ASCENDLE

Increase the Speed, Predictability, & Quality
Development Teams

ABOUT US

WE ARE A CUSTOM SOFTWARE DELIVERY FIRM COMMITTED TO DELIVERING MAXIMUM BUSINESS VALUE TO WORLD-CLASS CLIENTS EVERYWHERE.

- **Web Development**
- **App Development**
- **Platform Development**
- **Product Strategy**
- **Product Design**

ASCENDLE

AGENDA

- INTRODUCTIONS
- CURRENT STATE
- COMMON SYMPTOMS

- ROOT CAUSES
- HOW TO SOLVE
- OUR APPROACH

TODAY'S PANEL

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Delivery Lead

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Product Lead

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ScrumMaster

COMMON SYMPTOMS

Four Issues Business Leaders Need to Solve for Sustainability

UNPREDICTABLE TIMELINE

It's hard to predict when a new version will be ready to ship. You expected delivery in Q3 and the team is now three months behind.

DEVELOPMENT SPEED

It takes a long time to see any new features developed. Work is being done, but nothing is ready to ship.

TEAM STABILITY

From remote work to the Great Resignation, finding and keeping great people is more challenging than ever.

LOW QUALITY

When a version is shipped, you immediately see bug reports coming in from customers. This leads to low customer trust.

ROOT CAUSES OF UNPREDICTABILITY

Resources

Do you have the Right People in the Right Seats?
Do you have a dedicated Product Owner?

Requirements

Does your team understand what needs to be done and why?

Ruthless Prioritization

Is your organization working on the most important things or everything all at once?

Refinement

Is your team able to effectively break work into incremental pieces?
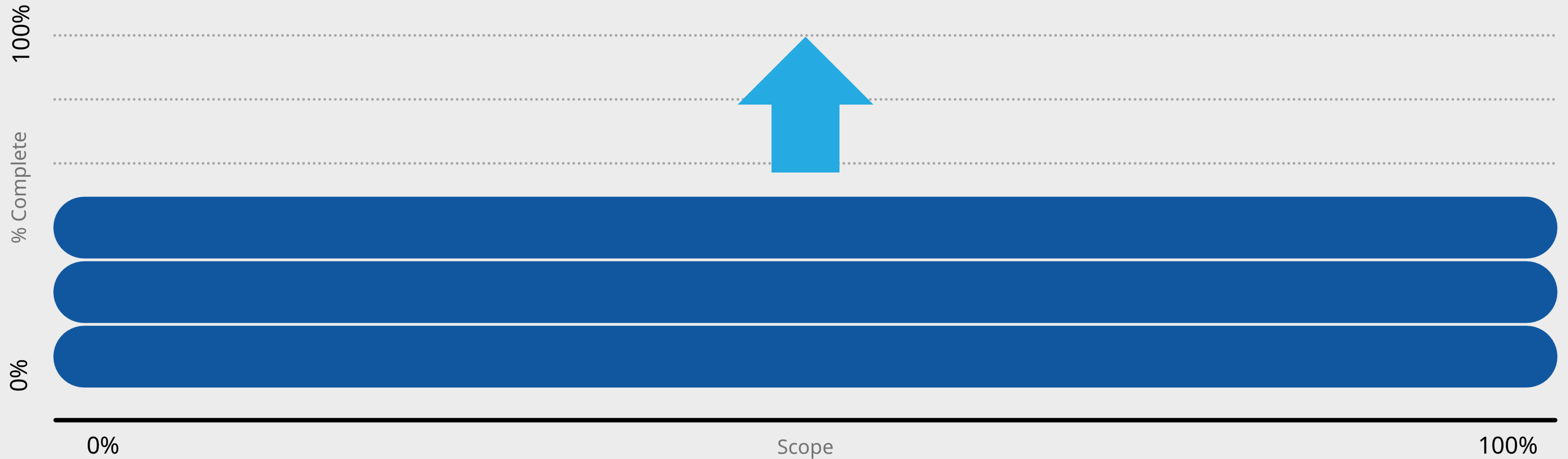
Retrospective

