

START

COLLABORATIVE
PLAY + GAMES

TO ENABLE HUMAN
RESOURCES TO SUPPORT
BUSINESS AGILITY!

"INTERVIEW
GAMES"
AT WWT

JASON TICE

@THEAGILEFACTOR

VICE PRESIDENT
OF
BUSINESS
INNOVATION
@WWT



Let's Be Awesome
Customer & Team
Manage Scope Between
Team
We believe we need to
are managing project

ome
Need
N
in Customer &
focus on how
scope

VERSIONONE
Agile Made Easier
Agile Alliance
AGILE2016
LAURA M.
Powers
Powered By Teams
U.S.
SPEAKER

COLLABORATIVE PLAY + GAMES

To ENABLE HUMAN
RESOURCES To SUPPORT
BUSINESS ACTIVITY!

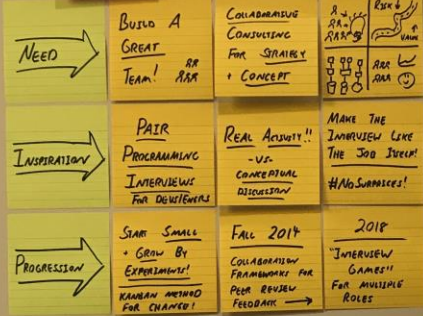
JASON TICE
@THECLIPFACTORY
VICE PRESIDENT
OF
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INNOVATION
@WMT

"INTERVIEW
GAMES"
AT WMT

BACKGROUND

"What Got
Us Here?"

STRATEGY
TECH
ALIGNMENT
TOWARD
ADVISOR



CONCEPT

USE REAL-LIFE COLLABORATION AS THE INTERVIEW MECHANISM!

STATE WE WORK AS A TEAM, LET'S INTERVIEW AS A TEAM!

OPERATE BY INVITATION! INVITE THE INTERVIEWER TO CHOOSE APPROPRIATE!

ENABLE SAFETY! BOTH INTERVIEWER + INTERVIEWEE CAN STOP PROCESS!

DEBRIEF ACTIVISTE TO FOCUS ON LEARNING + FEEDBACK

KEY
DEBRIEF
QUESTIONS

WHAT DID YOU LEARN?

WHAT DID YOU LEARN ABOUT YOURSELF?

WHAT DID YOU LEARN ABOUT THE JOB/ROLE/TEAM?

WHAT WOULD YOU IMPROVE OR CHANGE?

WHAT COULD WE IMPROVE OR CHANGE?

HOW WOULD IMPROVEMENT OR CHANGE IMPACT YOU?

AGREE
VALUES

INDIVIDUAL INFORMATION PROCESS TAKE

WORKING SOFTWARE COMPROMISING DISSEMINATION

CUSTOMER COLLABORATION CONTRACT NEGOTIATION

RETURNING TO CHANGE FASHIONING A PLAN

FOCUS ON THE PERSON AND THEIR NEEDS - vs. STANDARD BUSINESS

EXPERIENCE REAL WORK SOFTWARES RATHER THAN JUST TALK!

ACHIEVE THE BEST OUTCOMES BY WORKING TOGETHER!

TRUST + RESPECT! ALIGN THE INTERVIEWER TO GUIDE THE PROCESS

WHY?

SAFETY TEAM ACTIVITY - vs. BELIEVE SINGLED OUT!

CLARITY OVERCAME COMMUNICATION BIAS USING METAPHOR!

RESPECT EVERYONE EXCHANGES FEEDBACK!

TRANSPARENCY DECISIONS ARE BASED ON SHARED EXPERIENCE AND DATA!

INCLUSIVE DIFFERENT STYLES + ACTIVITIES FOR DIFFERENT PEOPLE!

ENGAGEMENT ASKED, PROCESSED, THINK, RESPOND!

EXAMPLES

STORY TELLING ANTIHIERARCHICAL DISCUSSION ON WHO VALUES MEAN TO YOU

CAREER FORECAST JOB SKILL ALIGNMENT + RANKING

DREAM JOB TEAM ACTIVITY TO DRAW THE INTERVIEWER'S DREAM JOB

DAIRYBOARD COLLABORATIVE ACTIVISTE ON HOW TO MEASURE SUCCESS

TEAMWORK WHAT IS IT LIKE TO DIRECT THE TEAM?

