

Team Safety

Your Team's Secret
Superpower

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- Agile Facilitator at Grindr
- Agile Implementation at Loot Crate
- Management Coaching for Riot Games
- Agile Project Management for FOXNOW



FOXNOW



LOOTCRATE

WALT DISNEY
INTERNET HOME

theAudience

JUKIN
MEDIA

PhilMark Rosete



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- Agile Transformation at Jukin Media
- Agile Implementation at Loot Crate
- Agile Implementation at theAudience
- Front-end Development at disney.com

Who Are You?

Why Are You Here Today?

Disclaimer & Credit

Let's Play!



Team Safety Check

“How Safe Do You Feel With the Team Space?”

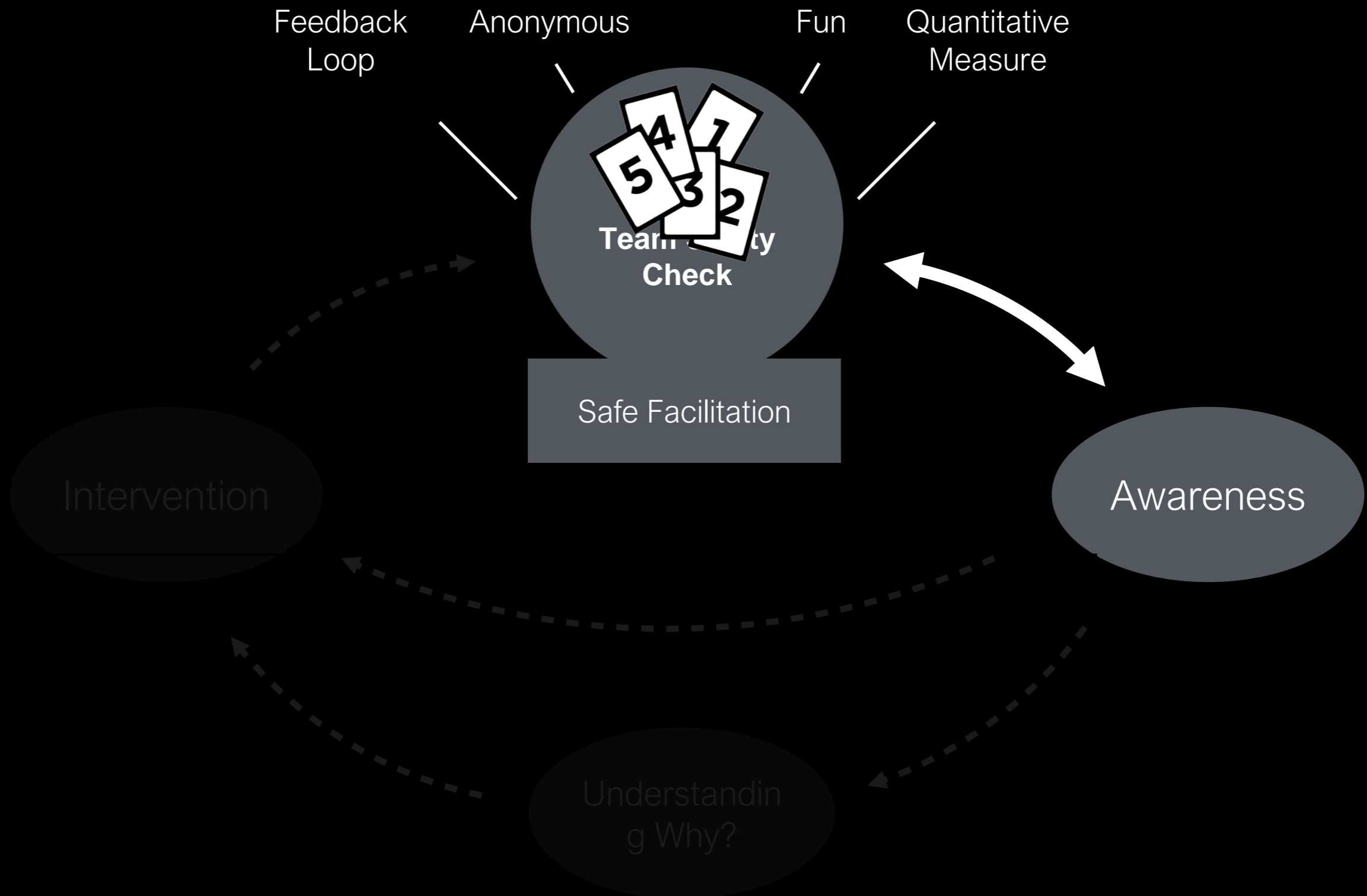
- 5 - Everything** is Discussable w/o Filtering
- 4 - Almost Everything** is Discussable w/o Filtering
- 3 - Most Things** are Discussable w/o Filtering
- 2 - Almost Nothing** is Discussable w/o Filtering
- 1 - Nothing** is Discussable w/o Filtering

Team Safety Check

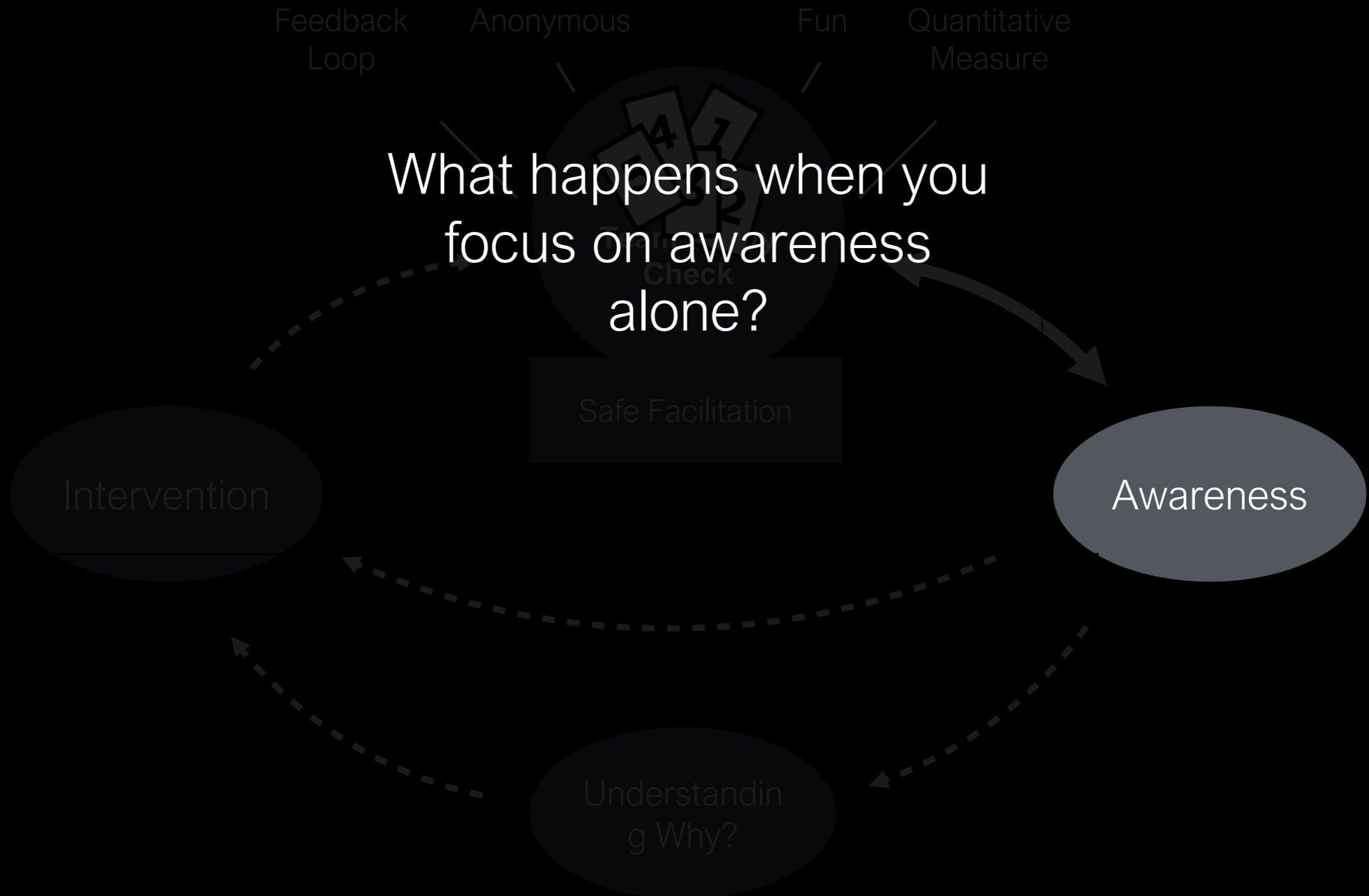
Capturing the Results

Team Name: "Awesome Mobile App Team"	Date: 4/12/2017
Team Average: 3.6	Caveats: (vacation, sick, PTO, new team member, someone left, etc.): Jim joined the team.
Distribution. How Many... 5's: 2 4's: 3 3's: 2 2's: 0 1's: 1	

