

**the
journey to
servant
leadership**

The **servant**-leader *is servant* first... It begins with the natural feeling that one wants to **serve**, to **serve first**.

who are we?



Chris Dorrington

Development Manager

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Bob Boyd

Agile Coach

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today's outcomes

- ✓ No **mountain** is unclimbable
- ✓ Tips for **removing** hard to see obstacles
- ✓ Tools for analysing team **dysfunctions**
- ✓ Taking **advantage** of bad situations
- ✓ How to create a team of **leaders**

| **what we are**
talking about

~~Manager Vs **Servant Leader**~~

Manager **as** Servant Leader

initiating events



**initiating
events**

Why the need for change



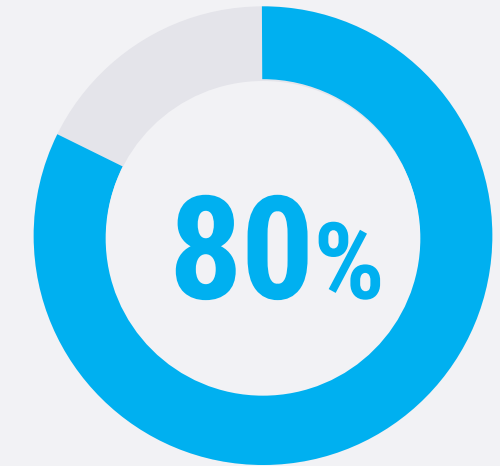
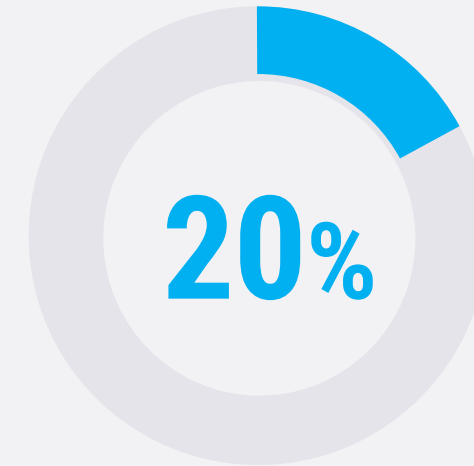
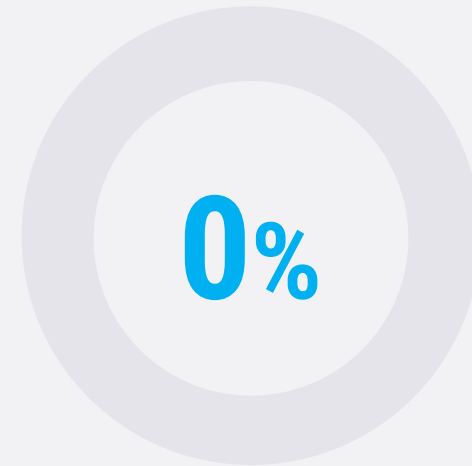
team leader change

scrum master

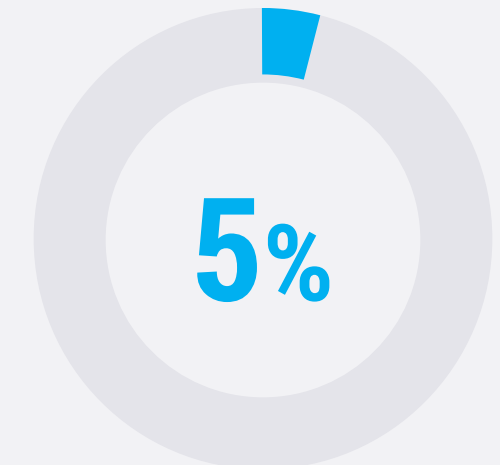
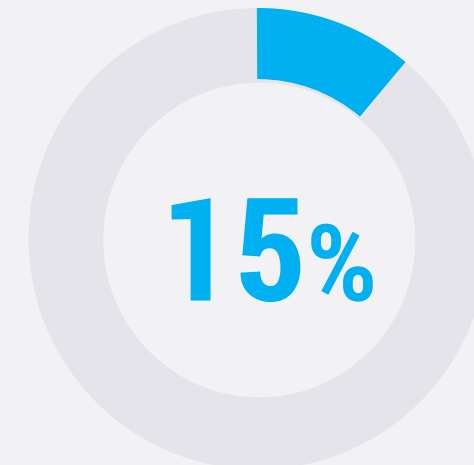
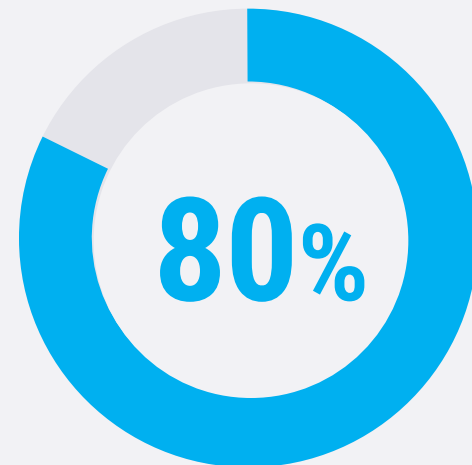
team lead

