AW1

Agile Leadership
Wednesday, November 7th, 2018 11:30 AM

Coaching Around Resistance by Using Humble Inquiry

Presented by:

Becky Hartman and Sam Falco

AgileThought

Brought to you by:

Becky Hartman

Becky Hartman is an enthusiastic and passionate agile coach with nearly twenty years of experience in traditional and agile methodologies, with applied experience in a variety of domains. She holds several certifications pertaining to agile and project management, including PMI-ACP, PMP, CSM, CSPO, CSP, PSM II, and TBR-CT. She specializes in engaging teams in transformations to agile practices through training, facilitating, and coaching. Becky is also known for her active volunteering in both the local and national agile communities and is currently a member of the board of directors for Agile Alliance. Becky is also a coauthor of The Agile Practice Guide, a collaborative project between the Project Management Institute and Agile Alliance to bridge the gap between the two communities and provide another means of transition from traditional project management to an agile process. Becky is a senior agile coach at AgileThought in the beautiful Tampa Bay area.

Sam Falco

Sam Falco is an Agile Coach at Agile Thought. A graduate of the University of South Florida, he holds a Bachelor's degree in History and a Master's degree in English. He began working in the software industry in 1999 as a technical writer, and also worked as a test engineer before becoming a Scrum Master in 2008.

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Turn & Talk

Turn to a neighbor and share the reason why you chose to attend this session

2 Minutes

Agenda

- What is resistance?
- Modes of resistance
- Levels of relationships
- Modes of inquiry
- There will be exercises!
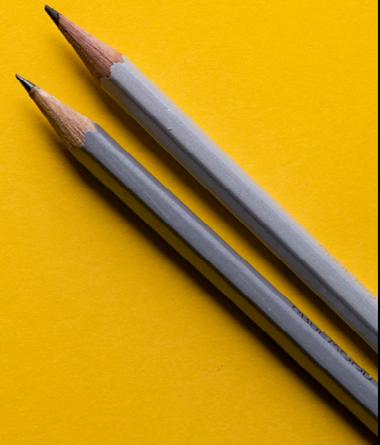
Sam Falco

- Agile Coach @ AgileThought
- CSM, CSPO, CSP, PSM I, SPS
- In IT since 1997
- Hobbies: Creative Writing, Travel

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Becky "Becks" Hartman

- Senior Agile Coach @ AgileThought
- Love alphabet soup - PMP, PMI-ACP, CSP-SM, CSP-PO, PSM III, TBR-CT
- IT career in Support, Systems Admin, Network Engineer, Project Manager
- Addicted to being a Volunteer!
  - PMI Volunteer Board Member for 5 years
  - Agile Alliance Volunteer for 5 years and now Member of the Board