SPEEDRAT DEBRIEF INTERVIEWER FEEDBACK INCLUDING STRENGTHS + WEAKNESSES

GETTS APPRECIATIONS + IDEAS LEARNED BY ENGAGING IN THE PROCESS

KEY DEBRIEF QUESTIONS

- WHAT DID YOU LEARN?
- WHAT DID YOU LEARN ABOUT YOURSELF?
- WHAT DID YOU LEARN ABOUT THE JOB/ROLE/TEAM?
- WHAT WOULD YOU IMPROVE OR CHANGE?
- WHAT COULD WE IMPROVE OR CHANGE?
- HOW WOULD IMPROVEMENT OR CHANGE IMPACT YOU?

OTHER APPLICATIONS

- PERFORMANCE REVIEW FEEDBACK
- TRUST EXERCISES
- UNDERSTAND + DISCUSS FEEDBACK RECEIVED!
- VULNERABLE INQUIRY

EXAMPLES

- MANAGEMENT + WORK ALLOCATION
- UNDERSTAND INTANGIBLES + THEIR IMPACTS
- INDIVIDUAL DASHBOARDS
- UNDERSTAND CAPACITY + GROWTH NEEDS
- STORY TELLING FOR HAPPINESS
- TEAM MEMOR ACTIVITIES LINKED TO TEAM GOALS

- STORY TELLING
- CAREER FORECAST
- METAPHORICAL DISCUSSION ON WHAT VALUES MEAN TO YOU
- JOB SKILL ASSESSMENT + RANKING

- DREAM JOB
- DASHBOARD
- TEAM ACTIVITY TO DRAW THE INTERVIEWEE'S DREAM JOB
- COLLABORATIVE ACTIVITY ON HOW TO MEASURE SUCCESS

- TEAMWORK
- SPEEDBOAT
- GIFTS
- WHAT IS IT LIKE TO DIRECT THE TEAM?
- DEBRIEF INTERVIEWEE FEEDBACK INCLUDING STRENGTHS + WEAKNESSES
- APPRECIATIONS + ITEMS LEARNED BY ENGAGING IN THE PROCESS

WHY?

- SAFETY
- CLARITY
- RESPECT
- TEAM ACTIVITY -VS- BEING SINGLED OUT!
- OVERCAME COMMUNICATION BIAS USING METAPHOR!
- EVERYONE EXCHANGES FEEDBACK!
- TRANSPARENCY
- INCLUSIVE
- ENGAGEMENT
- DECISIONS ARE BASED ON SHARED EXPERIENCE AND DATA!
- DIFFERENT STYLES + ACTIVITIES FOR DIFFERENT PEOPLE!
- ASSESS, PROCESS, THINK, RESPOND!

CONCEPT

- USE REAL-LIFE COLLABORATION AT THE INTERVIEW MECHANISM!
- SINCE WE WORK AS A TEAM, LET'S INTERVIEW AS A TEAM!
- OPERATE BY INVITATION!
- ENABLE SAFETY!
- DEBRIEF
- INVITE THE INTERVIEWEE TO CHOOSE ACTIVITY/FOCUS!
- BOTH INTERVIEWERS + INTERVIEWEE CAN STOP PROCESS!
- ACTIVITIES TO FOCUS ON LEARNING + FEEDBACK

COLLABORATIVE
PLAY + GAMES
TO ENABLE HUMAN
RESOURCES TO SUPPORT
BUSINESS AGILITY!

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BACKGROUND

"WHAT GOT
US HERE?"

IDEATION

REIMAGINING

TEAM
ALIGNMENT

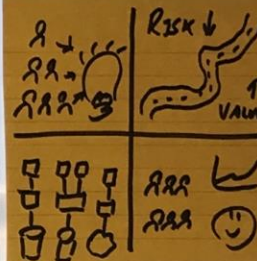
TRUSTED
ADVISOR

NEED

BUILD A
GREAT
TEAM!

RR
RRR

COLLABORATING
CONSULTING
FOR STRATEGY
+ CONCEPT



INSPIRATION

PAIR
PROGRAMMING
INTERVIEWS
FOR DESIGNERS

REAL ACTIVITY!!
-VS-
CONCEPTUAL
DISCUSSION

MAKE THE
INTERVIEW LIKE
THE JOB ITSELF!
#NOSURPRISES!