Team Safety Cycle



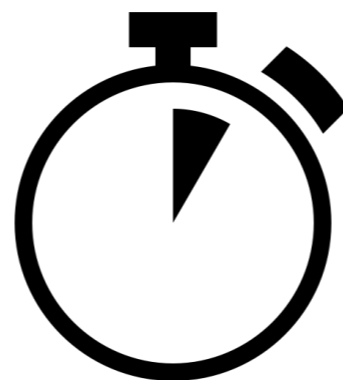
Team Safety Cycle



Why THIS Game?



Fun

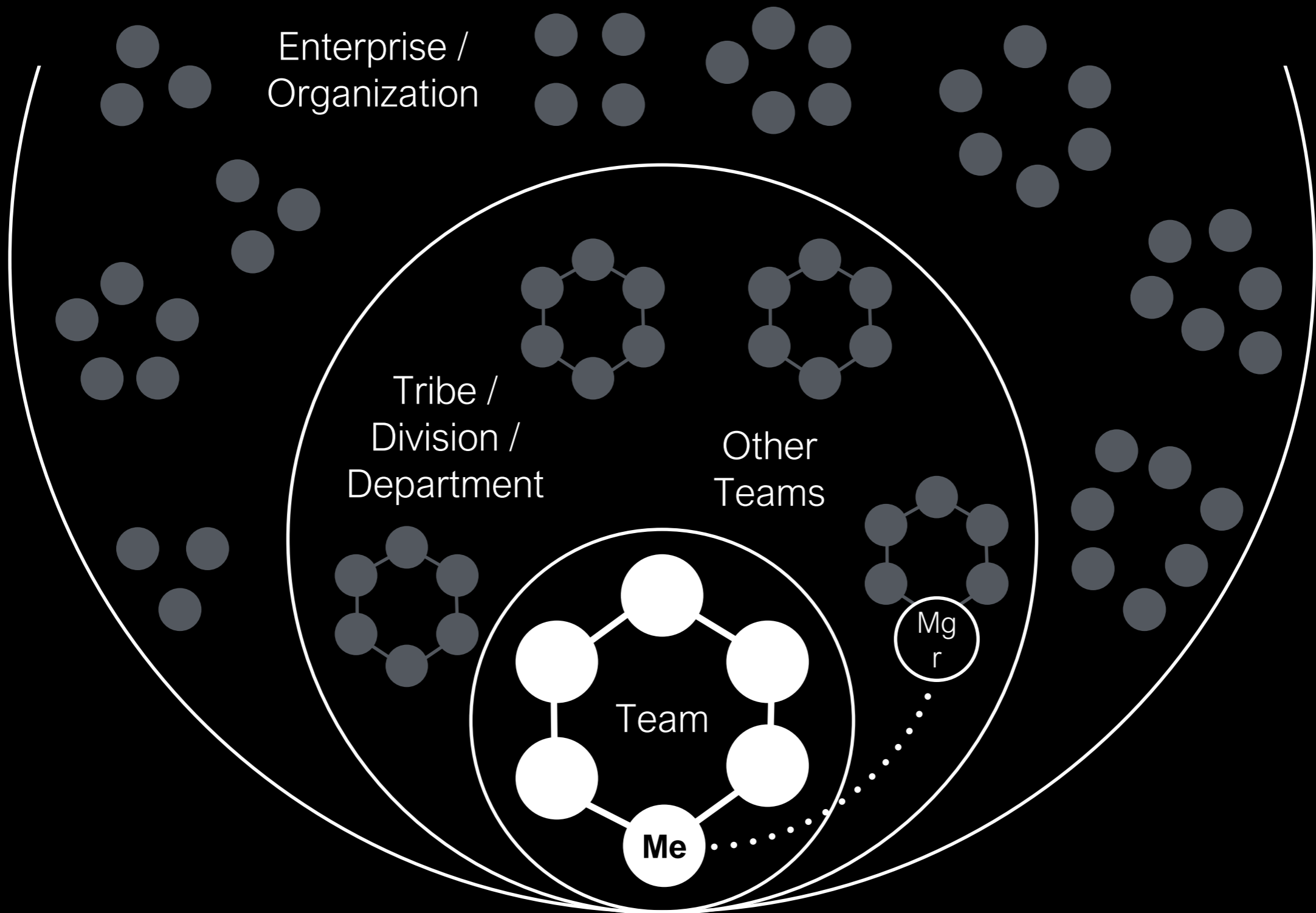


Low Cost



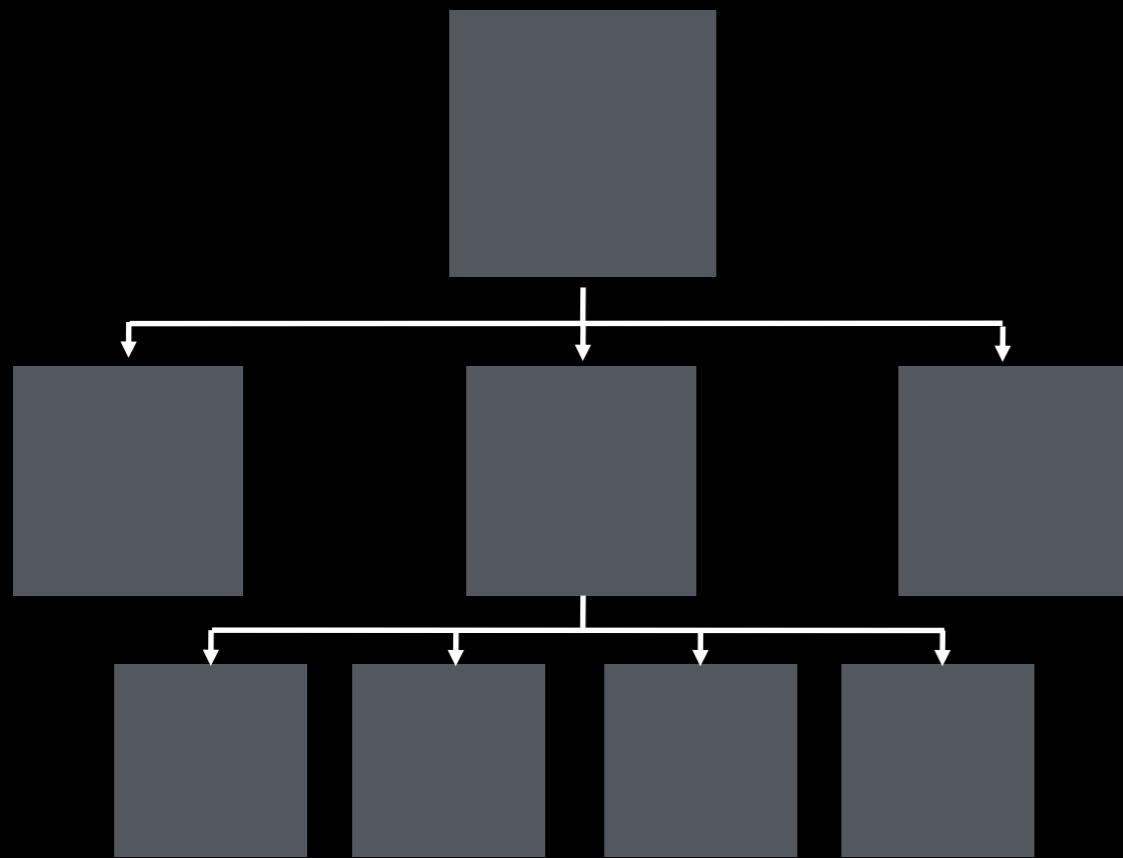
**High
Value**

Distinction



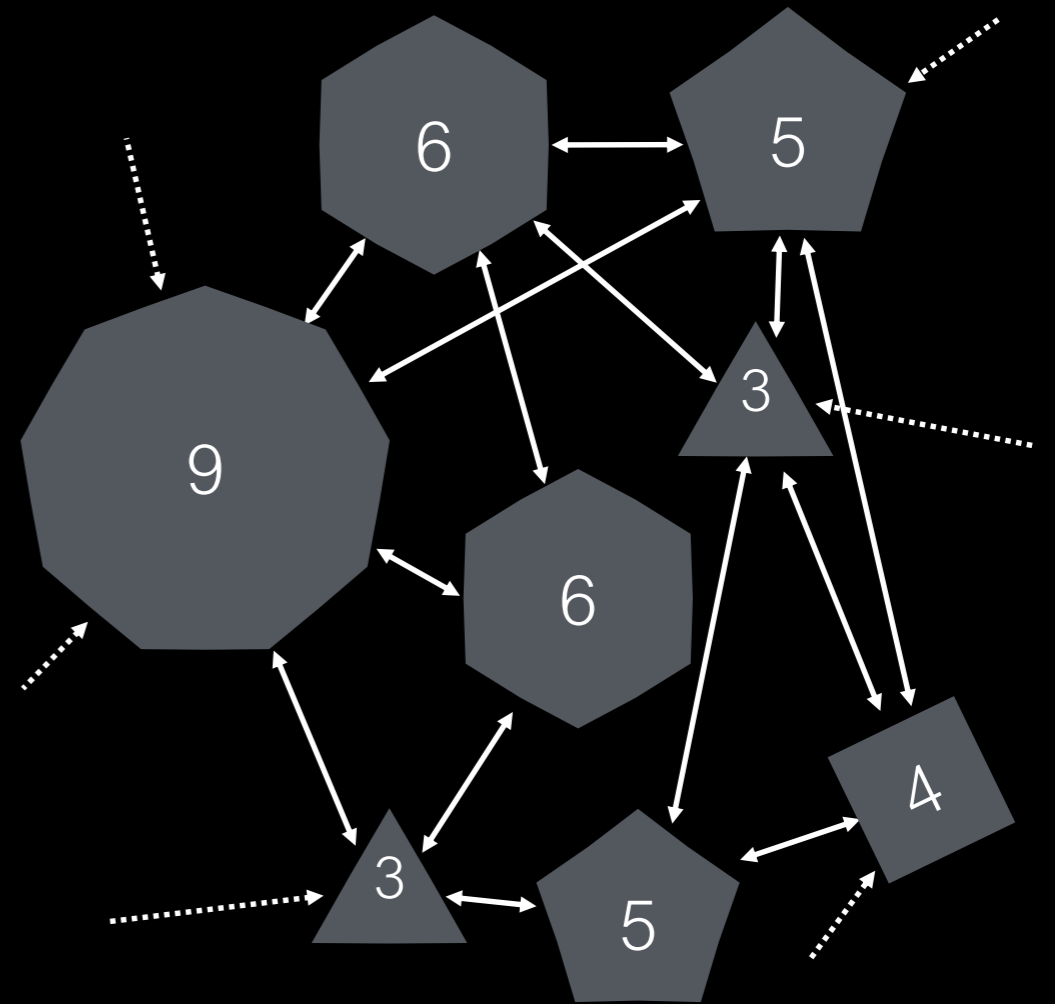
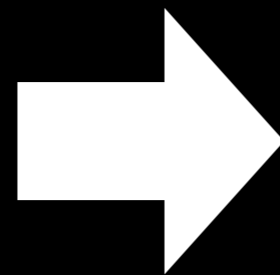
Why Is Team Safety So Important?

Evolution of Organizations