I'm Spencer

I'm Guster

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Sources
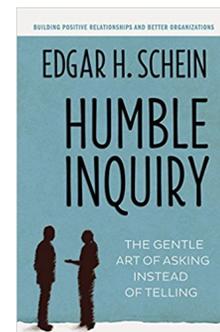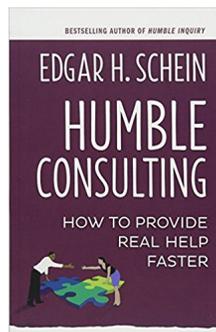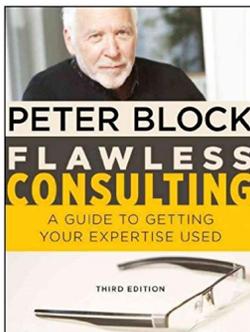
What is Resistance?
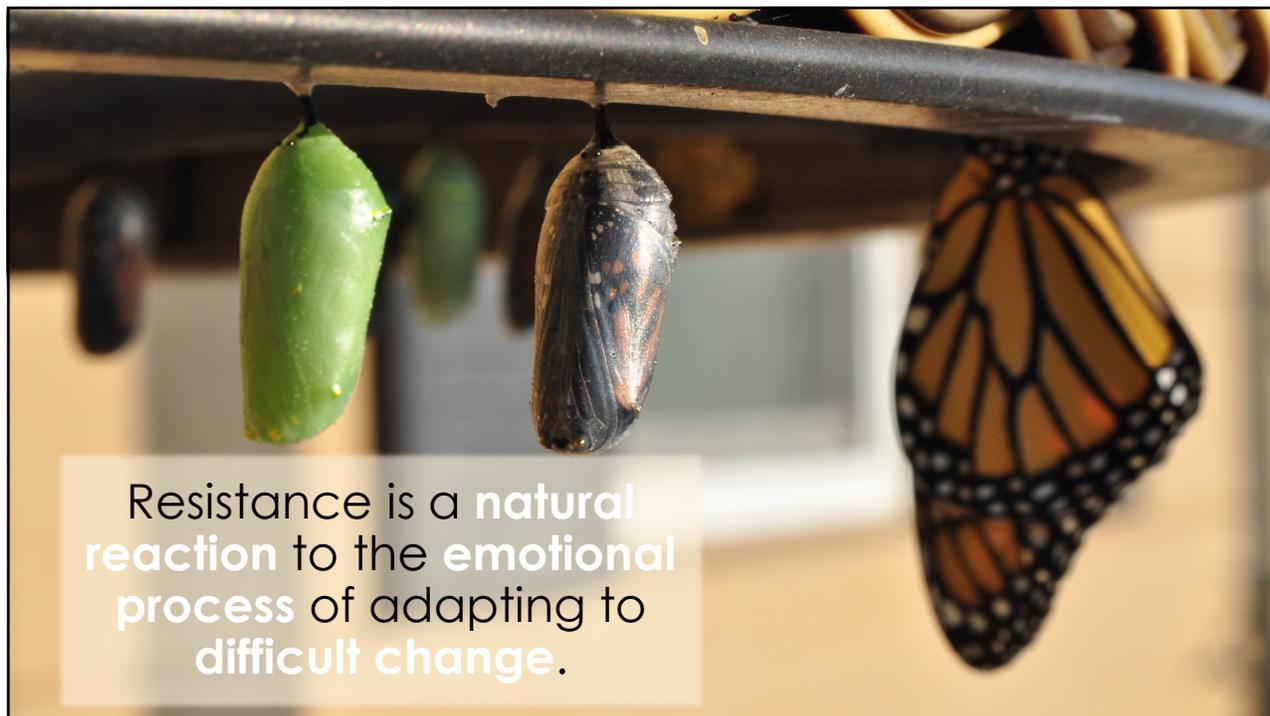
Resistance is a **natural reaction** to the **emotional process** of adapting to **difficult change**.

Like Pain,

Resistance is a Useful Signal

Active

Resistance

Passive Resistance

Preference
for the
Status Quo

Dislike Agile

Resistance Matching

Term

- Dislike agile
- Passive resistance
- Prefer to retain the status quo
- Active resistance
- Resistance

Behavior

- A natural reaction to the emotional process of adapting to difficult change
- Overt pushback against transformation
- Pretending to buy into the transformation
- "I'm good with the way things are right now."
- "I've seen Scrum before, and it was a nightmare."

Levels of Relationships

Relationships

Negative Relationships

Transactional Relationship

Personal Relationships

Intimate Relationships

Turn & Talk

Turn to a neighbor and share an example of a relationship you've taken from transactional (level one) to personal (level two).

2 Minutes

Building Relationships
with Humble Inquiry

Telling as Inquiry

Sincere Interest

and Curiosity

Humble Inquiry

Diagnostic Inquiry

Confrontational Inquiry

Process-Oriented Inquiry

Beat
the
Clock!