developer

BEFORE



GOAL



results
on the change

1 full time scrum master

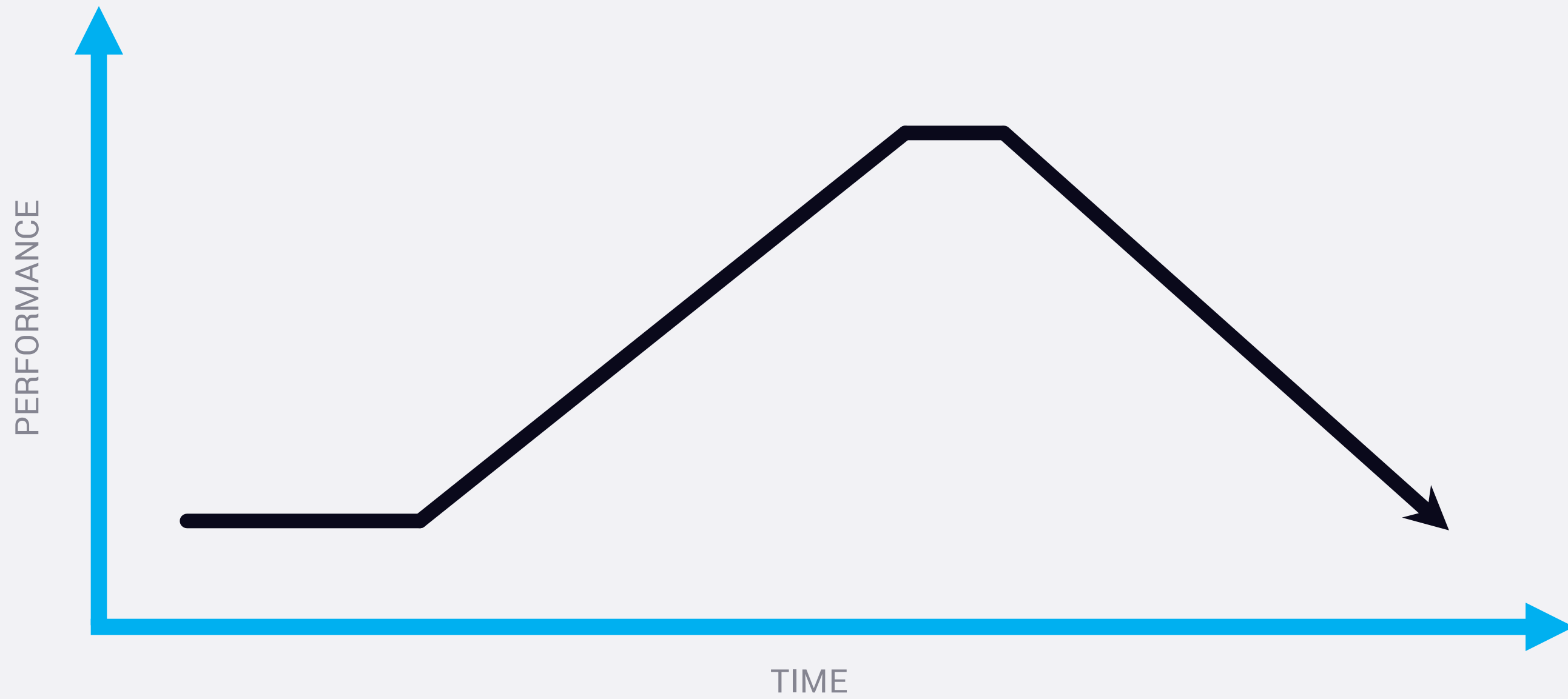
1 full time team lead

8 team lead / developer

*I'm very **good** as Team
Lead, why on earth
should I **change**?*

Chris

「Power」



Great achievement.

| the offer
to help

“You’re welcome to join us, we have a spare seat...”

**bob's
offer**

“What do you want from me?”

Bob

“Don't know”

Chris

“Don't know, we have Chris”