20th Century

“Bureaucratic Teams”



21st Century

“Agile Teams”

- Steve Denning

Google Project Aristotle

Psychological Safety:

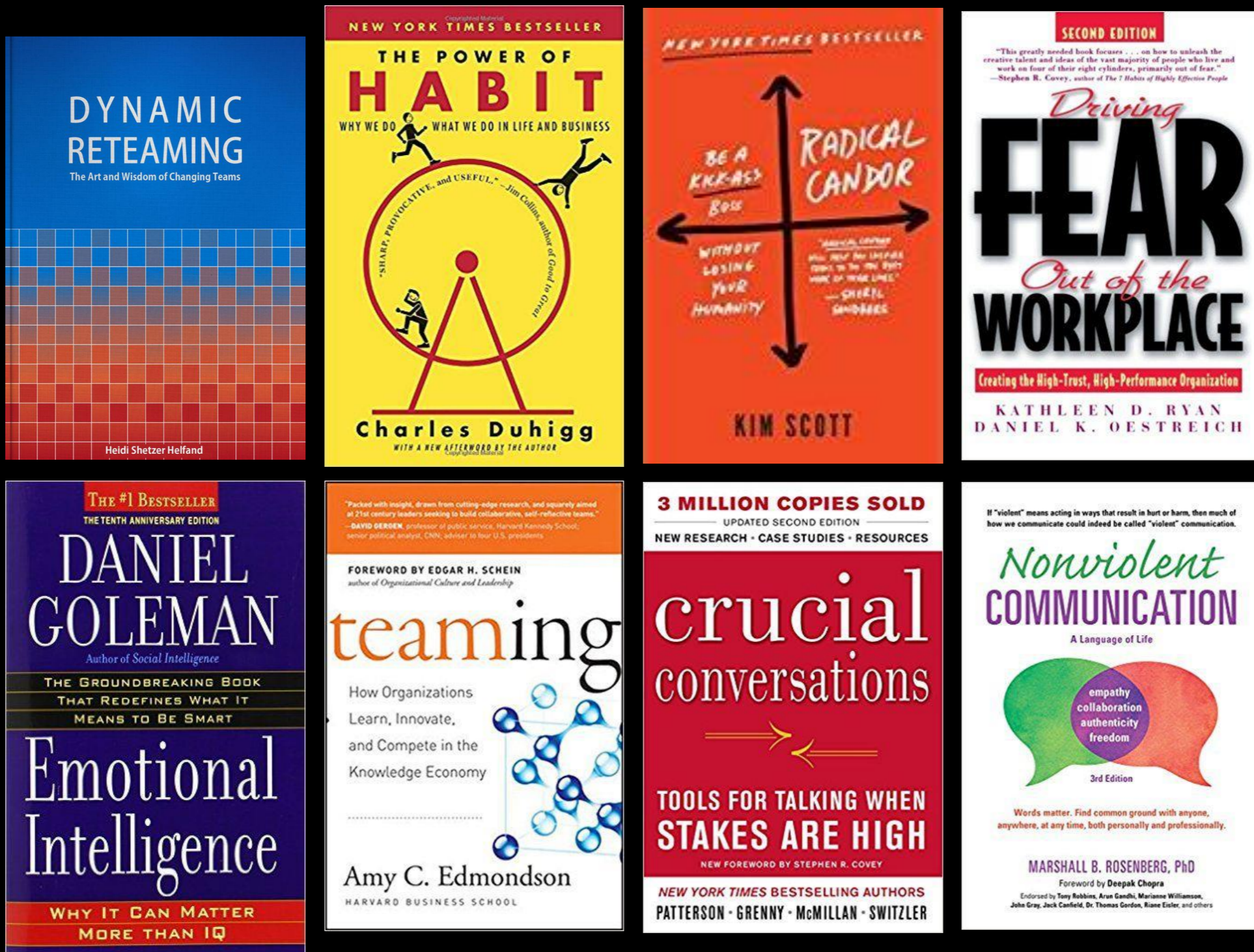
“Psychological safety describes perceptions of the consequences of taking interpersonal risks in a particular context such as a workplace”
(Edmondson, 1999)

Psychological Safety:

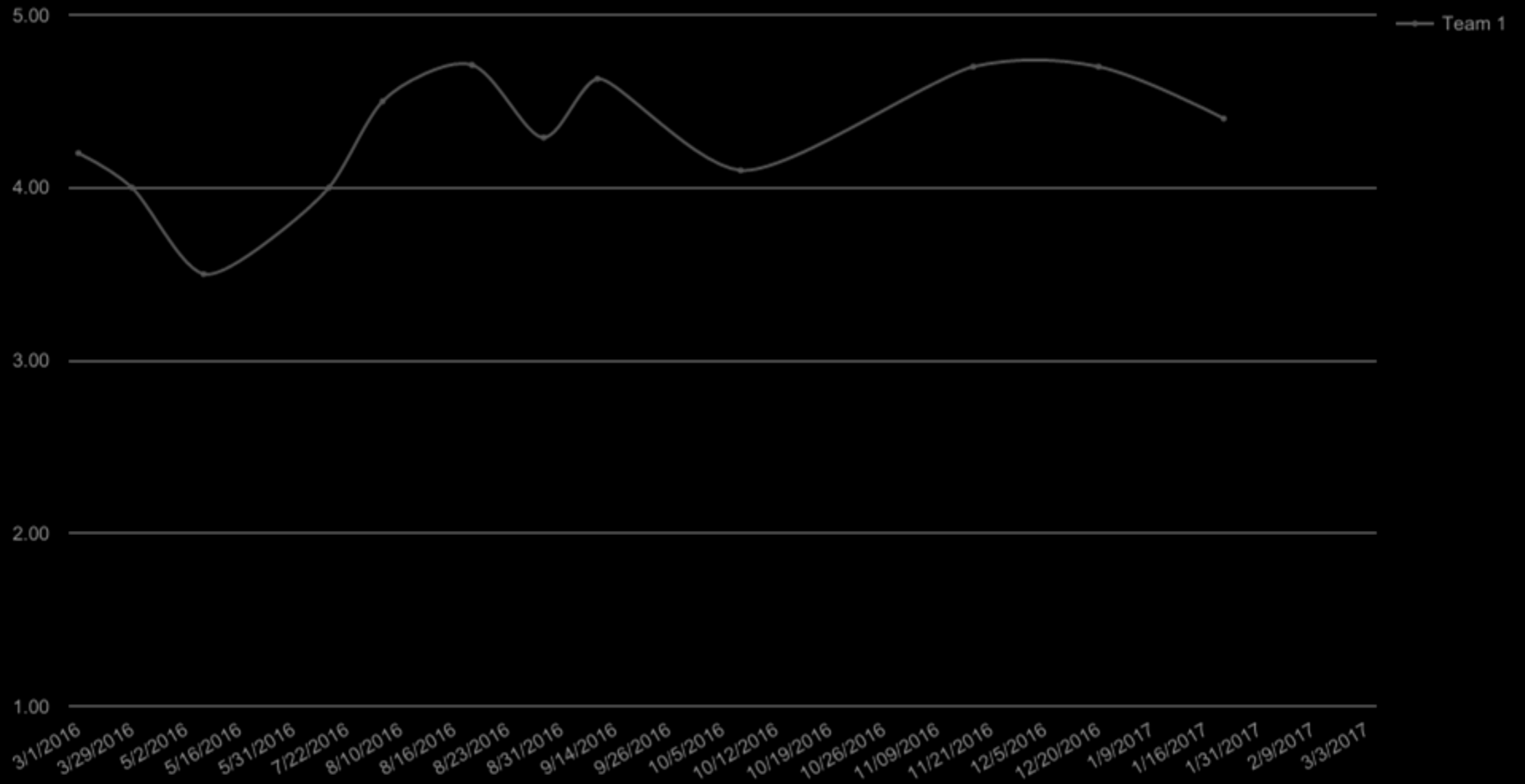
“Feeling able to show and employ one's self without fear of negative consequences of self-image, status or career”
(Kahn 1990)



