



12 Steps to Improve Scrum Events – Facilitation Techniques



Popcorn or Decentralize Facilitation to improve team engagement: e.g. in PBR – product backlog refinement session, each person takes one user story and facilitate group discussion to come to a common understanding on the story details/scope/estimation.

**Step
01**

Ensure that you explain and reiterate scrum events **purpose, clear goals**, who, roles and responsibilities, input, agenda and outcome

**Step
02**

Start and Finish event on time.

**Step
03**

Have **ground rules** e.g. one person speaks at a time, respect everyone's opinion, listen everyone, quickly identify out of scope items and minimize side bar conversation.

**Step
04**

Timebox agenda items e.g. 10 min. maximum per user story in refinement session.

**Step
05**

Practice **active listening**, encourage balance participation, remove distractions.

**Step
06**

Synthesize the main themes to reframe the conversation – e.g. limit different conversation and **stay focused** on the purpose/goal.

**Step
07**

Time check - Pause and allow for reflection towards what has been discussed, what's left and remaining time.

**Step
08**

Encourage popcorn facilitation (Decentralize facilitation)

**Step
09**

For long events, ensure to take break about every 90 minutes or so and **re-energize**.

**Step
10**

If you are inviting stakeholders, identify which time slot do you need them, so we don't bore them with irrelevant information/conversation.

**Step
11**

At the end summarize, reiterate outcome, thank participants, repeat any actions, discuss / align next event.

**Step
12**

Ask for feedback on how the event went and any retrospective items to improve / optimize next event.