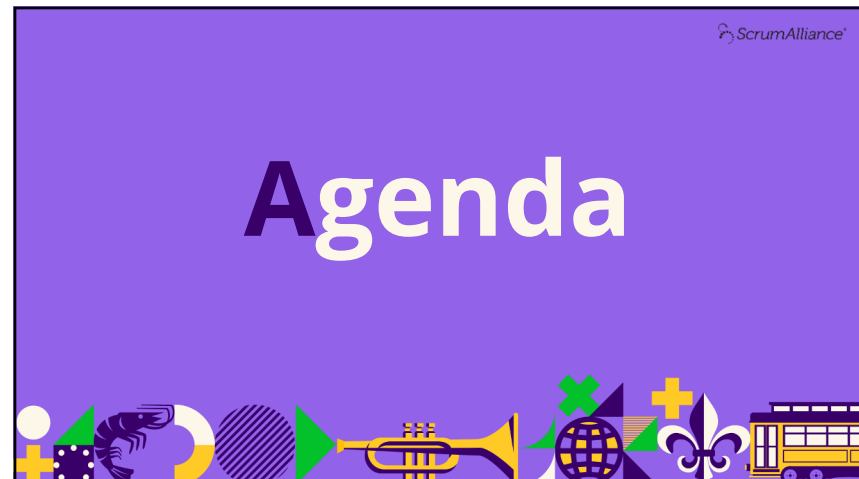
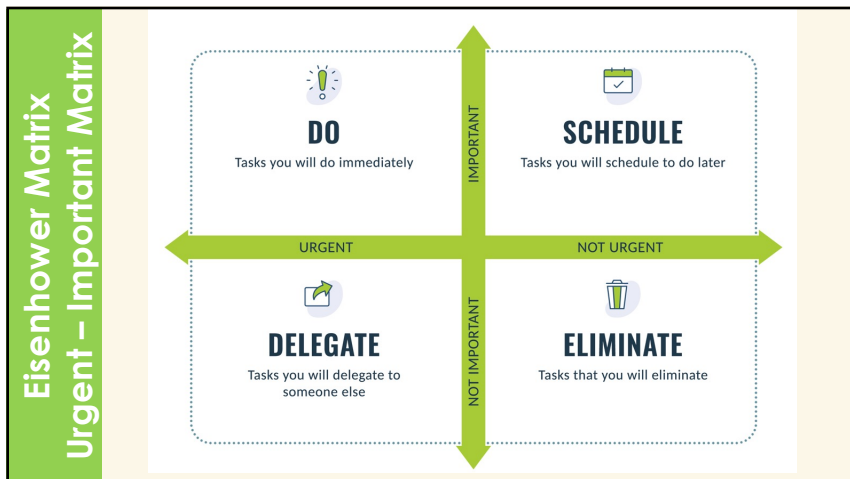


INPUT
output
outcome
IMPACT

Table Talk

What does a facilitator need to do to keep their event outcome focused?





Agenda

KATANU OPERATIONS CALL AGENDA

Location: Zoom (Virtual) - Zoom Info

Date: 6/12/23 Time: 3:00 - 3:30 PDI

Facilitator: Kate Attendees: Anu, Doug & Laura

Agenda Items

Start Time - End Time	Description
3:00 - 3:05	Team Check-in
3:05 - 3:15	Review Action Items from last week Agenda Items for this week: <ul style="list-style-type: none"> - CSM / CSPO Files for Univ - Updated Graphical Organizers - Create facilitation filer - Eventbrite Account - ???
3:20 - 3:45	Discuss Agenda Items

Additional Information: Filers to review are in the projects/shared dropbox folder.

Visual Agenda

Visual Agenda

Learning Objectives

To Do	Doing	Done
Setting the Stage		
Understanding the Group's Context and Needs		
The Orientation of a facilitator from the front		
The Orientation of a facilitator from the back		
The Orientation of a facilitator from the side		
Facilitating Through Conflict		

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Neutral

Conscious & Unconscious Bias

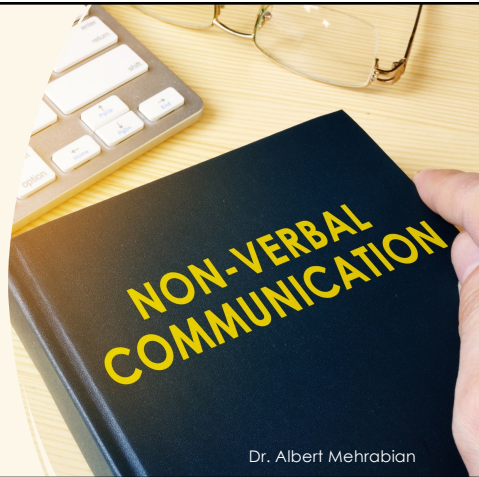
- Recognizing Conscious Bias
- Find ways to identify your Unconscious Bias
 - How do you identify your bias & what do you do with it?

