

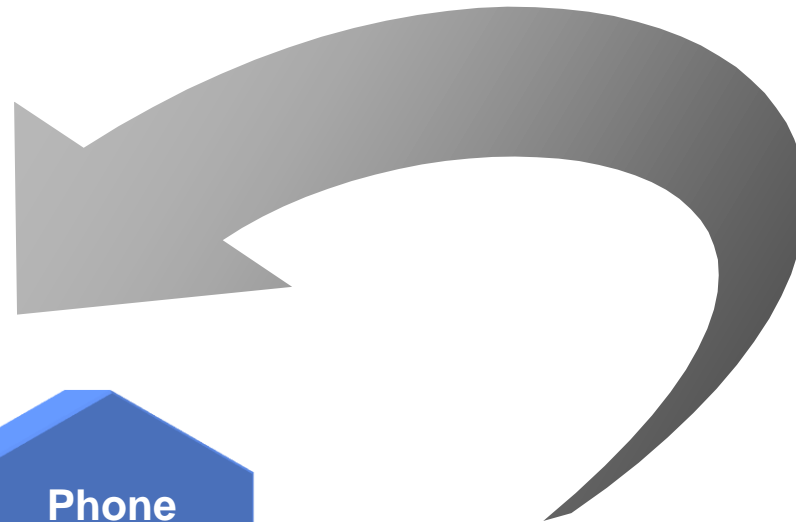
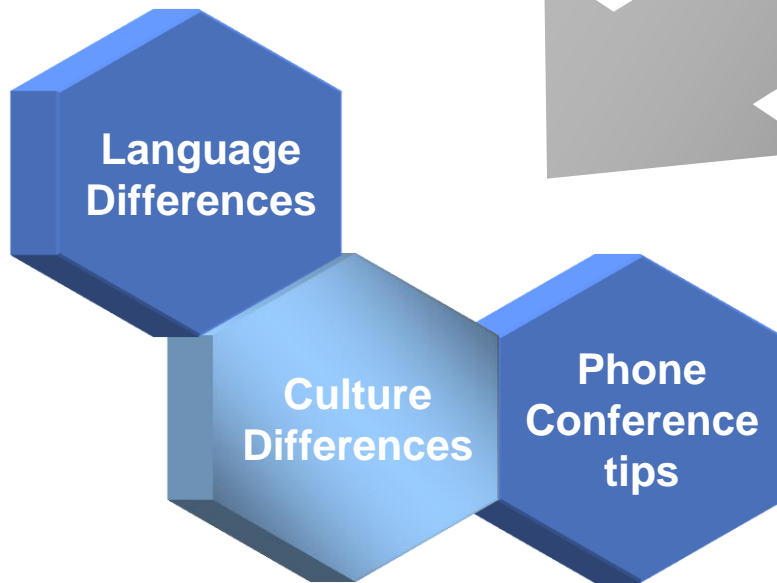


# **Collaboration during a Sprint**

**Presented by Steffan Surdek**

# Introduction

- Who am I?
- Where did this talk come from?
- What are we going to talk about?



# Communications Primer



# Language Differences

- Keep language simple
  - **Short sentences**
  - **Avoid slang, idioms and clichés**
- Say the same thing more than one way
- Give everyone a chance to be heard
- Consider using text/verbal communication according to team's language capabilities
- Provide a translator if necessary
- Confirm that Team Members understand

# Language Differences Example

Bob is really **blue** today...



Probably not this...



English = Bob is really sad today



German = Bob is really drunk today

# Cultural Differences

- Impact effectiveness of communication
- In some cultures, it is inappropriate for someone to say they do not understand the speaker.
- Humor does not always translate well
- Each person interprets conversation based on their cultural background...

# Teleconference tips

- Make sure everyone can dial in
- Work with telephones in the meeting rooms
- Identify the speaker until team becomes more familiar
- Handle visual cues
- Encourage participation
- Limit the side conversations
- Mute the lines
- Check for agreement and disagreement
- Name a remote employees representative

