

Feedback from Jim Rosa, a Transformation Coach working on enterprise Agile software development projects as a consultant with IconATG (A Technology Group) with the intent to bridge the gap between the technology and the culture and people skills.

Stella,

We talked briefly last week regarding the investigation and analysis that I have expended in reviewing Judy Ryan's Lifework Systems. I wanted to follow up with more details.

One of my passions in coaching focuses on conflict resolution or harmony in the work place. People want (and should be able) to enjoy their jobs.

Agile and SAFe principles work together to aid teams, programs, portfolios and enterprises in coordinating work, and facilitating the frequent delivery of high business value. We preach these principles to current and future clients. We recite statistics that demonstrate what can be achieved. We, ourselves, truly believe these principles. We know of the latent value that waits only for companies to engage - to experiment with the principles. We have experienced the resulting energy, increased morale and freedom.

Despite their great potential, the positive impact of these principles becomes stifled when individual behaviors get in the way. These behaviors prevent a team from working together. They prevent team members from helping one another. They prevent teams from accomplishing their common goals. These teams cannot deliver on their potential, and they cannot fully benefit from Agile and SAFe principles.

My observations as an Agile/SAFe coach has convinced me that those whom I have coached were not prepared. What do I mean by not prepared? I submit that there was and is a lack of commitment to, practice of, and execution of professional common behaviors - an absence of highly communicated standardized organizational expectations - without which there are no supports upon which the Agile/SAFe bar can be confidently raised.

Of the sixteen segments in the Lifework Systems course work, I have completed only three. But I can already envision the value that they could bring to an organization. The beginning coursework treats topics such as: 1) Managing relationships, including the relationship with yourself, authority and peers; 2) Reflecting on whether you are engaged in your work, or disengaged, how to become more engaged, and why it is important; and 3) Learning to identify when you are "Self" Directed or "Other" Directed, and why it is crucial that organizations cultivate Self-Directed employees.

The success of the LifeWork Systems coursework lies in the initial delivery, mentoring by internal organizational leaders, and the truly expert explanation and reinforcement by Judy and her team. Expectations are not only set across the organization, but followed up upon as well. When behaviors do not conform. everyone in the company has not only the right but the responsibility to call it out in a sincere and positive manner. The approach by which the coursework is taught exemplifies and motivates others toward the desired behaviors.

I intend as time permits to review all 16 sections of LifeWork Systems coursework. If I have the opportunity, I would highly recommend the coursework to both small and large organizations. With the right blend of coaching, I could envision Icon helping to disseminate the principles and the coursework of LifeWork Systems. This in turn, I believe, would build a solid platform base with our clients to enable them to truly benefit from the Agile/SAFe principles and coaching in ways that we only infrequently experience today. It could serve to differentiate Icon Agility Services from the competition.

I wish that I could have experienced more of the coursework and gone into more detail, but this email is likely already too long. Thanks for considering my thoughts and opinions.

Jim Rosa

Sr Consultant

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Jim Rosa

Agile / SAFe Consultant

Icon Technology Consulting