Bias

If you recognize your bias, you can be judgement free!

7-38-55 Rule

- **7%** Verbal communication
- **38%** Voice Tonality & Facial Expressions
- **55%** Body Language



Dr. Albert Mehrabian

Focus

Agenda

Neutral



Table Talk

What ideas & techniques could you add / use for each of the 3 steps we've just covered?

Timebox

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TIME TIMER®

Timebox



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- Start & End On Time
- Stick to the Time Box
- Consider Meeting Duration
- Keep Everyone Focused on Time Remaining



Make Use of a Parking Lot



Actionable



Table Talk:
Why is it important to have Action Items?

Section Closeout

Action Plan

1. What did you learn that you did not know before from this section?
2. Identify two things you will do differently?

Facilitation Techniques

SMART GOAL WORKSHEET

SMART GOAL SETTING

S Specific What is the goal?

M Measurable How will you keep track of your progress? How will you measure it?

A Attainable What is needed to achieve the goal? Think of how, why, etc.

R Relevant How will this goal help your organization?

T Time-bound When will the goal be achieved? Set a start and finish date.

SMART goals

Goal: Date:

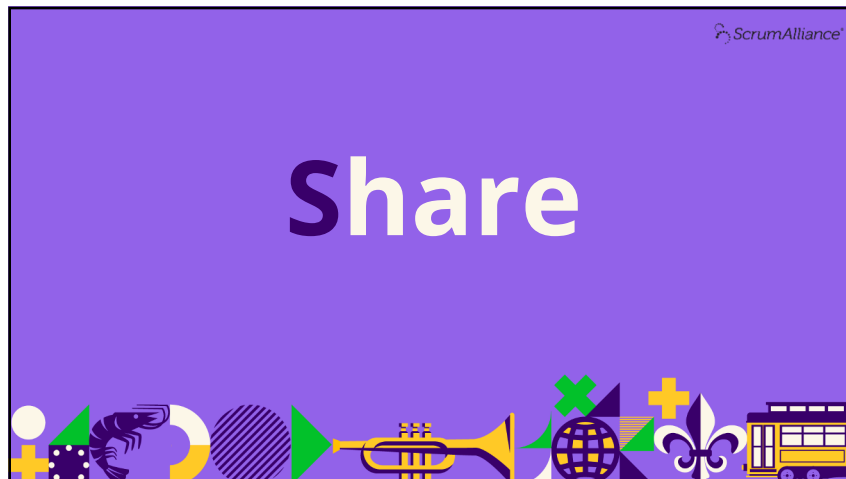
S Specific
Who? What? Where? When? Why?

M Measurable
What data will measure the goal? How much/well?

A Achievable
Is the goal doable? Do you have the foundation?

R Relevant
How does this goal align with your broader goals?