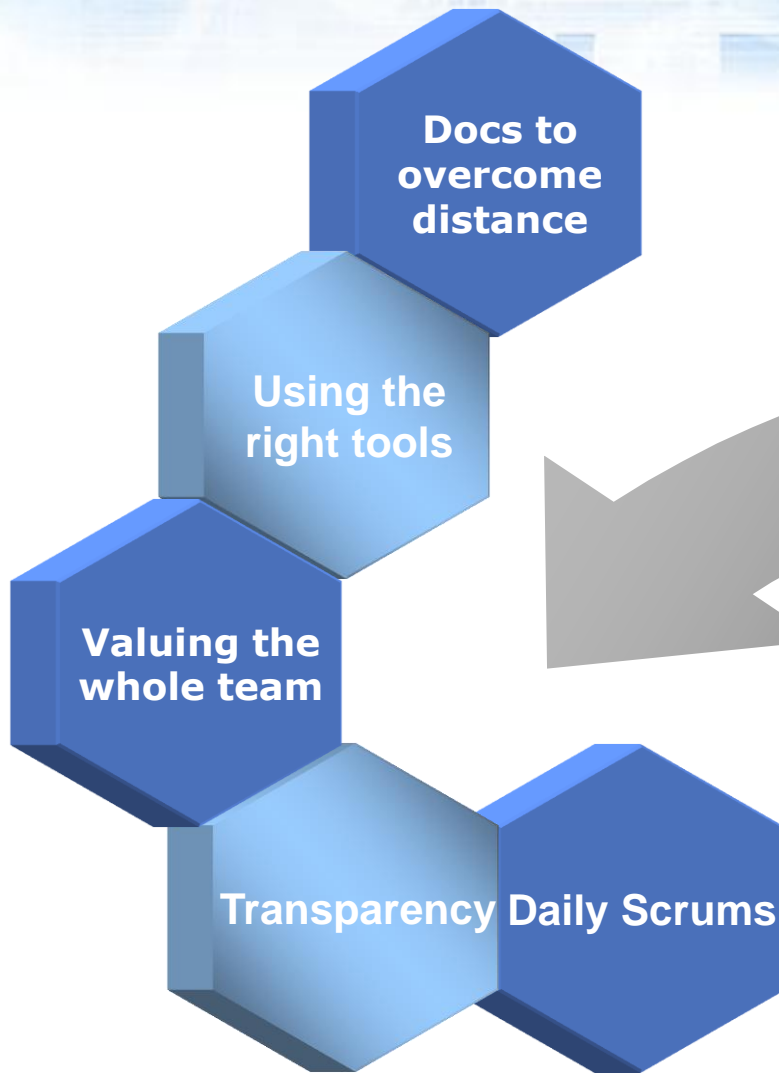
# Teleconference tips

- Make sure everyone can dial in
- Work with telephones in the meeting rooms
- Identify the speaker until team becomes more familiar
- Handle visual participation

**When nothing else works, everyone dials in!**

- Limit the side conversations
- Mute the lines
- Check for agreement and disagreement
- Name a remote employees representative





# Team communication

# Documentation to overcome distance

- Distributed teams may need more documentation
- Documentation allows the team to build and preserve a common understanding.
- Documentation = E-mail, Wiki pages, electronic documents
- Documentation levels the playing field for nonnative speakers

# Using the right tools

- Tools help teams perform
- Tools do not create effective teams on their own
- Choose the right tools for the right reasons
- Focus on meeting the core principles of Scrum rather than adopting tools for the sake of having them.