PROGRESSION

START SMALL
+ GROW BY
EXPERIMENTS!
KANBAN METHOD
FOR CHANGES!

FALL 2014
COLLABORATION
FRAMEWORKS FOR
PEER REVIEW
FEEDBACK →

2018
"INTERVIEW
GAMES"
FOR MULTIPLE
ROLES

AGILE VALUES

INDIVIDUALS
& INTERACTIONS
/ PROCESS
& TOOLS

FOCUS ON THE
PERSON AND
THEIR NEEDS -vs-
STANDARD QUESTIONS

WORKING
SOFTWARE
/ COMPREHENSIVE
DOCUMENTATION

EXPERIENCE
REAL WORK
SCENARIOS
RATHER THAN
JUST TALK!

CUSTOMER
COLLABORATION
/ CONTRACT
NEGOTIATION

ACHIEVE THE
BEST OUTCOMES
BY WORKING
TOGETHER!

RESPONDING
TO CHANGE
/ FOLLOWING A
PLAN

TRUST +
RESPECT!
ALLOW THE
INTERVIEWEE TO
GUIDE THE PROCESS

WHY?

SAFETY

TEAM ACTIVIST
-VS-
BEING SINGLED
OUT!

CLARITY

OVERCOME
COMMUNICATION
BIAS USING
METAPHOR!

RESPECT

EVERYONE
EXCHANGES
FEEDBACK!

TRANSPARENCY

DECISIONS ARE
BASED ON
SHARED EXPERIENCE
AND DATA!

INCLUSIVE

DIFFERENT STYLES
+ ACTIVITIES FOR
DIFFERENT PEOPLE!

ENGAGEMENT

ASSESS,
PROCESS,
THINK,
RESPOND!

CONCEPT

USE REAL-LIFE
COLLABORATION
AS THE INTERVIEW
MECHANISM!

SINCE WE WORK
AS A TEAM,
LET'S INTERVIEW
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OPERATE BY
INVITATION!
INVITE THE
INTERVIEWEE TO
CHOOSE ACTIVITY/FOCUS!

ENABLE
SAFETY!
BOTH INTERVIEWERS
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DEBRIEF
ACTIVITIES TO
FOCUS ON
LEARNING & FEEDBACK

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DEBRIEF
QUESTIONS

WHAT DID [?]
YOU LEARN?

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ABOUT YOURSELF?

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WHAT WOULD [?]
YOU IMPROVE
OR CHANGE?

WHAT COULD [?]
WE IMPROVE
OR CHANGE?

HOW WOULD [?]
IMPROVEMENT
OR CHANGE
IMPACT YOU?

EXAMPLES

STORY TIME

METAPHORICAL
DISCUSSION ON
WHAT VALUES MEAN
TO YOU

CAREER FORECAST

JOB SKILL
ASSESSMENT +
RANKING

DREAM JOB

TEAM ACTIVITY
TO DRAW THE
INTERVIEWEE'S
DREAM JOB

DASHBOARD

COLLABORATIVE
ACTIVITY ON HOW
TO MEASURE
SUCCESS

TEAMWORK

WHAT IS IT
LIKE TO
DIRECT THE
TEAM?