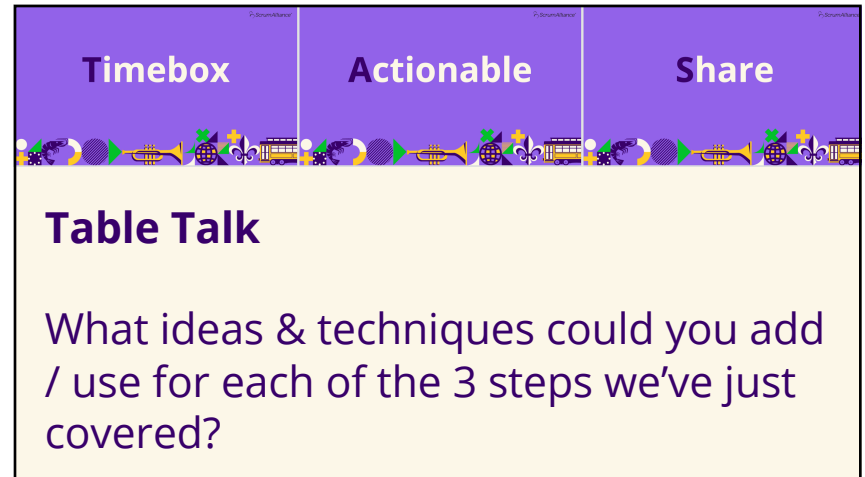
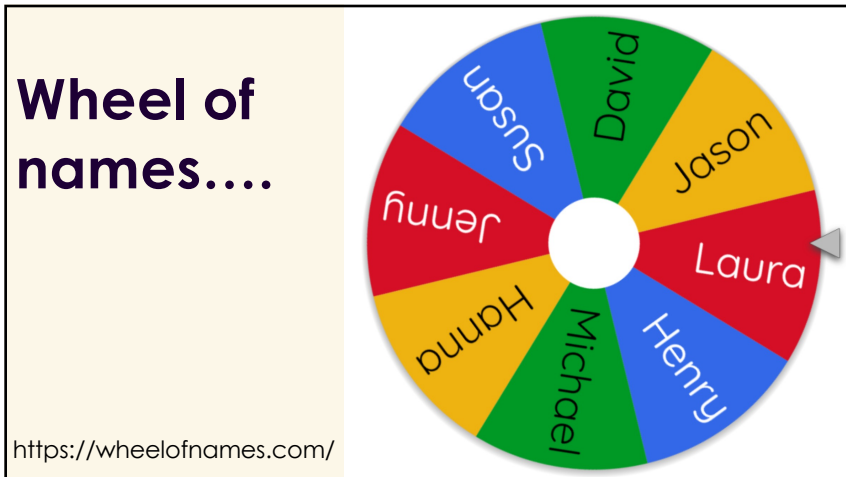
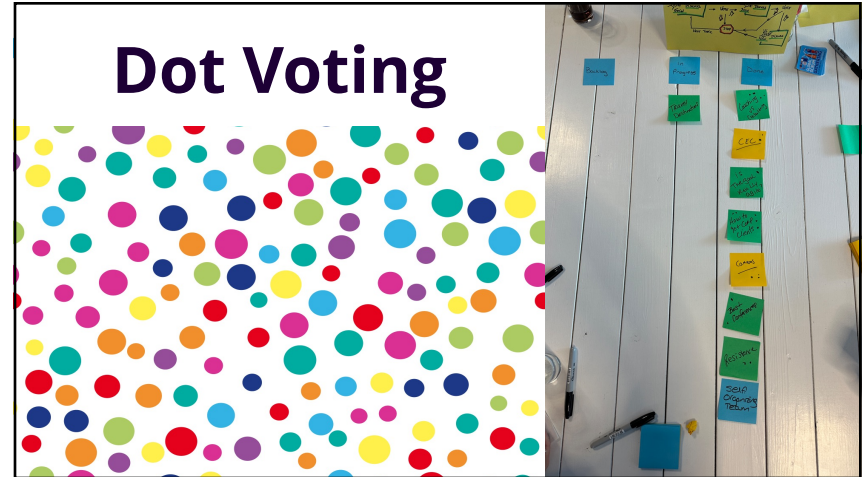
T Time-Bound
What is the time frame for this goal?