1 Minute
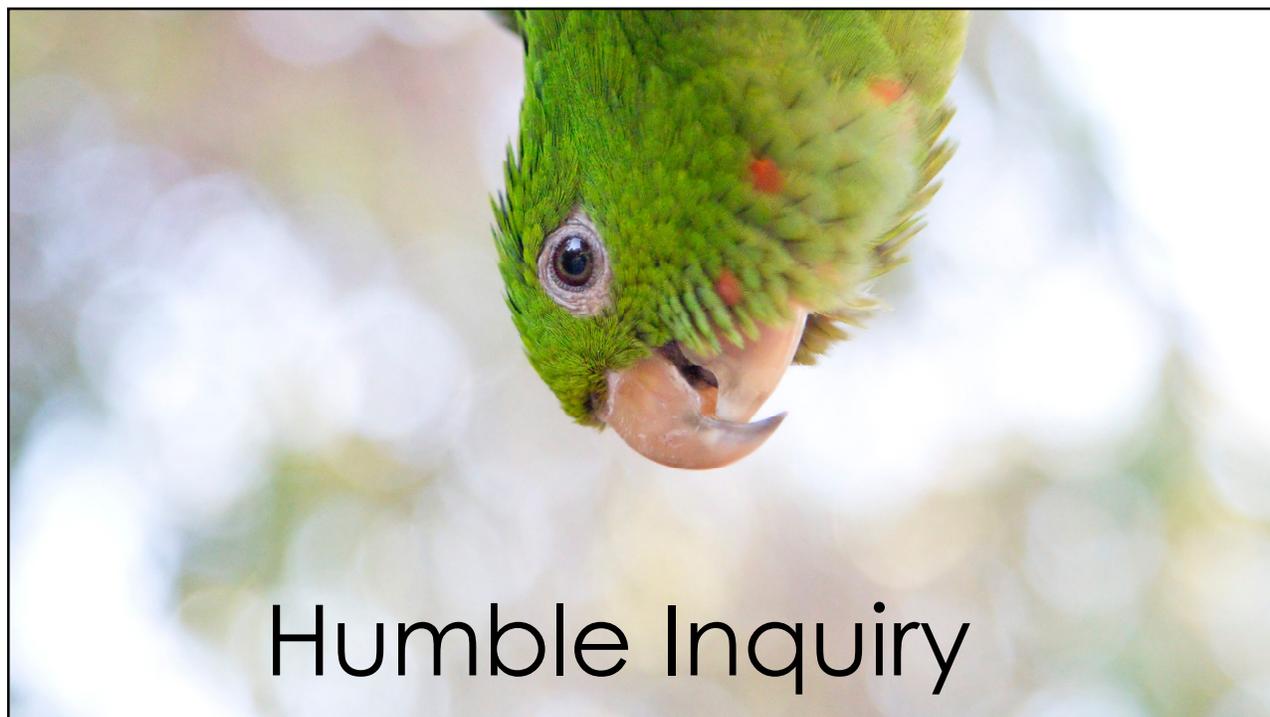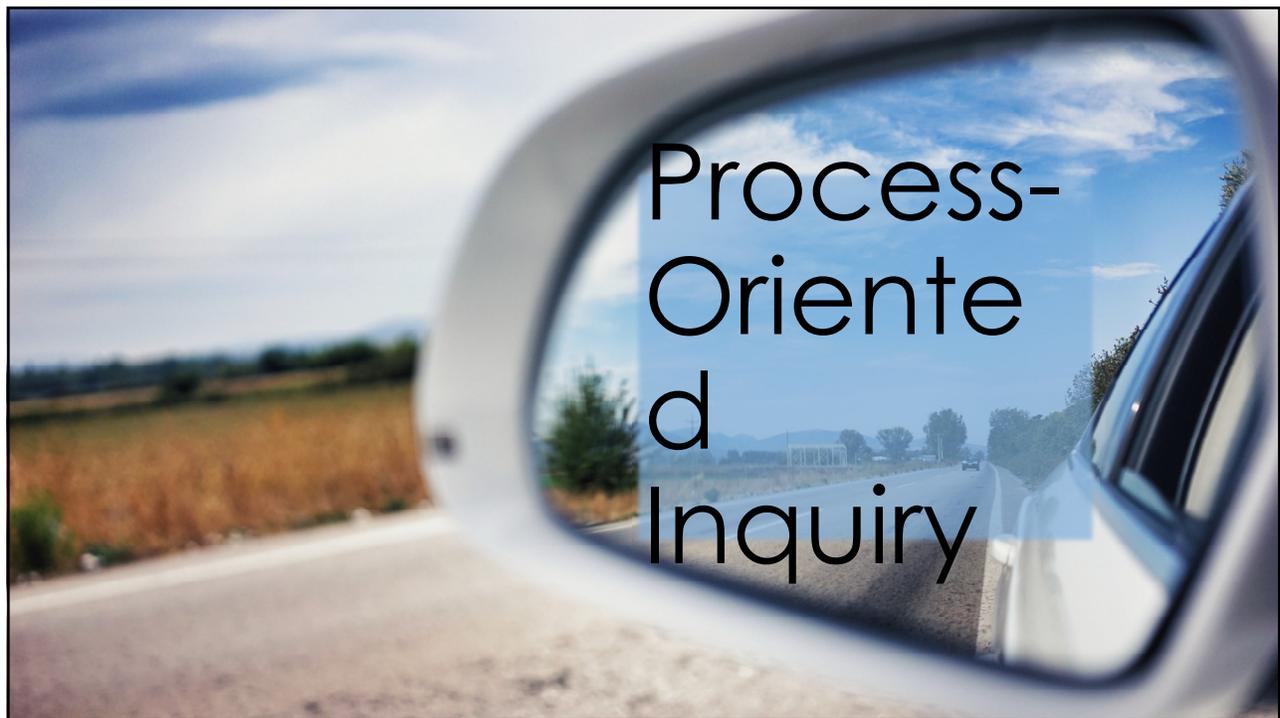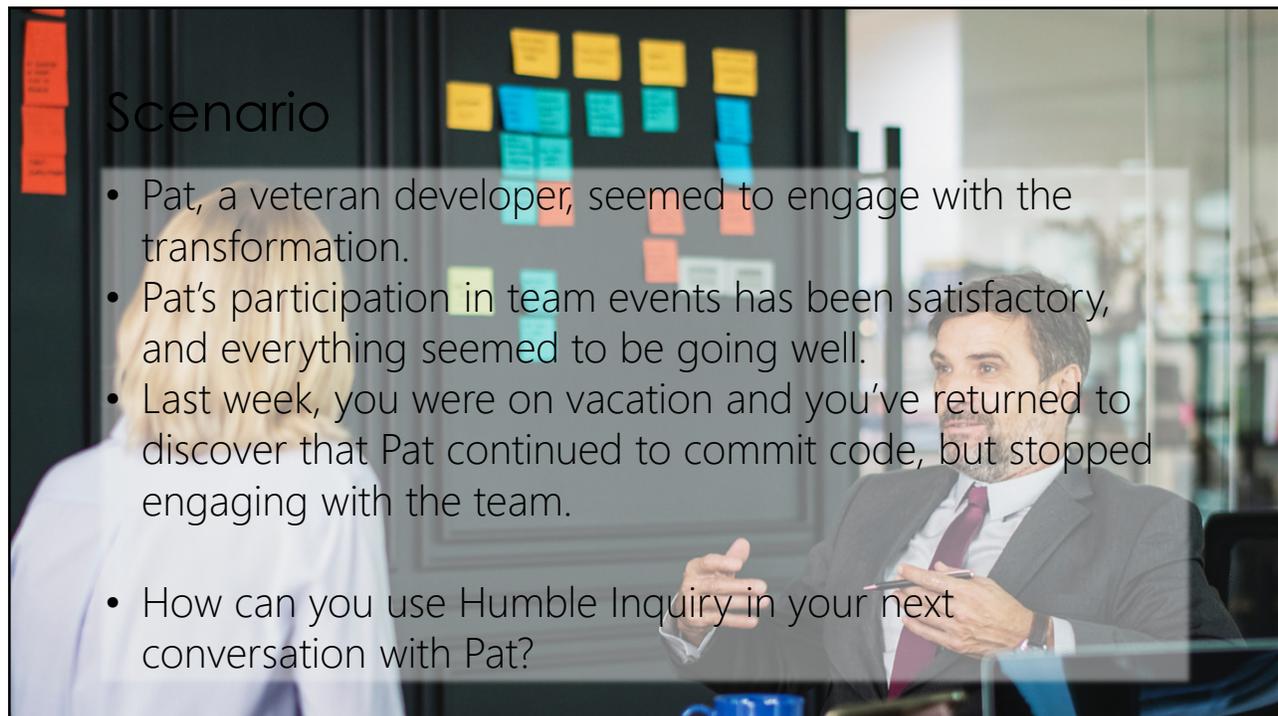
Scenario

- Pat, a veteran developer, seemed to engage with the transformation.
- Pat's participation in team events has been satisfactory, and everything seemed to be going well.
- Last week, you were on vacation and you've returned to discover that Pat continued to commit code, but stopped engaging with the team.

- How can you use Humble Inquiry in your next conversation with Pat?

Instructions

- Form Triads.
- One person observes.
- One person plays the role of Pat.
- One person plays the role of the coach.
  - Use open-ended questions.
    - Make no assumptions.
- After two minutes, switch roles.
- After the second two minutes, we'll debrief.

Connect with us!

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