Team members

| what holds the team back

Management borrowing people from team

Noisy **neighbours** in the office

Product Owner

New people joining team

Don't know

PO's stories

Little or no customer contact

Lacking quality checklist, No refactoring

first
two weeks

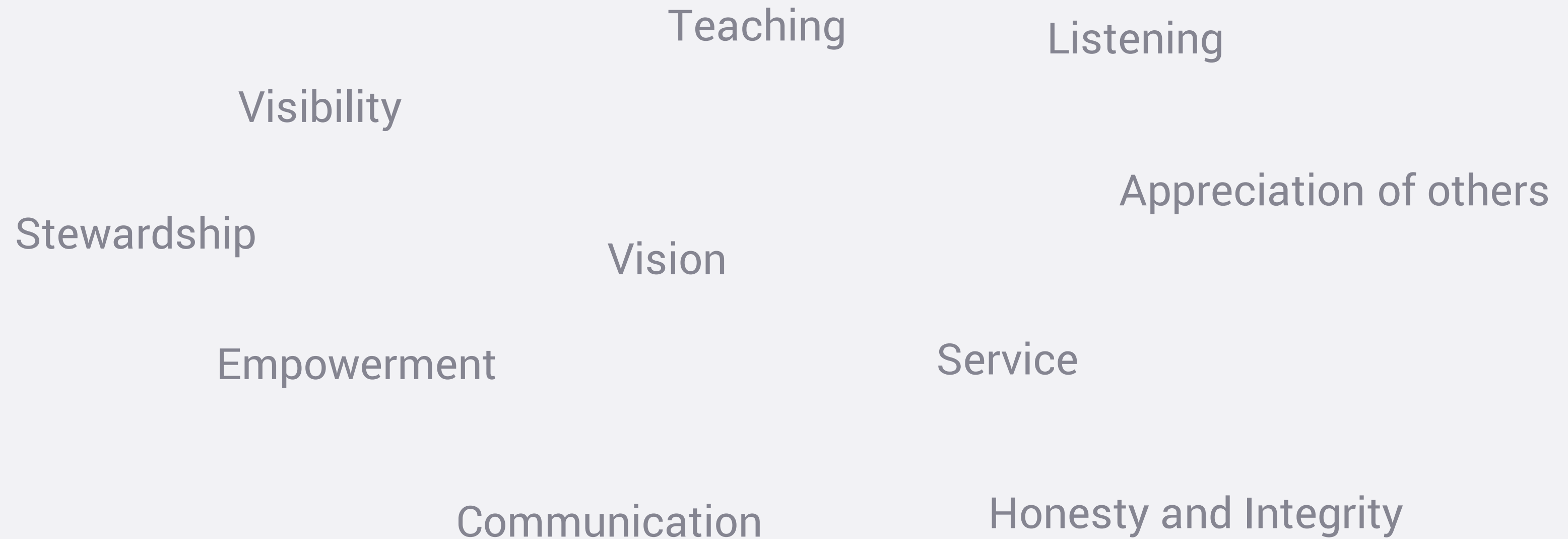
Chris was either Scrum Master or Dev or TL
not all three

he didn't want the job.

what's the path to better team?