SPEEDBOAT

DEBRIEF
INTERVIEWEE
FEEDBACK
INCLUDING STRENGTHS
+ WEAKNESSES

GIFTS

APPRECIATIONS +
ITEMS LEARNED
BY ENGAGING IN
THE PROCESS

TRUNK

INTERVIEW

TREE



LEAVES

THE MATRIX

STORY TIME

DREAM JOB

MOTIVATION

QUESTIONS +
ANSWERS

SPEEDBOAT

DASHBOARD

GUIDANCE

GIFTS +
APPRECIATIONS

TRUNK

INTER

GIFTS +
APPRECIATIONS

E



LEAVE S

GUIDANCE

STORY TIME

QUESTIONS +
ANSWERS

DASHBOARD

THE MATRIX

SPEEDBOAT

DREAM JOB

MOTIVATION

INTERVIEW

TREE 

TRUNK

LEAVES

QUESTIONS +
ANSWERS

An awesome
challenge

TRUST

Creative

Compliment

SPEEDBOAT

CAREER
FORECAST

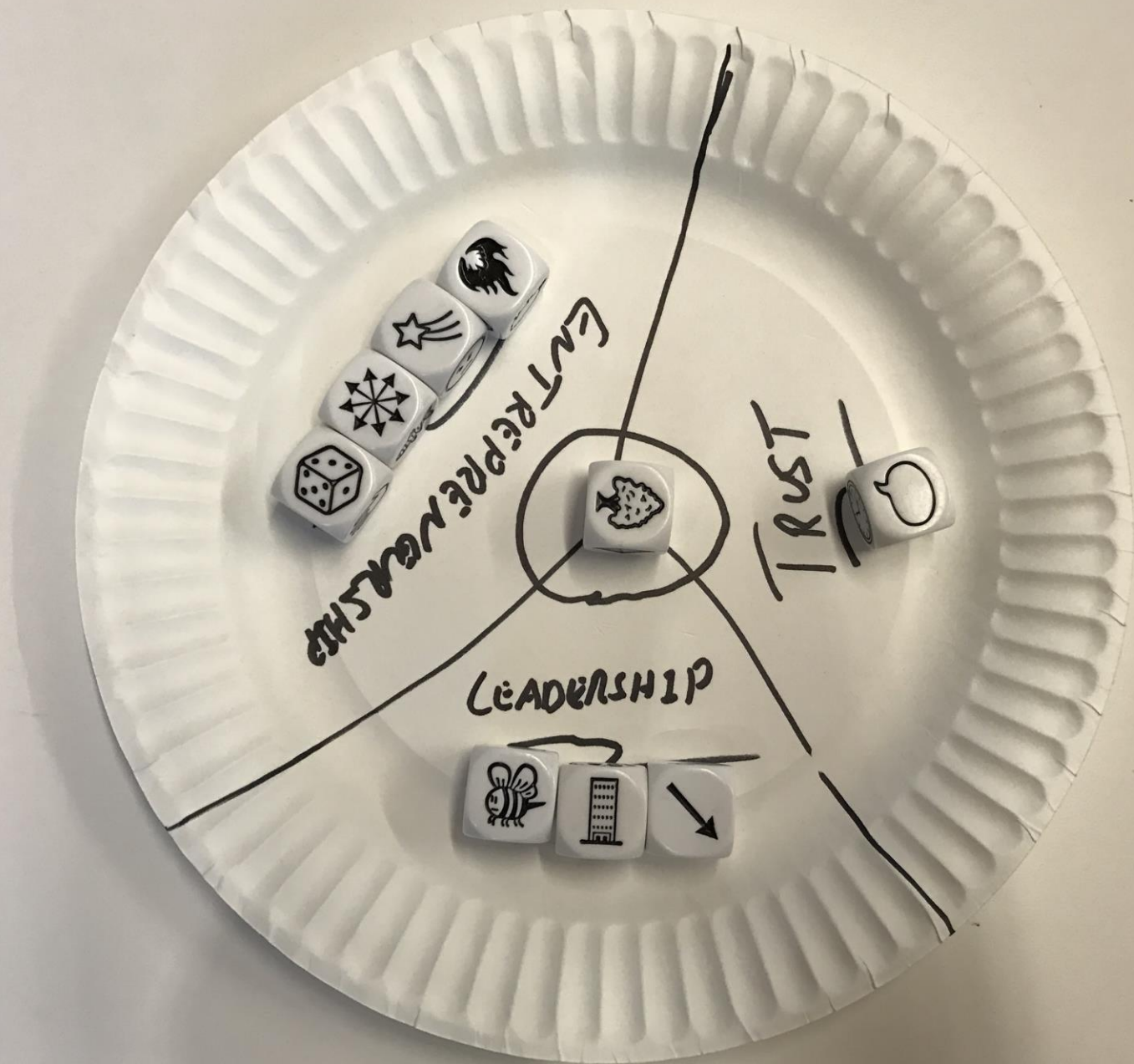
STORY TIME

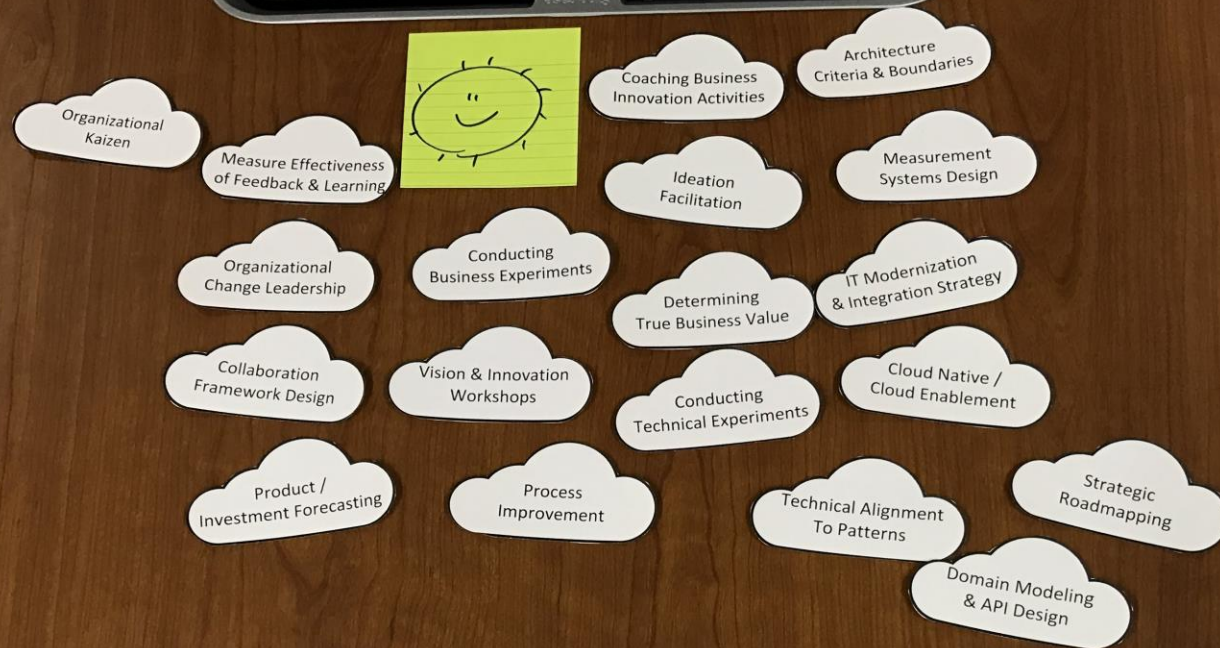
GIFTS +
APPRECIATIONS

Partnership
and

DAY IN
⑦ THE LIFE

TEAMWORK





NT To
en

READY To
SHARE

Collaborative
Governance Systems





LOVE
TO