Does your team have the space and safety to inspect what's not working and make changes?
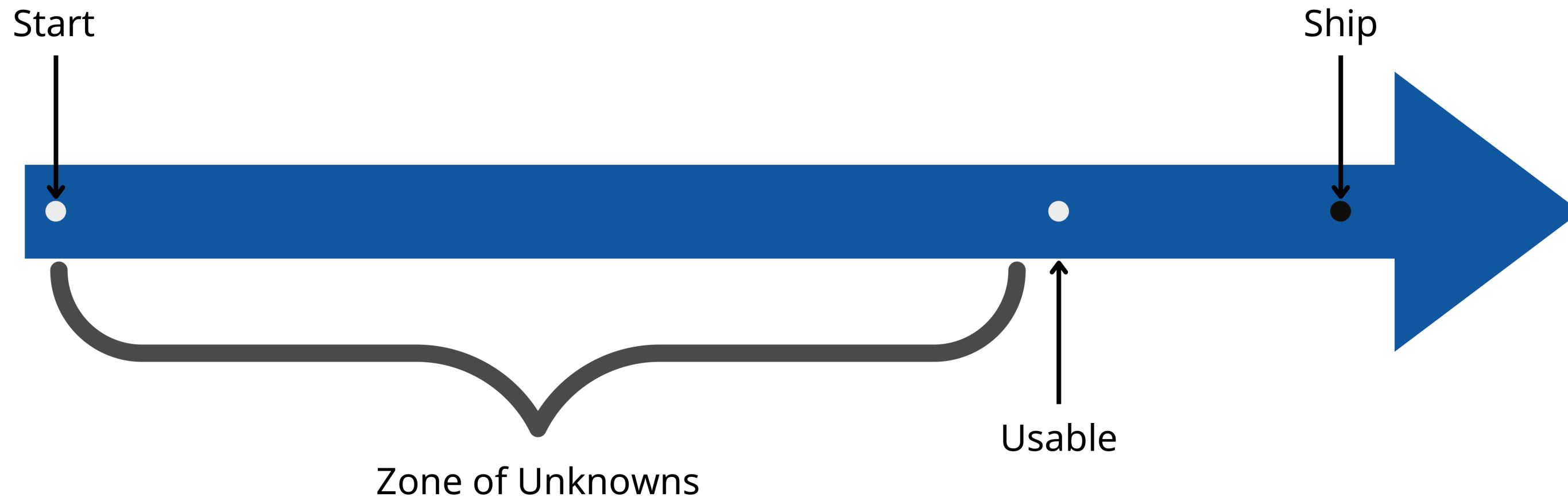
TRADITIONAL TIMELINE

Start

Ship

Usable

Zone of Unknowns
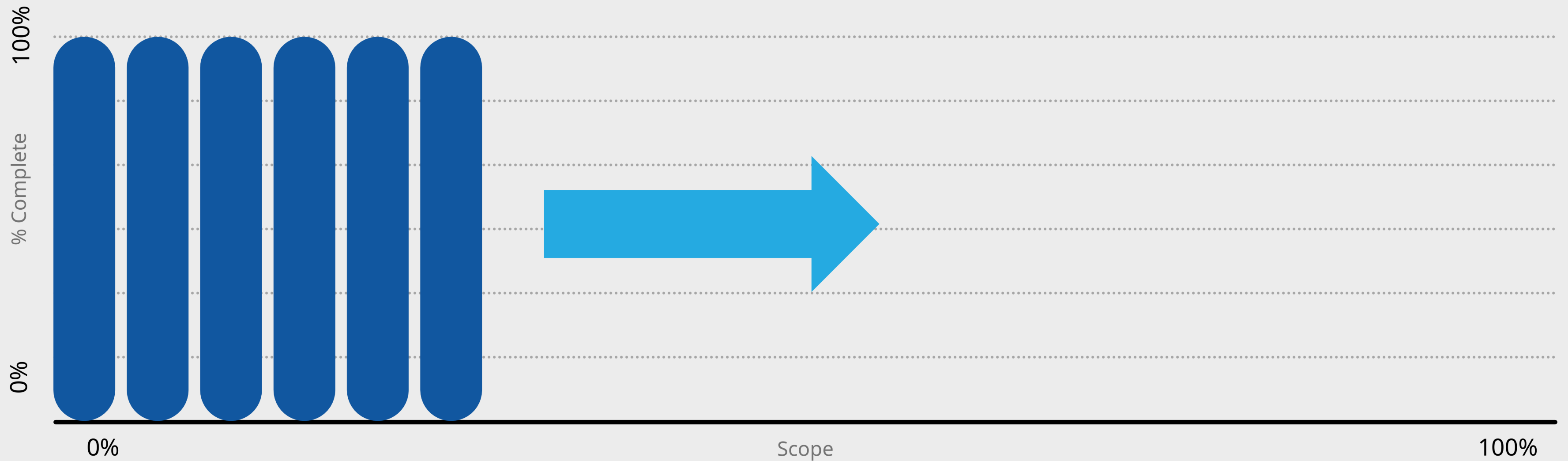
- Are we building the right product?
- Are there any bugs we don't know about yet?
- How long will it take until we're done?