Servant Leadership

| servant leader attributes



Chris picked 'empowerment'

steps
to empower

Don't make the decisions...

...**But ensure the decisions are
being made**

Ask **“what do you think?”**

**cause and
effect**

**cause
and effect**

Big pictures are made of **many small things**

****Subtle things** that empowering the team will change**

"It's not a problem"

Chris



This was a problem.

| **team tea**
(and cake)

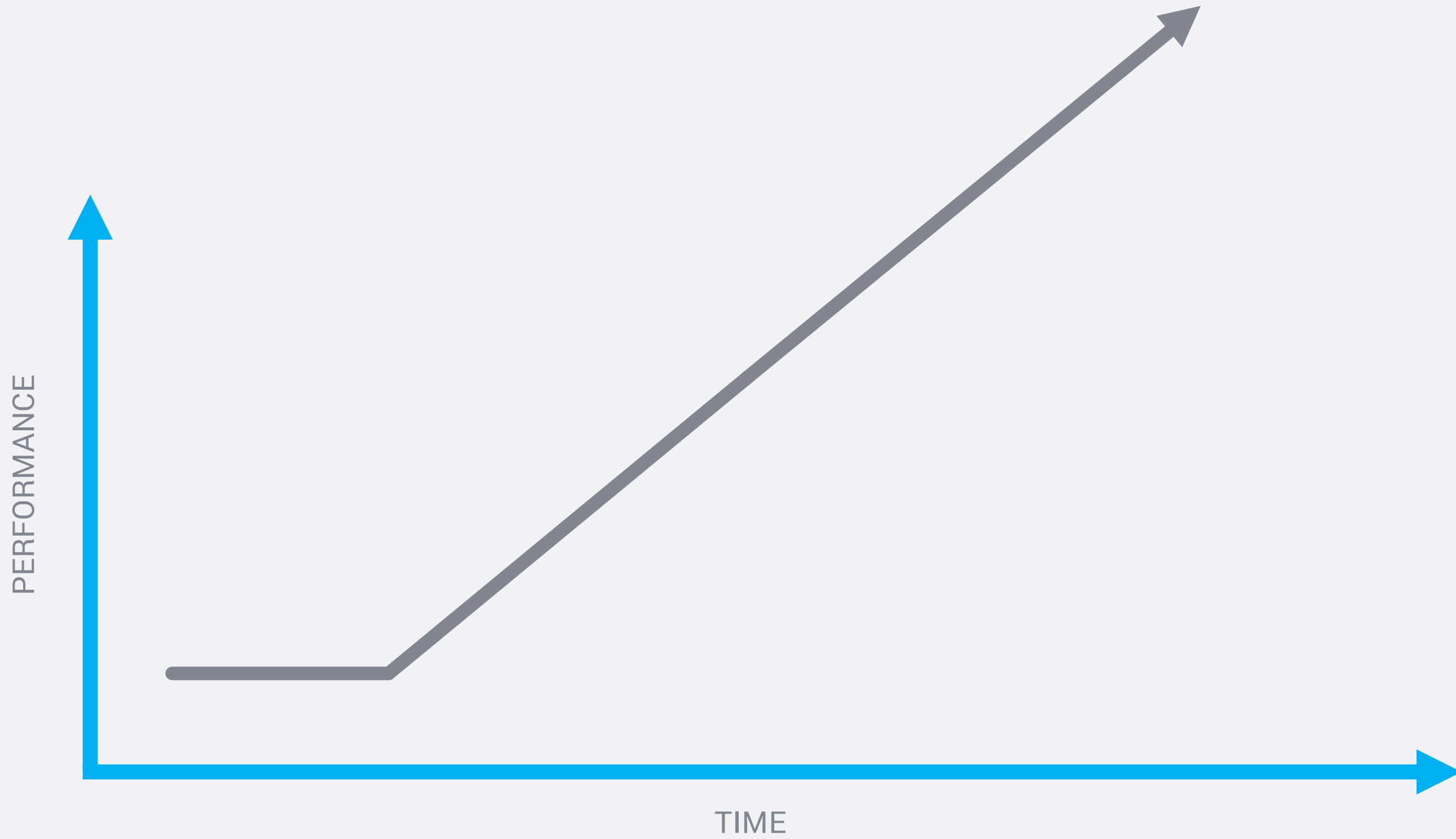
help them solve their own problems

listen to their **tech speak**

the positions of power

command & control

the result?