DO THIS!



Organizational
Kaizen

Vision & Innovation
Workshops

Strategic
Roadmapping

Measure Effectiveness
of Feedback & Learning

Collaboration
Framework Design

Conducting
Technical Experiments

Conducting
Business Experiments

Organizational
Change Leadership

Process
Improvement

Determining
True Business Value

Coaching Business
Innovation Activities

Ideation
Facilitation

Product /
Investment Forecasting

Measurement
Systems Design

Cloud Native /
Cloud Enablement

IT Modernization
& Integration Strategy

Domain Modeling
& API Design

Architecture
Criteria & Boundaries

Technical Alignment
To Patterns

READY
TO
ROLL!

NEED
MENTORING

Umm,
NOT
SO MUCH



Collaborative
Governance Systems





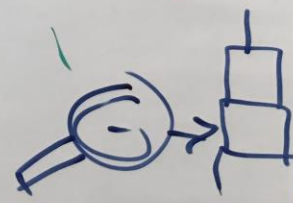
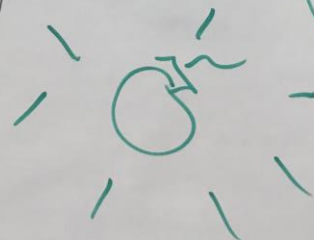




Q!Q!Q!Q!



Consequence.