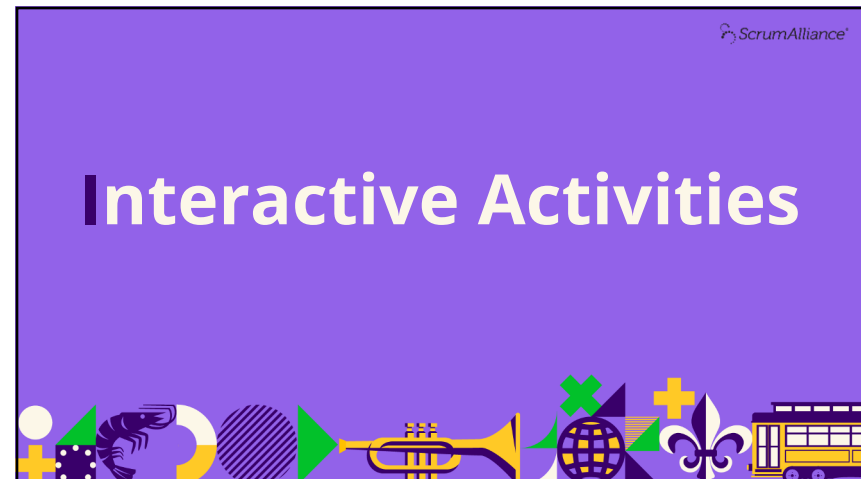
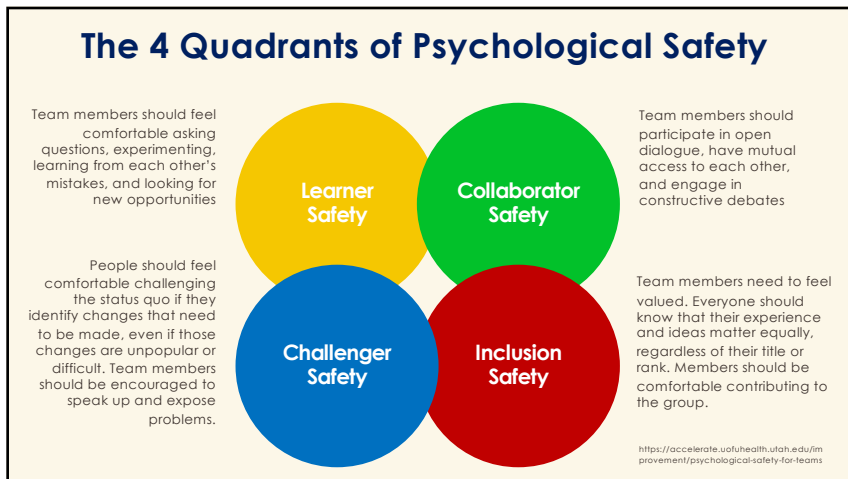


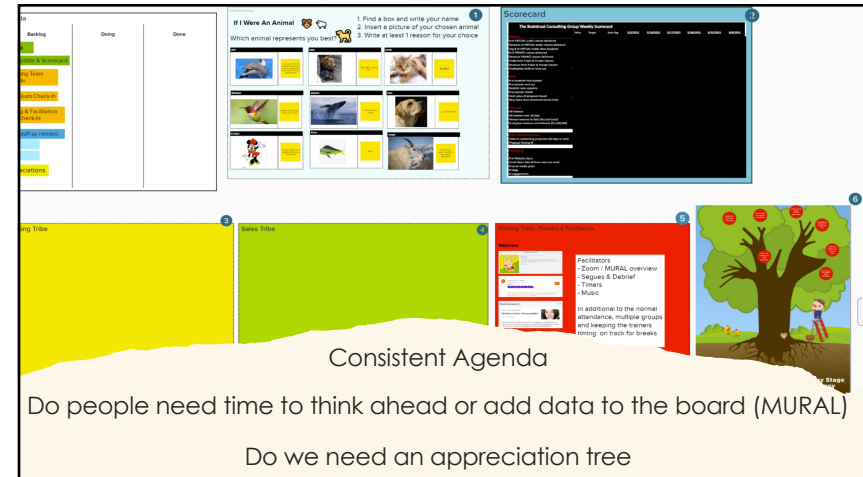
Popcorn

Welcome Back - Day 2

		LIKED				LEARNED				SURPRISED ME				
1. Hit / Headgear	2. Liked OR Learned OR Surprised you	Compassionate fun	POWER	The Facilitator's engagement	Fun and engaging	Don't wear a mask	POWER	Easy to enjoy	Facilitator's better image	POWER	Don't take the class too seriously	Surprised me	Engaging	Don't take the class too seriously
		The facilitator's role at the back of the room	The	Fun & Engaging	Facilitator's role at the back of the room	POWER planning	Facilitator's role at the back of the room	The different roles	POWER planning	POWER	Approach don't take the class too seriously	Surprised me	Facilitator's role at the back of the room	Facilitator's role at the back of the room
Class engagement	Meeting everywhere	Fun & Engaging	The class engagement	Fun & Engaging	Facilitator's role at the back of the room	POWER	Facilitator's role at the back of the room	POWER	Facilitator's role at the back of the room	POWER	Approach don't take the class too seriously	Surprised me	Facilitator's role at the back of the room	Facilitator's role at the back of the room
Great group		Fun & Engaging	The class engagement	Fun & Engaging	Facilitator's role at the back of the room	POWER	Facilitator's role at the back of the room	POWER	Facilitator's role at the back of the room	POWER	Approach don't take the class too seriously	Surprised me	Facilitator's role at the back of the room	Facilitator's role at the back of the room