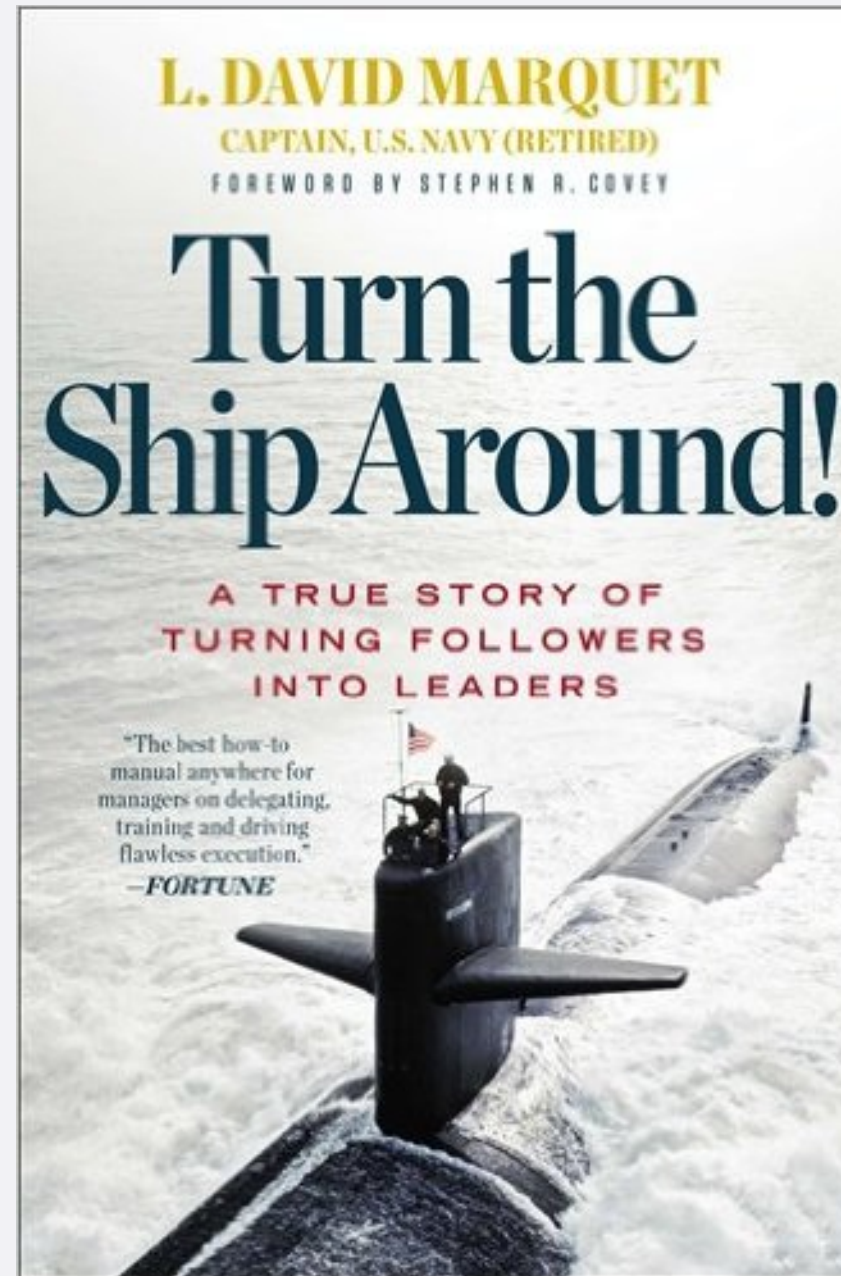


Great leadership.

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| Intent based leadership



Thanks for listening!

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