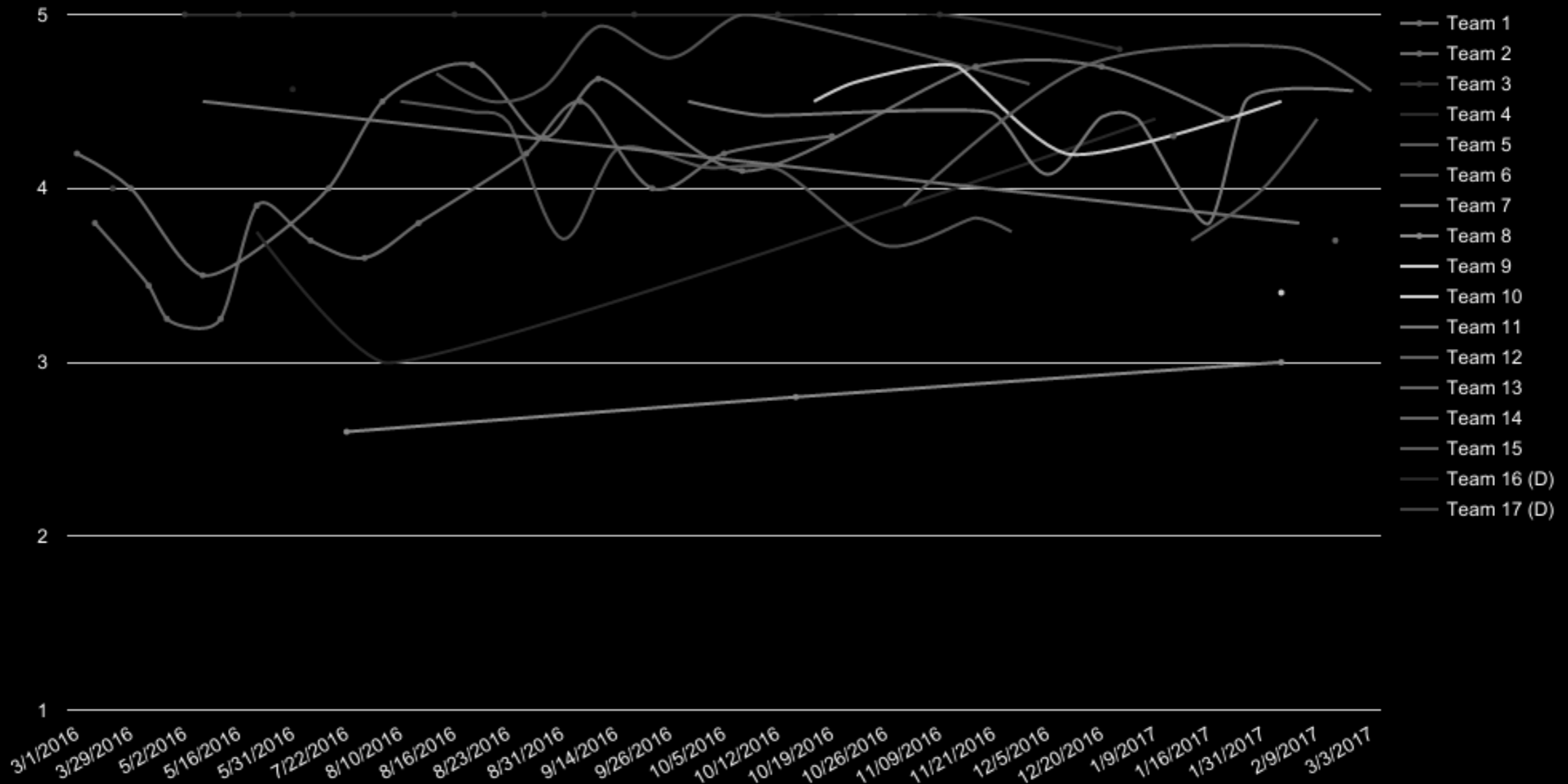
Recommended Reading



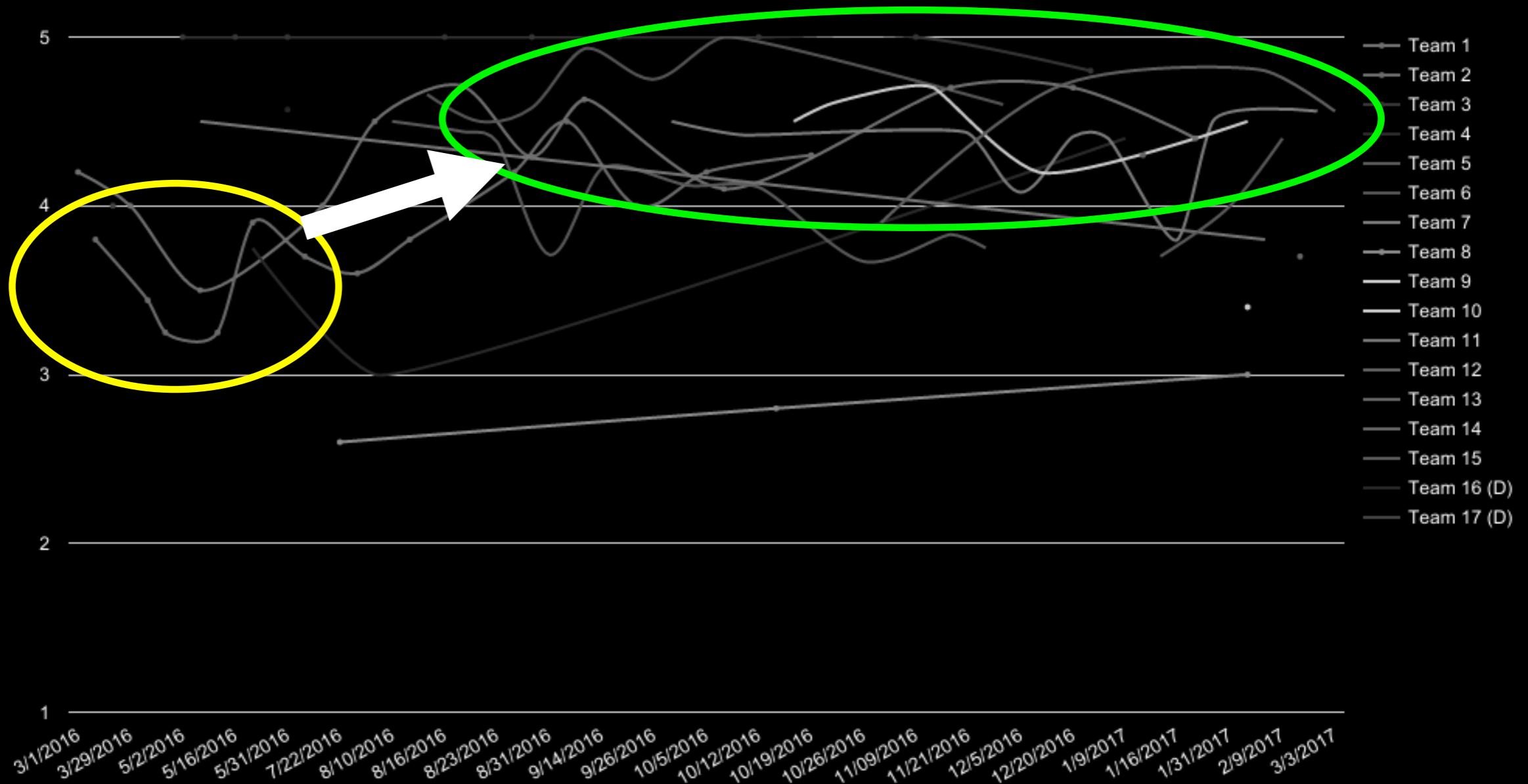
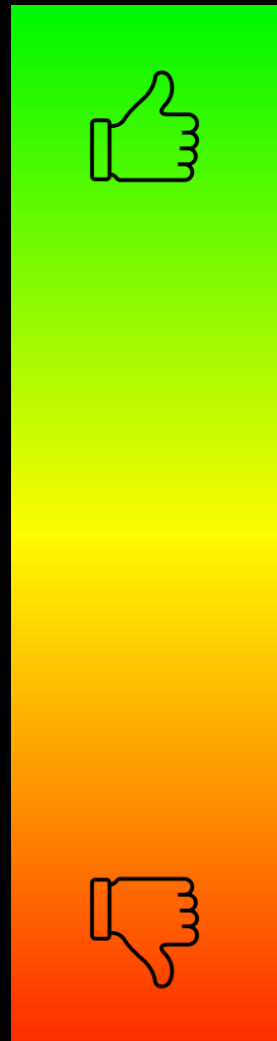
Team Safety Tracker