ITERATIVE TIMELINE

Zone of Unknowns

Start

Ship

Usable

- We know we're building the right product
- We've fixed all the bugs
- We can predict the schedule
- We can control the schedule

BEYOND THE CLASSROOM

KEYS TO SUCCESS

1

Create Pilot Team
Select one group of individuals and form them into a team vs the *entire company* adopting change at once.

2

Define & Prioritize
Do you want one thing 100% done or five things 30% done? Select the most important work and let the team focus.

3

Form & Storm
Give the Pilot Team space to learn and grow together, to work out the kinks, ask questions, etc.

4

Perform & Grow
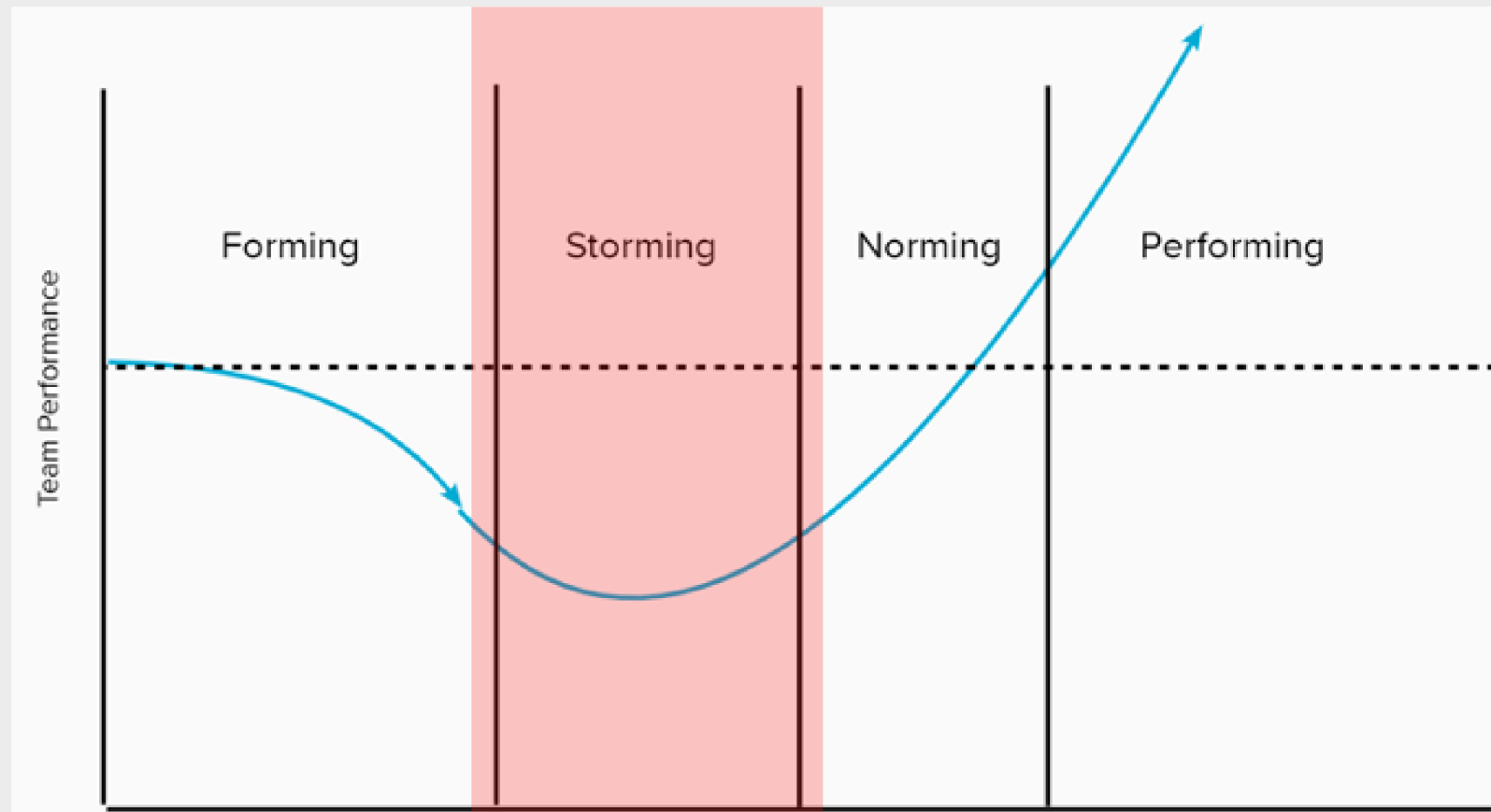Once the Pilot Team is stable, periodically cycle other team members in to learn and adopt the changes.

