

# THE SECRETS OF AGILE TEAMWORK: BEYOND TECHNICAL SKILLS

Beyond technical skills, Agile success depends on productive self-organizing teams. How do you develop, grow, and maintain a functioning self-organizing team? It's not magic, but it doesn't just happen either. Effective self-organizing teams rely on personal and interpersonal effectiveness. In this hands-on workshop, we'll discover the secrets to developing the skills you need to succeed and lead on a self-organizing team.

## Benefits:

Team members will learn to:

- Improve the quality of interactions with customers and others outside the team
- Increase the speed and effectiveness of feedback
- Contribute to an environment for team success

## Course Outline:

1. Communication
  - 1.1. External processes of communication
  - 1.2. Internal processes of communication
  - 1.3. Untangling miscommunications
  - 1.4. Communication practice
2. Navigating Conflict
  - 2.1. Four types of conflict
  - 2.2. Recognizing and intervening on conflicts
  - 2.3. Conflict case studies activities
  - 2.4. Navigating conflict practice
3. Feedback
  - 3.1. The goal of peer-to-peer feedback
  - 3.2. Feedback guidelines
  - 3.3. Feedback giver and receiver responsibilities
  - 3.4. Feedback practice
4. Shared Leadership
  - 4.1. Shared leadership behaviors
  - 4.2. Recognizing and encouraging leadership behaviors activities
  - 4.3. Shared leadership practice
5. Team Formation
  - 5.1. Stages of team formation
  - 5.2. Diagnosing team development
  - 5.3. Supporting effective team development
  - 5.4. Team formation practice
6. Personal and Organizational Change
  - 6.1. How change effects individuals and groups
  - 6.2. Strategies to support people through change
7. Transitioning workshop concepts back to the workplace

*“This is the **BEST** training/learning experience. Everyone should attend, not just leaders of Agile teams.”*  
Catherine S. Castner

*“A workshop that teaches you the principles behind team dynamics and actionable techniques your entire team could benefit from.”*  
Victor Szalvay