Team Safety Tracker



Team Safety Tracker



Spring
2016

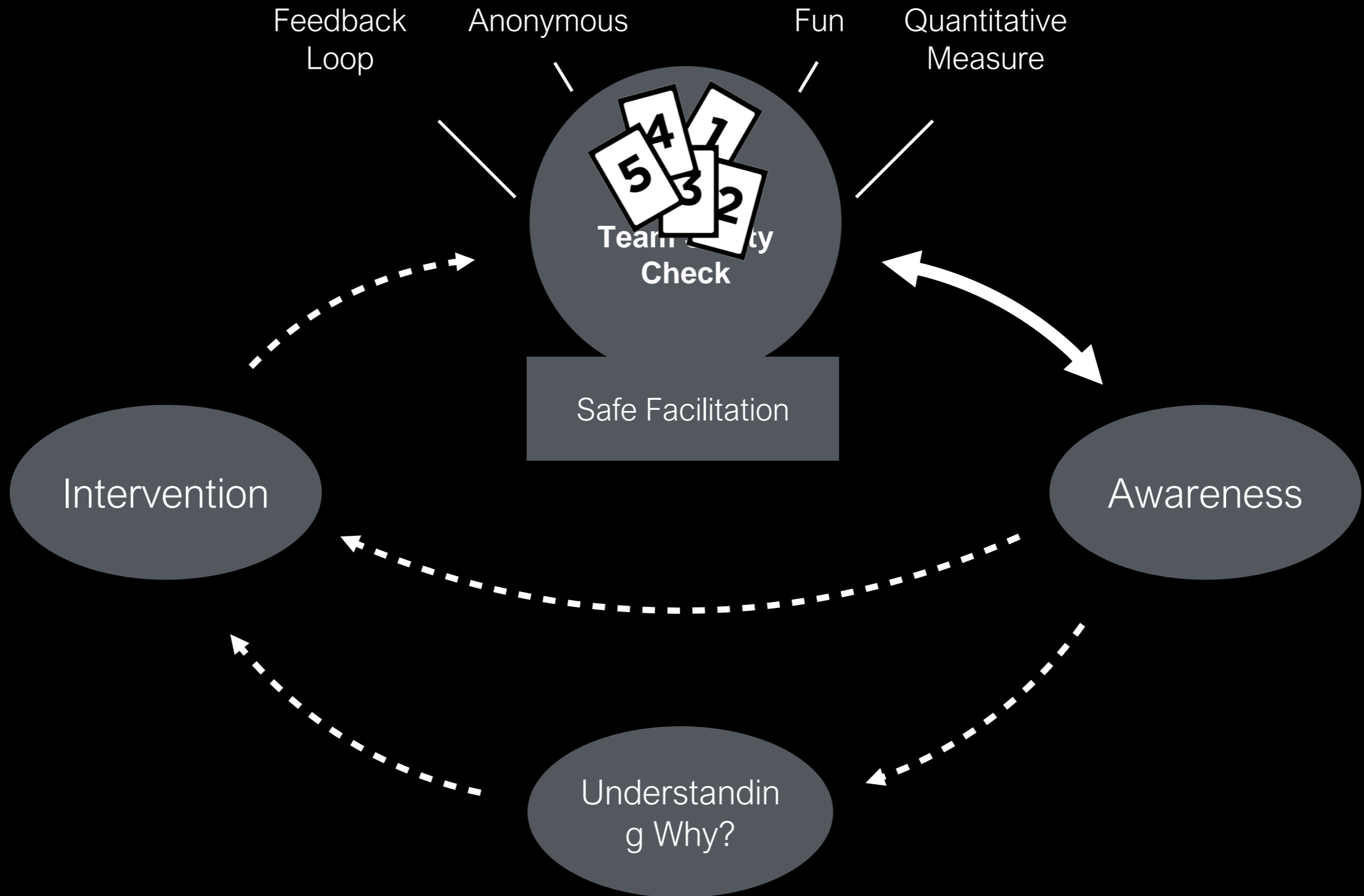
Summer

Fall

Winter

Spring
2017

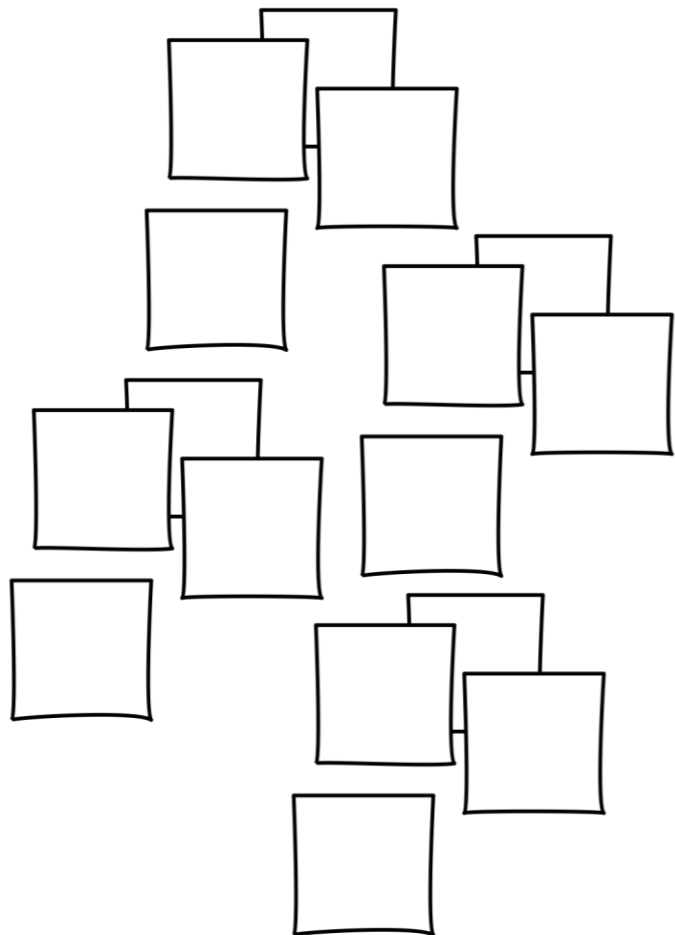
Team Safety Cycle



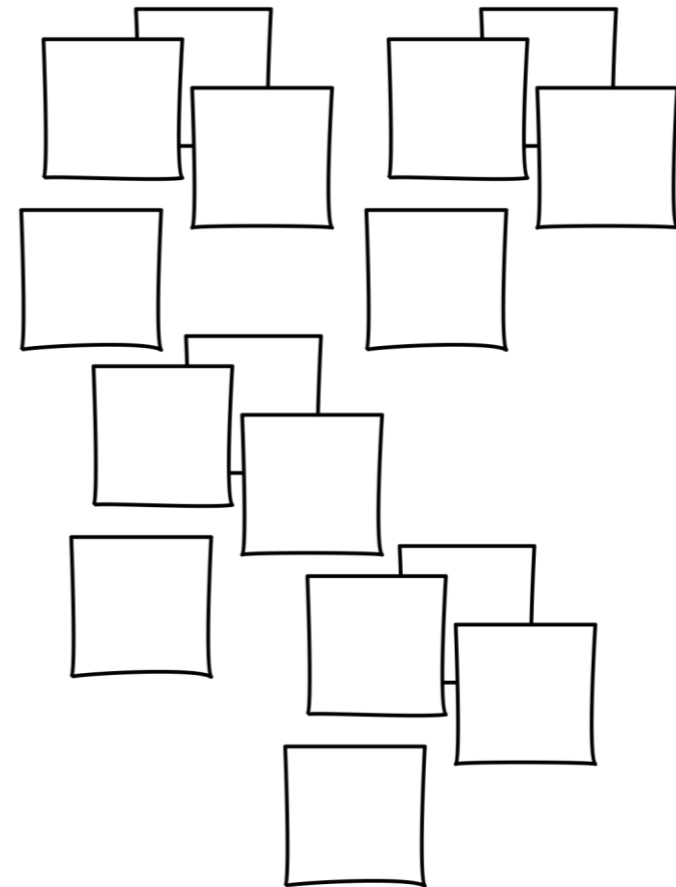
Let's Play!

What Does Team Safety Look Like?

I feel **more safe** when...



I feel **less safe** when...



Gather Qualitative Data

- Team Member Interviews
- 1:1 Coaching
- Team Coaching
- Lean Coffee (on Team Safety)
- Better Retrospectives
- Well Designed Surveys

Understanding
Why?

Intervention Options

- Team Mission
- Product Vision
- Success Metrics
- Clear Responsibilities
- Team (Work) Agreements
- Team Trust Canvas
- Communication Training
 - Crucial Conversations
 - Compassionate Communication
 - Radical Candor
 - etc.
- Meditation
- Lovingkindness & Empathy
- Active Listening
- LEGO Serious Play
- ELMO
- A Safe Word
- Stop Work Authority Card
- Agile Team Maturity
- Pairing
- Motivations
- 2 truths, 1 lie
- Physical Exercise / Yoga
- Team Lunches / Dinners
- Non-work team challenges (e.g. Escape Rooms)

What Can Leaders Do?

Framing the work as a learning problem, not an execution problem

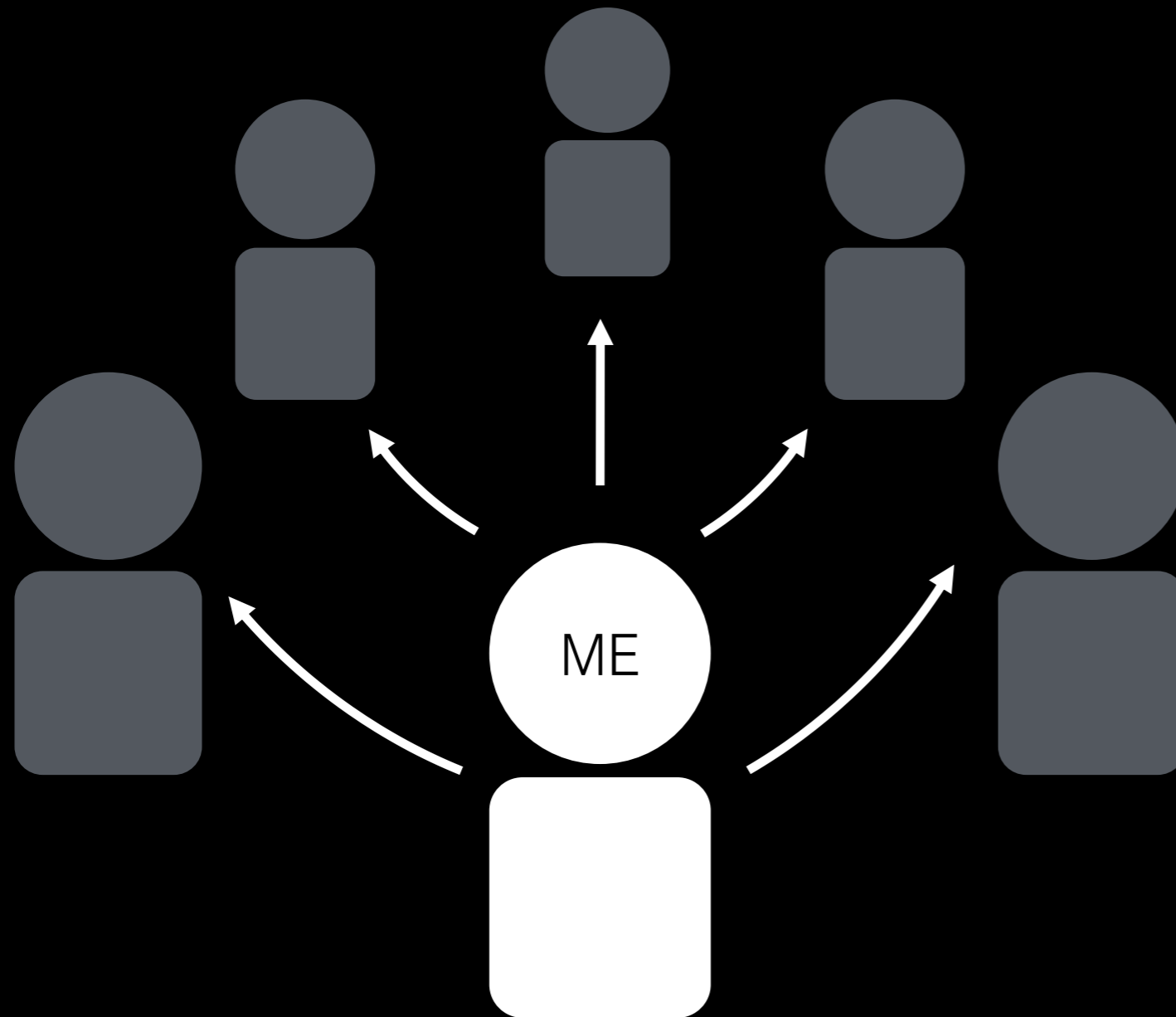
Acknowledging their own fallibility and modeling vulnerability in front of the team