CREATE YOUR PILOT TEAM

Pilot vs Big Bang

- One of the biggest risks of failure is you're unlikely to get a second chance; if things don't go quite right and the entire organization is disillusioned, you might be dead in the water.

- In contrast, if you make some mistakes with the pilot team, adjustments can be made to address the issues before rolling it out to the rest of the organization.

CREATE YOUR PILOT TEAM

SCRUMMASTER
COACH & FACILITATOR

PRODUCT OWNER
BUSINESS EXPERT

DEVELOPMENT TEAM
T-SHAPED

2 PRIORITY MATTERS

Most Important Things

By focusing effort on this area first, the team is forced to think through how it should work the best.

Deliberate Attention

By working on the most critical user stories first, they'll get the most careful thought and attention.

Accelerate Risk

We want to find out as early as possible if we're building the wrong thing.

You Don't Have Time

Because you've prioritized by business value, the stories that don't make it into the initial release don't hurt as much.

Test Drive Longer

Everyone who gets their hands on the product after the conclusion of each sprint will be able to put it through the paces and identify issues.
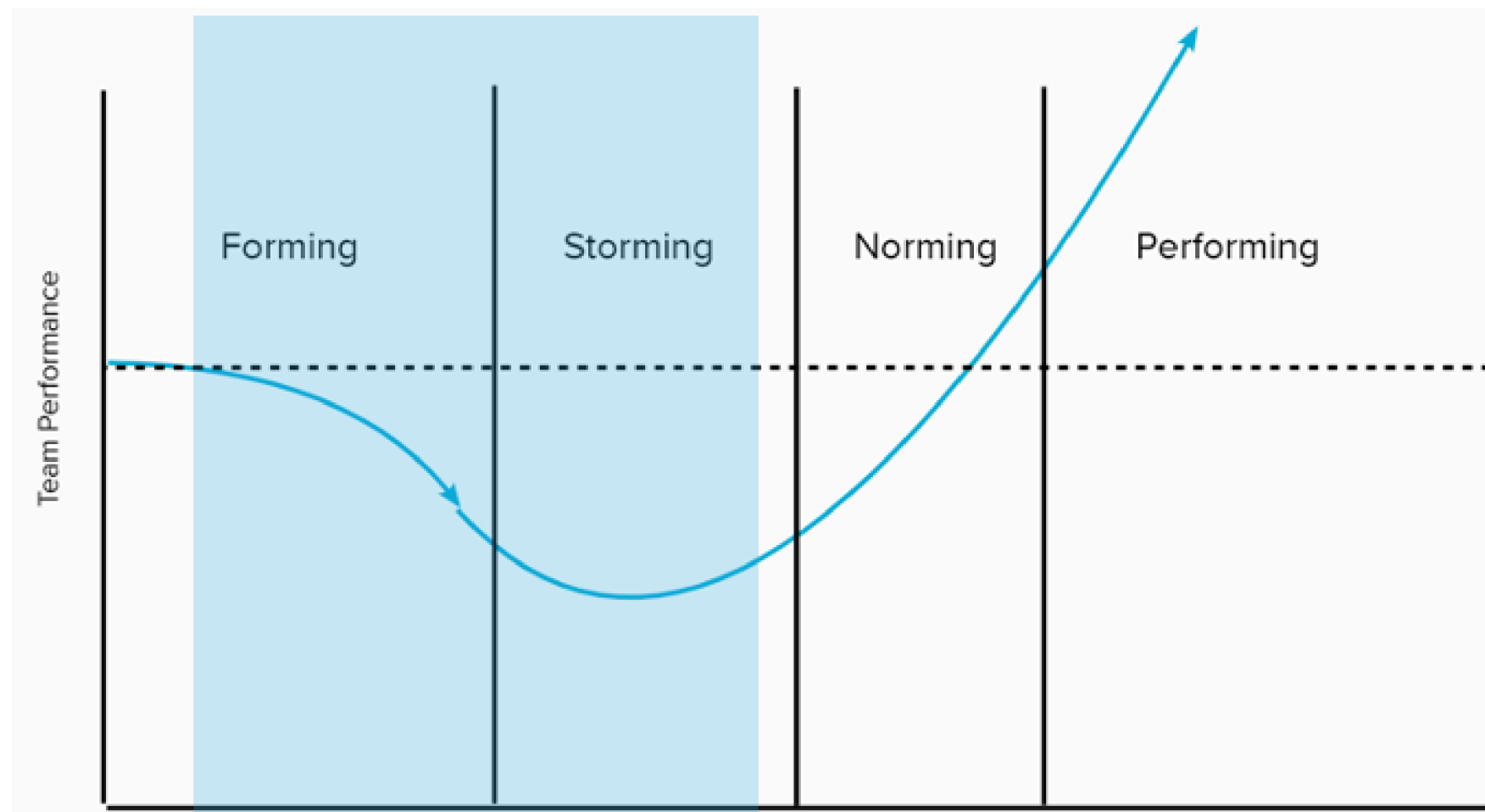
Ship Early

Instead of running out of time, you can make a conscious decision to defer some user stories to the next release and put the product into production earlier than originally planned.

3 FORM & STORM

- Leading the team to realize that their new team members are bringing skills to the table that help everyone to succeed in a way they couldn't do by themselves

- Building emotional connections

- Facing challenges as a group

- Learning to communicate through conflict

EXPECTATIONS OF STORMING

- Facing challenges as a group

- Learning to communicate through conflict

- It's not uncommon to see focus drift from the work that needs to be done to frustration with the team's progress

LEADERSHIP SUPPORT

- "Suspend disbelief"

- Others may feel frustrated and say things like, "This isn't worth my time."

- This is why it's so important that there is strong support from the top.

TEAM RETROSPECTIVE

What went well

What didn't go well

Action Items

1

Copy a sticky note and write down your thoughts.

