



Giving Feedback and Emotional Communication

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Intro Game

- build a Pair
- give Feedback
 - You come home from holiday. The flat looks awful. Your roommate's clothes and dishes lie everywhere. You want this flat to be tidy.
 - Your colleague is always late for the daily meeting and the refinement meetings. Hence you usually start late



Example 1

- You always leave your stuff on the floor.
- You make me angry when you do this.
- Or: your behaviour annoys me
- You should stop doing this.
- ...

Example 2

- I came home from holiday and there were more than 10 T-Shirts lying on the floor.
- I am frustrated, because tidiness is important to me
- Or: I am annoyed, because I need a fair interaction with each other.
- Would it be ok for you to remove the T-Shirts until the end of the week?
- Or: What do you think about that?



Don't

- „You (are)“
- „Always“, „Never“, ...
- „I feel that“
- „because you ...“
- Search for the reason of feelings within actions/situation
- Unclear, non-measurable requests
- „I want you to be/have the feeling that“



Do

- 1) Fact (Measurable, undeniable)
- 2) Feeling (honest, no „fake“ feelings)
- 3) Need (value, abstract, positive, all agree)
- 4) Request (measurable, transparent)

Values of Scrum, Kanban, ..

- Individuals and interactions over processes and tools
- Working software over comprehensive documentation
- Customer collaboration over contract negotiation
- Responding to change over following a plan
- Kanban: Understanding, Agreement, Respect roles etc, Leadership, Flow, Customer focus, Transparency, Balance – WIP, Collaboration
- XP: Communication, Simplicity, Feedback, Courage, Respect, Rapid feedback, Assume simplicity, Incremental change, Embracing change, Quality work, ...

Game: Using Values

- every team agrees on certain values (Scrum, XP, Kanban, defined in retro, ...)
- Imagine you are in the retro and want to give feedback on the following scenarios:
 - Your team did not make the Sprint for the third time in a row.
 - Your stakeholders are angry. You forgot an important group of users. They were not mentioned in the requirements
 - You feel that the team works on too much stuff at the same time
 - The Webservice did not work after the release although the code respects the documentation of the other team



Game: Reacting to Emotional Communication

- 2 persons – one angry, one giving feedback
- 1st person: mean feedback
- 2nd person: trying to find the feeling and need behind
- Example 1:
 - „We always break the Build“
 - „Are you angry, because Test Quality is important for you?“
 - „Yes, exactly, not everyone shows the right effort“ ...