How Do We Know if a Scrum Master is "Good Enough" for our Teams?

An Experience Report with Sarah Baca
Prescription Benefits

100 Scrum Masters
500 IT teams
83 million patients

Express Scripts

Sarah Baca @sjbaca3
Yay! I get to support coaches!

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I could teach them the right way to Scrum Master.
How could I figure out which Scrum Masters are low performing?
Agile Maturity Assessment
How do you measure a mindset?!
Twelve Agile Principles (TAP) Assessment
TAP Assessment

1. Customer satisfaction through early and continuous delivery.

2. Welcome changing requirements, even late in development.

3. Deliver working software frequently.
My team is struggling with...
Evidence
Test
Knowledge
Inference
Impact

"Clean Feedback"
Caitlin Walker

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Servant Leadership Survey

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Community of Practice

Chair dancing REQUIRED
No Silver Bullets

- Servant Leadership Survey
- Coaching Plans
- Twelve Agile Principles Assessment
- Community of Practice

Conversations

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Create the puzzle pieces that work for your system

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Relationships and conversations are MORE valuable in conjunction with assessments AND both are helpful.
Give up my ego
Sarah Baca
@sjbaca3

SUPER AWESOME
Resources

- Caitlin Walker - Systemic Modeling
- Balanced Agility - Coaching & training
- Jennifer Davis - Coaching
- Modern Agile - Joshua Kerievsky

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Thank You