PROJECT
\$

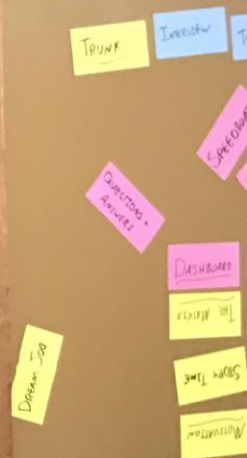
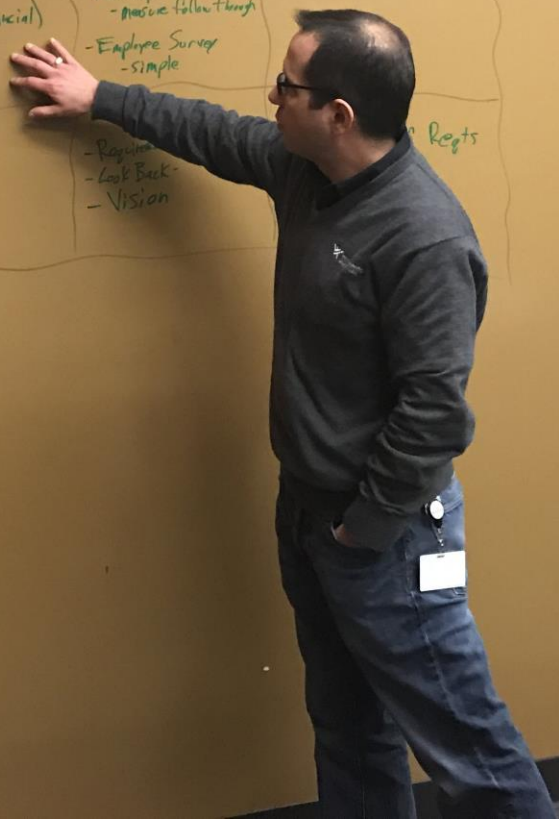
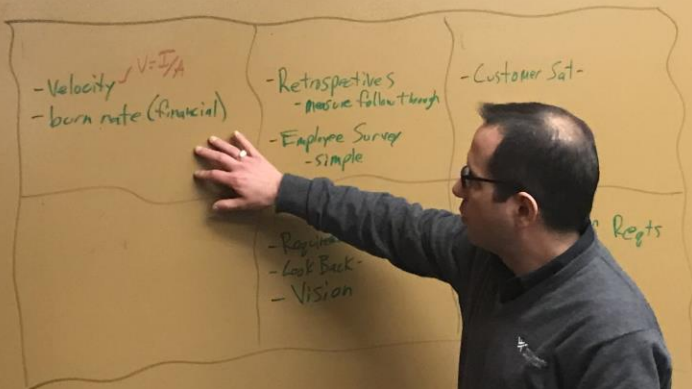
WWT
Strategic
Value

Pro Dev

CLIENT


TEAM
SATISFACTION

Project
Debt





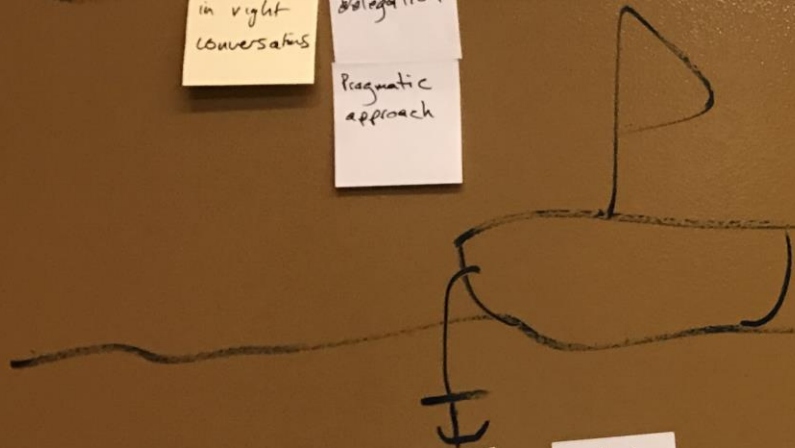


Involved
in right
conversations

Understands
delegation

Pragmatic
approach

WMT BSC
PSC U/
ASC 5.0?



Unclear
expectations
of
role

Strategic
vision

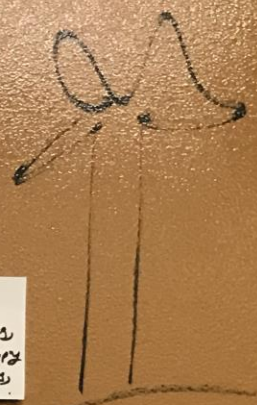
INCREASING
OPENNESS
FEEDBACK FROM
MANY VOICES?

lack of
music

DLs as a
senior leadership
group don't
find value in a
DCL

Away from
clients and
'stuck' in a
staffing
coordination job?

You've set
up everything,
everyone is happy
and it's working,
now what....