Being curious and asking lots of questions

Encouraging diverse point of view

- Adapted from Amy Edmondson and Patrick Lencioni via “High Performance via Psychological Safety” by Heidi Helfand and Joshua Kerievsky

Coaching Tip

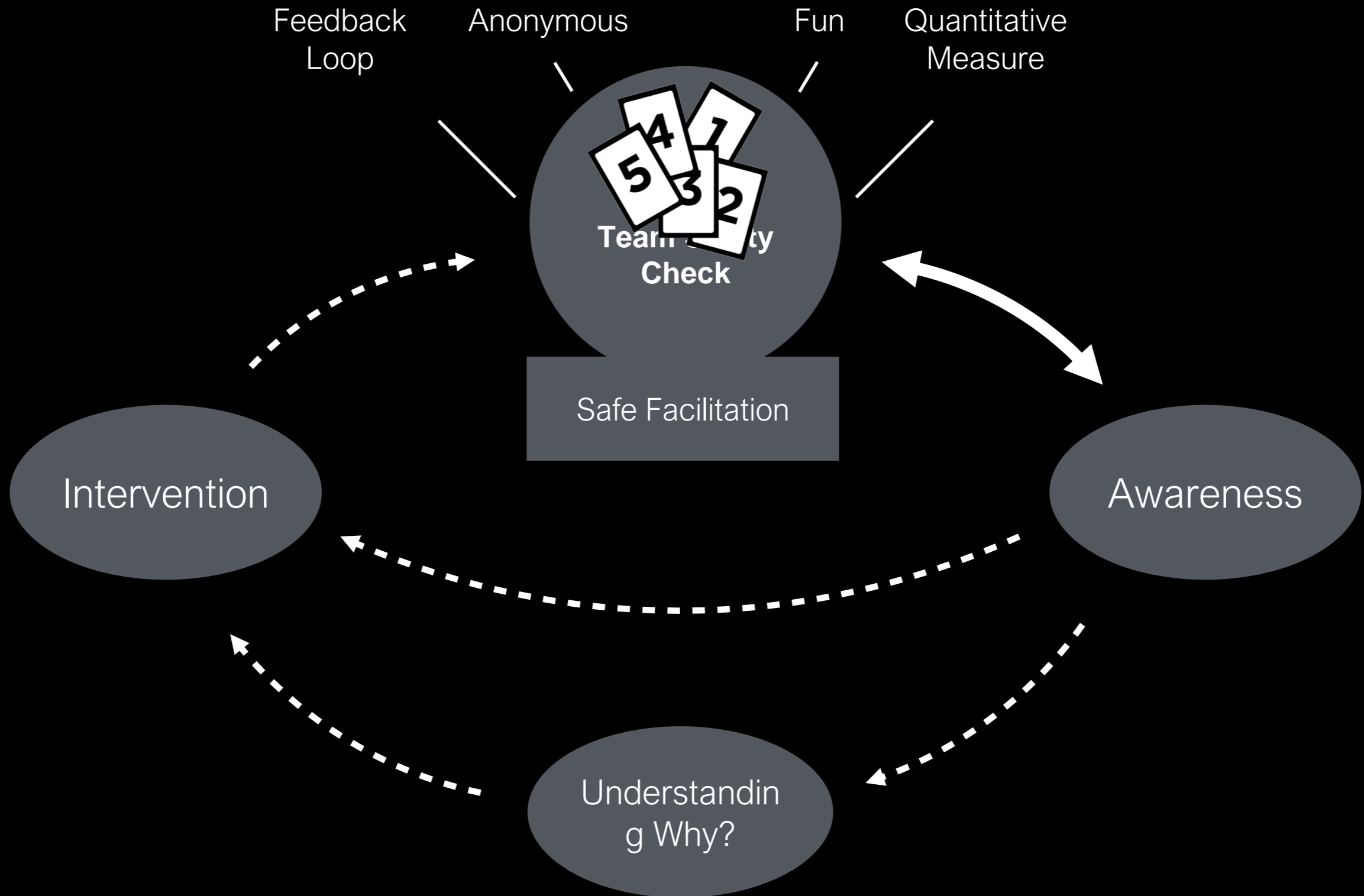


Have each team member focus on themselves.

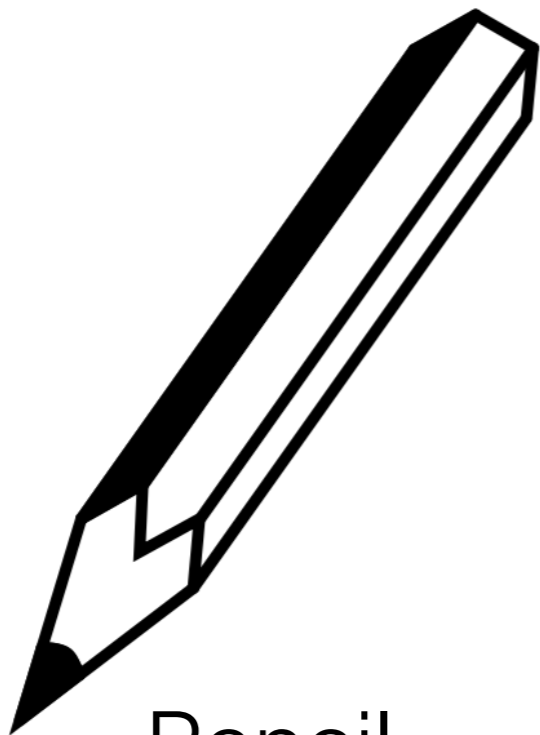
Ask what he/she will do to add to team safety – **not** what others should be doing.

Design an experiment...