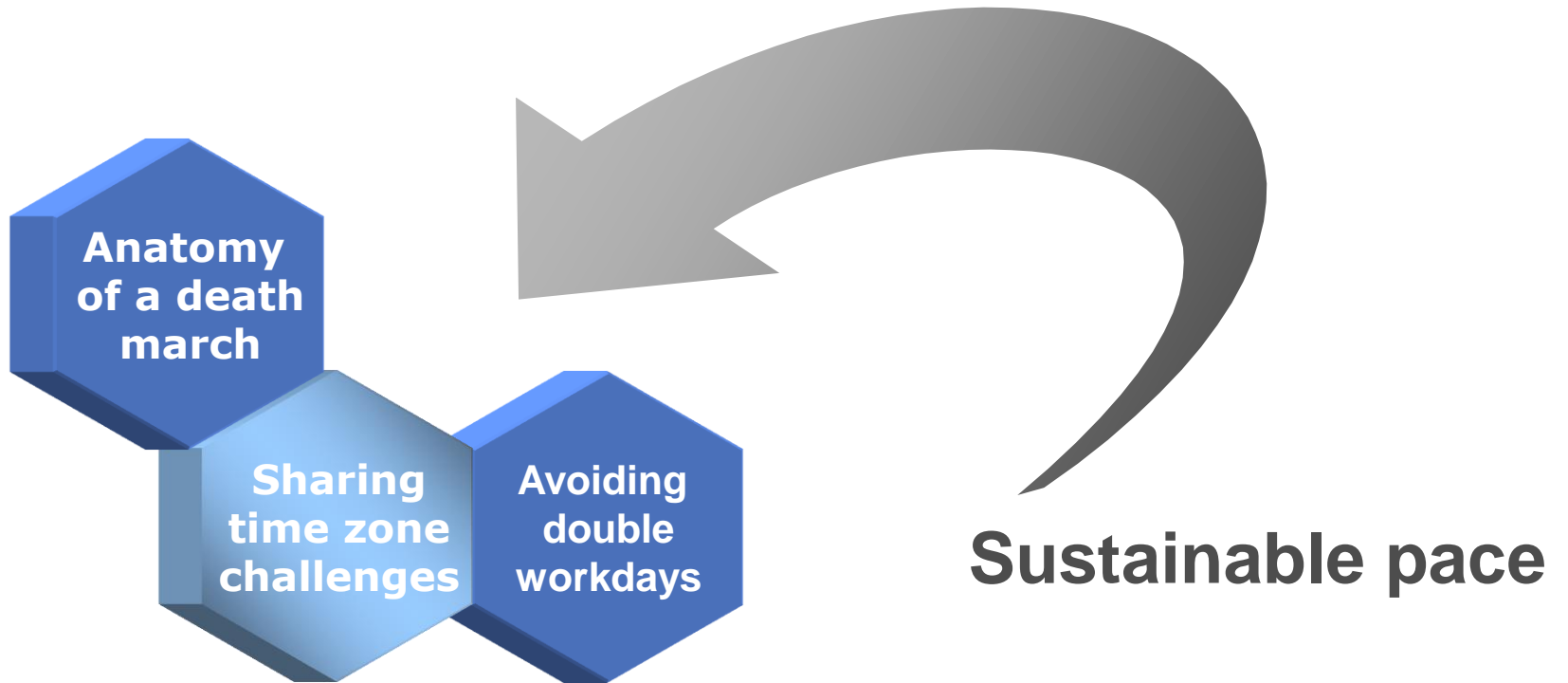
# Valuing the whole team

- Scrum teams:
  - **need to be whole cross-functional teams**
  - **need to work on independent features instead of components**



# Valuing the whole team

- Golden rules of working with distributed team members:
  - Reach out to distributed team members
  - Pick up the phone or IM instead of e-mail
  - Include remote team members in impromptu meetings
  - Pass along information from impromptu discussions
  - Provide a quick helpful update at the end of the day
  - Share the pain of being distributed
  - Validate remote members understand the key items you communicate to them
  - Minimize the dependencies between teams



# Anatomy of a death march project



The impossible schedule



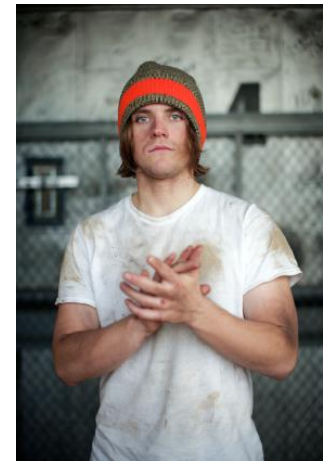
The impossible amount of work



Sleep Deprivation



The time away from family and friends



Shower Deprivation

# Anatomy of a death march project



Out of the darkness, a hero emerges...



# Anatomy of a death march project



... and the release finally makes it out the door

# Anatomy of a death march project



... and the release finally makes it out the door

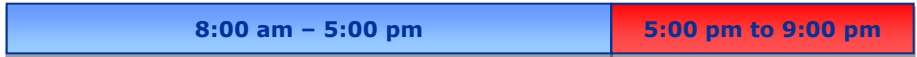
# Sharing time zone challenges

- Pain should be shared equally between teams...
- ... even when the majority of the team is collocated
- Scrum teams should adjust schedules so conflicts are not persistent over time
- Teams in different time zones should be self-sufficient to minimize dependencies. Work should be spread accordingly.

# Avoiding double workdays

## Instead of this:

Mohan (India)



John (Montreal)

## Why not do this?

Mohan (India)



John (Montreal)

## Or this:

Mohan (India)



John (Montreal)



# Avoiding double workdays

Mohan (India)



John (Montreal)

- Consistently long days are a problem that can impact morale, productivity and quality.
- Team members should tweak their schedules to meet their needs
- Coming in early = leaving early / Coming in late = leaving late...
- If teams members are consistently working late, discuss in retrospective
- Distributed teams should try to use the “follow the sun” model
- Team members distributed across time zones should avoid the double workday that includes their normal working hours *and* the working hours of team members in a different time zone.

# To learn more...

- A Practical Guide to Distributed Scrum – Elizabeth Woodward, Steffan Surdek, Matthew Ganis, (June 2010)  
ISBN: 978-0137041138
- Book web site:  
<http://www.distributedscrum.com>
- E-mail: [steffan@surdek.ca](mailto:steffan@surdek.ca)
- Blog: <http://www.surdek.ca>



**Thank You!**

[www.surdek.ca](http://www.surdek.ca)