DREAM TAKE
SOB MATRI

Understanding
of internal
customer expectations

History of
interactions with
other teams

Always naturally
curious.

Energy &
Passion

Understanding
of external
customer expectations

Background on
what we would like
to accomplish

READING LIST
OVER TIME
- UNCONSCIOUS BODIES
- THINKING FACILITATION
- GAMESTORYTelling
- AMAZON REVIEW
LIST.

What makes
Clayton feel
uncomfortable?

[SELF-DIRECTED]
"UNCLEAR
DIRECTION"


AGILE COACHING
VS
IDEATION
- SAME, DIFFERENT,
CHALLENGES

SURPRISE
FACTOR?
MOTIVATION?

ADJUSTING TO
FACILITATION
AS PRACTICED
HERE - VERSUS?
PREVIOUS PARADIGMS

Oh Oh!

STAND UP/
CONFLICT

Curiosity

INSTINCT

CULTURE

CREATIVITY

WILLINGNESS
TO
LEARN

INITIATIVE TO
~~FOR~~ EXPLORE
CREATIVE PURSUITS

EX
CREDIBILITY:
MAKE SIDE
ENDAVORS
RELEVANT?

Career
Development,
Leadership
apps

HUMILITY
- YES / NO
- WHY? ☹️

JUST STARTING
TO CREATE
PROGRAMATIC,
SCALABLE POWER-
YOUR EXPERIENCE!
INTEREST FITS WELL

VISIONARY /
DETAILS
PIVOT BY CONTEXT

Love 2
Learn

Assumptions,
Healthy
Conflict

IT IS ④
HELPFUL TO
OBSERVE OUR
"STYLE" OF
IDEATION PROCESSES
TO SEE IF IT WORKS

EXPERIENCE
OUTSIDE
~~BEING~~ BEING

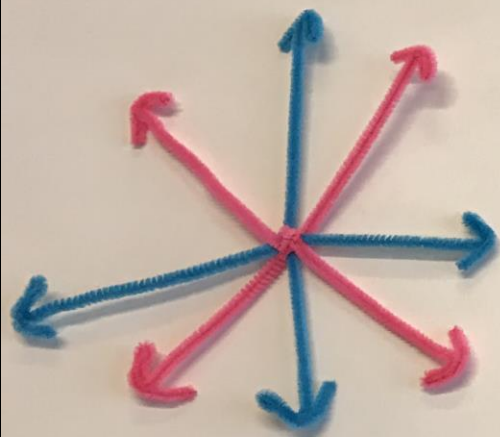
COMFORT AND
EXPOSURE TO
NON-BEING

TEACHING

Technical
Depth

Technical
Training

Rise:
Executive
Travel



OTHER APPLICATIONS

PERFORMANCE REVIEW FEEDBACK

UNDERSTAND +
DISCUSS FEEDBACK
RECEIVED!

TRUST EXERCISES

VULNERABLE
INQUIRY

MANAGEMENT + WORK ALLOCATION

UNDERSTAND
CAPACITY +
GROWTH NEEDS

UNDERSTAND INTANGIBLES + THEIR IMPACTS

STORY TELLING
FOR HAPPINESS

INDIVIDUAL DASHBOARDS

TEAM MEMBER
ACTIVITIES LINKED
TO TEAM GOALS

How Can
You Engage?

START SMALL



THEN GROW!

"TELL ME A
STORY ABOUT
THAT"

LISTEN + ASK
QUESTIONS

DRAW A
PICTURE OR
CREATE A
MODEL OF A
CONCEPT

INVITE OTHERS
TO SHARE AND
PROVIDE
FEEDBACK

$0 \rightarrow 0 \rightarrow 0 \rightarrow \text{m}$

LINK SMALL
CHANGES TOGETHER

- GAIN TRUST
- APPLY LESSONS LEARNED

WHAT
REALLY
MATTERS

PEOPLE
WORK
HERE

INVITE PEOPLE
TO ENGAGE

PROVIDE SAFE
+ FOCUSED OPTIONS

CREATE SPACE
WHERE EVERYONE

SHARES +
LEARNS!

ENABLE
TRANSPARENCY

+
ENCOURAGE
FEEDBACK

EXPERIMENT
TO UNCOVER
CHANGES +
NEW IDEAS!

MINDFULLY
REFLECT ON
HOW TO
IMPROVE!





END