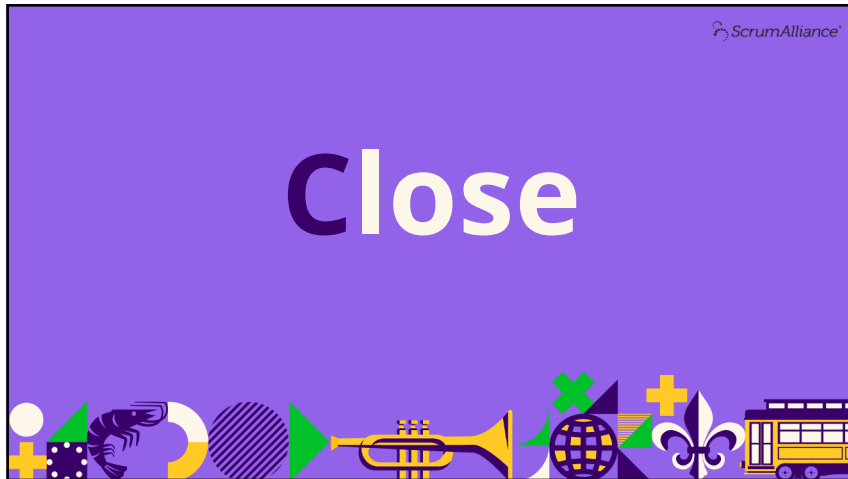


Different Activities

- Scoring
- Matching
- Words & Images Exercises
- Fill-in the blanks quiz
- Create Acronyms e.g. Fantastic!

Facilitator

Is / is Not	
Is	Is Not
Does	Does Not



Fist of Five

Was this worth your time?

1. **Definitely not.** A waste of my time.
2. **Not really.** Useful, but not worth all of time.
3. **Somewhat.** I gained enough to spend my time on it.
4. **Mostly.** I gained more value than the time spent on it.
5. **Absolutely.** I gained a lot of value, and it was absolutely worth my time.

<https://www.teamretro.com/return-on-time-invested>

Close The Session

- Review the agenda and objectives
- Capture Action Items and decisions made
- Clear the parking lot and open issues
- Let the group commit to actions
- Agree on the next step
- Inspect & Adapt

KATANU Retrospective

- **K** – What did we **KICK** Ass at last sprint?
- **A** – What **AHA's** did we have last sprint?
- **T** – What was **TERRIBLE** last sprint?
- **A** – What **APPRECIATIONS** do we have for the last sprint?
- **N** –What will we **NOT** do next sprint
- **U** – What is the 1 Thing we will do differently in the **UPCOMING** sprint


ONE WORD 1 word that describes today for you?

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

LIKED LEARNED SURPRISED ME

Retrospect the XXXX

3 W's Class Retrospective



- W** **WHAT** did you learn?
- W** So, **WHAT** was important about it?
- W** Now **WHAT** will you do to apply it?

Trust & Safety Interactive Activities Close





Table Talk


What ideas & techniques could you add / use for each of the 3 steps we've just covered?


Ticket Out!

Grab a post it note what is at least 1 thing you will be doing differently? Put it on the poster as you exit the room

(& don't forget to add Ticket Out to your Facilitation Tools graphical organizer!)







<h2>Upcoming Facilitation Classes with KatAnu</h2>	<p>In-Person </p> <p>September 23-24, 2024 in Scotland</p> <p>Virtual</p> <p>June 17-18, 2024</p> <p>July 9-10, 2024</p> <p>August 14-15, 2024</p> <p>September 9-10, 2024</p> <p>October 16-17, 2024</p> <p>November 4-5, 2024</p> <p>December 5-6, 2024</p>
<p>Please use Discount code GSGNOLA24 -100 to get a \$100 discount of the ticket price.</p>	



Connect with us

www.katanu.com | anu@katanu.com | kate@katanu.com

 <p>Anu Smalley Member and President at Capala Consulting Group, LLC</p> 	 <p>Kate Megaw CEO & Certified Scrum Trainer® (CST) at ARCLight Agile</p> 
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