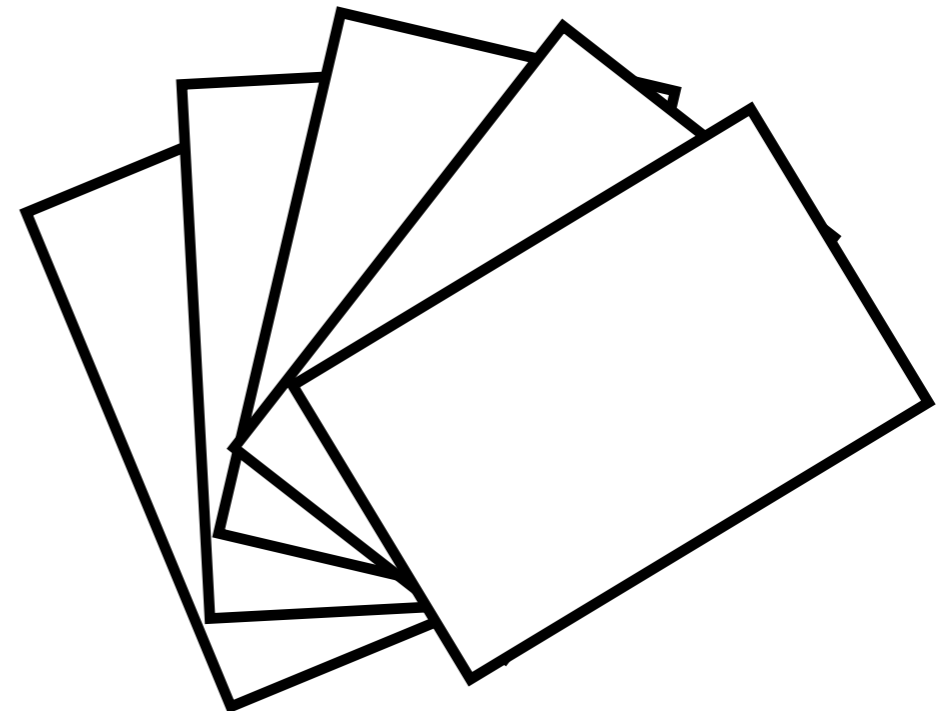
Team Safety Cycle



DIY Team Safety Check Cards



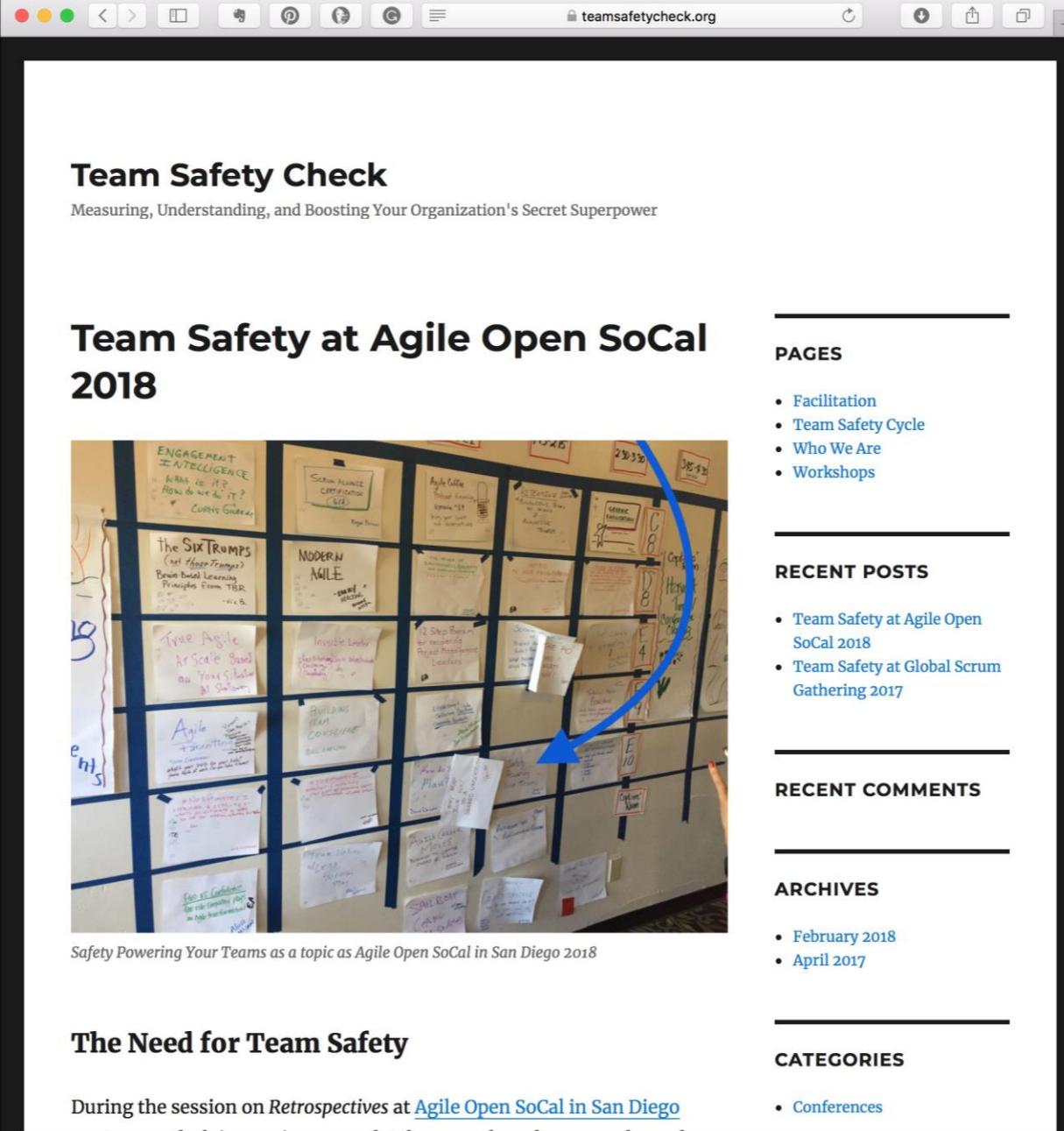
Pencil



Index Cards

Start Creating Awareness Today!

TeamSafetyCheck.org

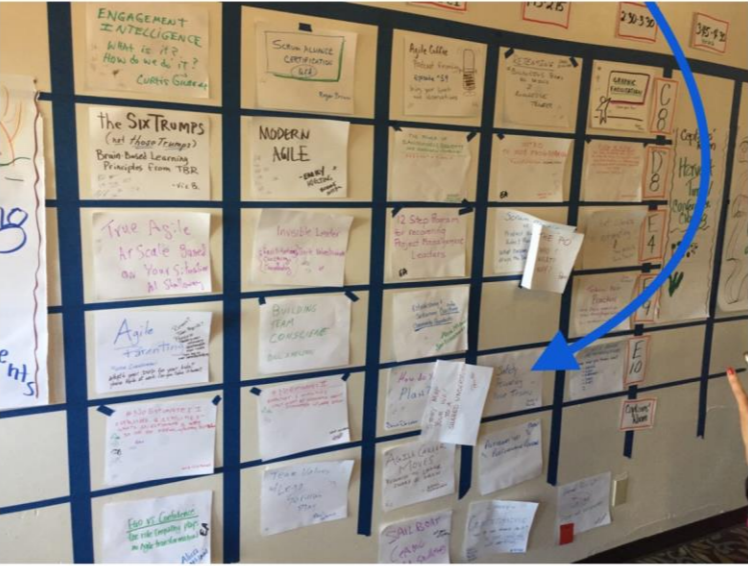


The screenshot shows a web browser window with the URL teamsafetycheck.org. The main content area features a header for "Team Safety Check" with the subtitle "Measuring, Understanding, and Boosting Your Organization's Secret Superpower". Below this is a featured article titled "Team Safety at Agile Open SoCal 2018". The article includes a photograph of a wall covered in sticky notes and a blue arrow pointing to a specific note. The sidebar on the right contains sections for "PAGES", "RECENT POSTS", "RECENT COMMENTS", "ARCHIVES", and "CATEGORIES".

Team Safety Check

Measuring, Understanding, and Boosting Your Organization's Secret Superpower

Team Safety at Agile Open SoCal 2018



Safety Powering Your Teams as a topic at Agile Open SoCal in San Diego 2018

The Need for Team Safety

During the session on Retrospectives at [Agile Open SoCal in San Diego](#)

PAGES

- [Facilitation](#)
- [Team Safety Cycle](#)
- [Who We Are](#)
- [Workshops](#)

RECENT POSTS

- [Team Safety at Agile Open SoCal 2018](#)
- [Team Safety at Global Scrum Gathering 2017](#)

RECENT COMMENTS

ARCHIVES

- [February 2018](#)
- [April 2017](#)

CATEGORIES

- [Conferences](#)

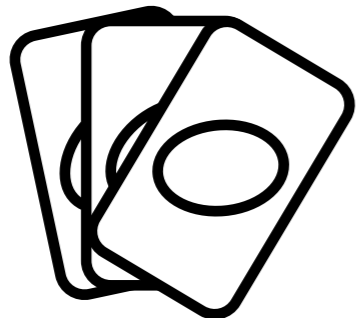
Appendix

Safe Facilitation

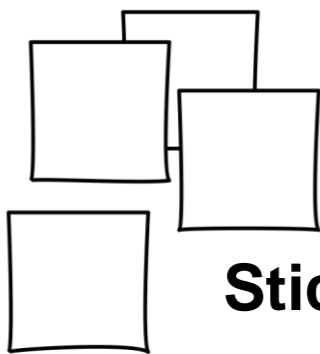
Custom Cards



Uno™ Cards



Stickies



- Reusable
- High anonymity
- Symbolizes company Support

- Delay to start
- Some production effort
- Some production cost

- Reusable
- High anonymity
- Inexpensive
- Materials easily obtainable
- Playful

- Colors are unnecessary variable that could influence choice
- Higher setup time: Not all cards are applicable

- Very inexpensive
- Materials are available
- Start playing immediately

- Risk to violate anonymity
 - Handwriting identification
 - During writing process
- Higher skills in safe facilitation needed
- Not very reusable → wasteful

Credits / References

Icons via thenounproject.com (CC)

- “Gauge” by Alexander Wiefel
- “Stopwatch” by Kid A
- “Battery” by DewDrops
- “Wink” by mitochondrial
- “Sticky Notes” by Guilhem
- “Thumbs Down” by Iconika
- “Thumb Up” by H Alberto Gongora
- “Pencil” by Maravev

References

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- “Safety Check” in “Cross Talk” 2006, page 10:
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