Individuals and interactions over processes and tools
For each of the five scenarios, you will:

1. Identify which response most matches your reaction
2. Move to that part of the room
3. Discuss with others there the pros/cons of your response for 2 minutes
4. Keep track of your most common corners.
Your team changes the Acceptance Criteria of a story after 3 days in Dev. You...

A - Call a meeting with the team to immediately discuss how this is bad agile practice
B - Note it as a topic for discussion at the next retro
C - Let it happen, it will probably be a one-off
D - Call them out and change the AC back
E - Cancel or split the story to have a new one with the new AC
Your team’s **Product Owner** is consistently unavailable to provide feedback and a groomed backlog. You…

A - Call a meeting with the PO and the team to **revisit working agreements**
B - Recognize they’re busy and take on some PO tasks, like grooming the backlog, for the team
C - Keep bringing it up at retro for the team to discuss
D - Walk over to the POs desk and tell them they need to change
E - Find out their availability and **restructure** the team’s ceremonies to meet the POs schedule
Production is down! It’s all hands on deck to get back online ASAP, and a team member suggests a new unexplored alternate approach to try to restore the system. You...

A - Round everybody together to discuss the alternate approach for 15 minutes
B - Immediately support the new idea
C - Be quiet and let the team member try to get others on board
D - This is do or die, we don’t have time to be trying new things
E - Give them only 15 minutes to try their idea before going with the original plan
Your partner has left a mess in the kitchen … again! You’re sick of cleaning the plates and the ants. You...

A - Spend the rest of the evening talking about why they’re messy
B - Sigh and tell them you’re upset, telling yourself to always plan 30 extra minutes to clean the kitchen for them
C - Don’t say anything and clean for them. Maybe it won’t happen again.
D - This needs to stop. They need to clean the mess tonight.
E - Talk about give-and-take strategies to share the cleaning for their messes.
After you march against fracking, your Uncle starts evangelizing aggressive gas extraction at your family’s holiday dinner. You…

A - Ask others at the table what they feel
B - Nod your head as you won’t have to see him again for a while
C - Play with your mashed potatoes and keep your mouth shut
D - Start debating the dangers of fracking. You need to change his mind.
E - Engage in the conversation, knowing you’ll leave agreeing to disagree.
Go to your most common corner
1. What themes were in your reactions?
2. Did you react the same to work v. home?
Resolving Conflict
Circle of Conflict

Data conflicts are caused by:
- Lack of information
- Misinformation
- Different views on what is relevant
- Different interpretations of data
- Different assessment procedures

Interest conflicts are caused by:
- Perceived or actual competitive interests (content, procedural or psychological)

Relationship conflicts are caused by:
- Strong emotions
- Misperceptions or stereotypes
- Poor communication or miscommunication
- Repetitive negative behaviour

Structural conflicts are caused by:
- Destructive patterns of behaviour or interaction
- Unequal control, ownership or distribution of resources
- Unequal power and authority
- Geographic, physical or environmental factors that hinder cooperation
- Time constraints

Value conflicts are caused by:
- Different criteria for evaluating ideas or behaviour
- Exclusive intrinsically valuable goals
- Different ways of life, ideology and religion
Structural Conflicts

- Destructive patterns of behavior
- Unequal power/authority
- Geographical, physical, environmental, or temporal constraints
- Misused agile ceremonies
- Hierarchy v. team responsibilities
Value Conflicts

- Different criteria for evaluating
- Diverse ways of life, ideology, & religion
- Tech debt v. New features
- Dangling commas
Relationship Conflicts

- Strong emotions
- Misperceptions or stereotypes
- Code pairing
- Trust issues
Data Conflicts

- Lack of information
- Difference in interpretation of data
- Uses and misuses of Velocity
- Measuring Team performance
- Meaning of customer feedback
Interest Conflicts

● Perceived or actual competitive interests

● What’s good for me v. good for the team

● Salary constraints/limited resources
The Triangle of Satisfaction

RESULT (Substantive)

PROCESS (Procedural)

EMOTION (Psychological)

Circle of Conflict

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  - Misinformation
  - Different views on what is relevant
  - Different interpretations of data
  - Different assessment procedures

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  - Geographic, physical or environmental factors that hinder cooperation
  - Time constraints
FEAR

COURAGE IS MASTERY, NOT ABSENCE, OF FEAR.

thingsweforget.blogspot.com
QUESTIONS?

Lieschen - @LieschenGQ
William - @howtotrainapm
howtotrainaproductmanager.com rmmpcamp.org
Mayer, Bernard. The Dynamics of Conflict. 2nd Ed. 2000.