Add your idea here

Add your idea here

Add your idea here

Add your idea here

2
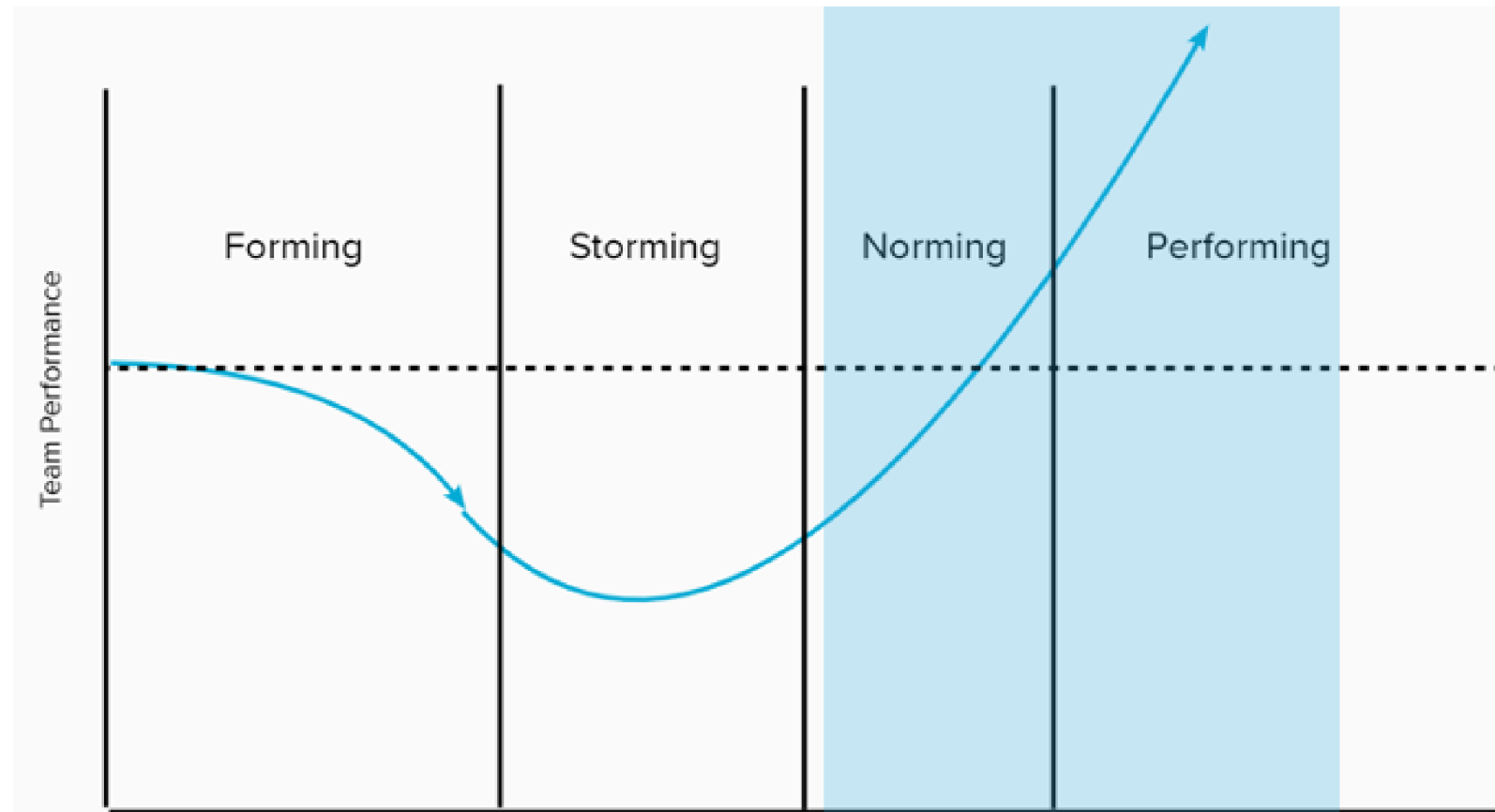
Vote for your favorite ideas with these stars.

3

Circle or mark up any promising ideas.

4 PERFORM & GROW

- As teams hit the norming phase, they're more capable of handling challenges

- Trust, understanding, and support are being built

- More capable of helping someone onboard

- Valuable lessons can be shared with new team members

PERFORM & GROW

FUNDAMENTALS

Team members are learning your new process and navigating feelings of belonging and capability.

LEARNING CURVE

Everyone, including you, is learning something new during a time where there is a lot of uncertainty.

ORG WIDE FEELINGS

Change is hard for a lot of people and knowing that it's coming impacts others differently.

CHALLENGES

There will be challenges to navigate, guaranteed. It's easier to work out the kinks with one team vs an entire organization.

KEY RESULTS

Our project-based training approach arms your team with the necessary tools and coaching to maximize their own potential. Best of all, you can do this while building your next great product.

LEARNING & DEVELOPMENT

Built-in support with staggered training provides everyone the time and space to learn and develop.

SUSTAINABLE APPROACH

Starting with a Pilot Team and rotating in team members contribute to swifter team velocity and greater long-term success.

QUALITY SUPPORT

Upskilling your teams require more time & attention for your people, the phased approach allows you to train the trainers.

INCREASED MORALE

Career development, incremental wins, and business success will allow people to do their best work and have time to rest.