



How to use sociocracy to improve collaboration and expand Agile practices

April 10, 2013

Derwyn Harris
Presenting





Jama Software, Inc.

Portland Oregon

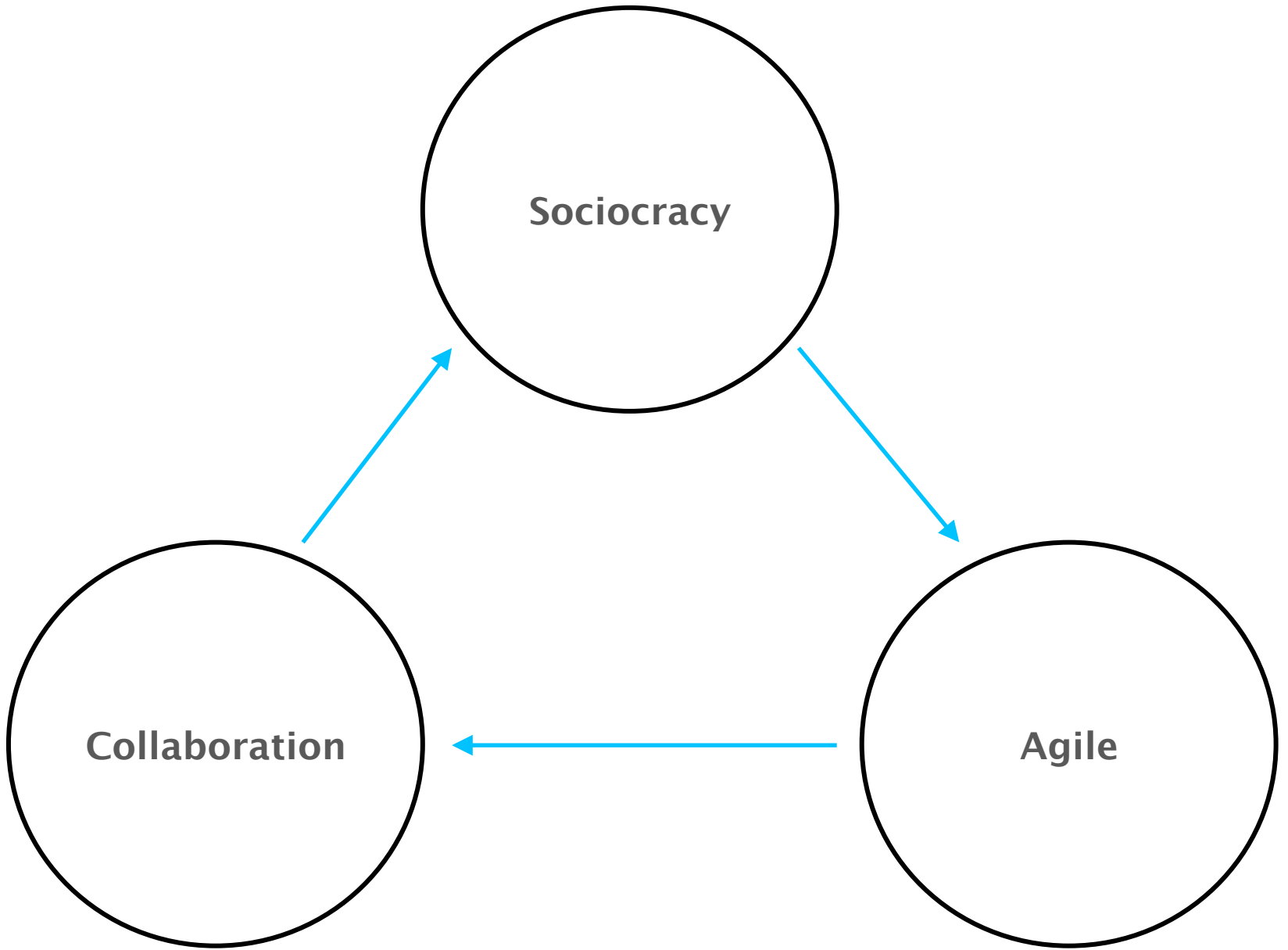
Founded 2007

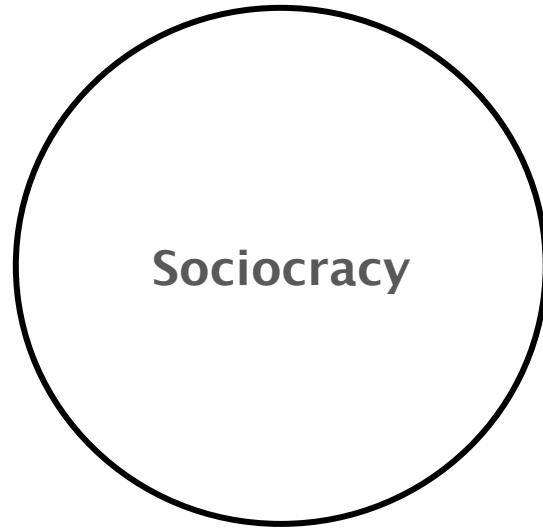
600+ customers

12 of the Fortune 100

Challenges

- Lack of communication
- Confusion
- Missed deadlines
- Missed expectations
- Redundant conversations & work
- Unsynchronized work





Sociocracy

Sociocracy

soh-see-ok-ruh-see

sōs(h)ē'äkrəsē

“Sociocracy is a system of governance, using consent-based decision making among equivalent individuals and an organizational structure based on cybernetic principles.”

wikipedia

“Sociocracy is an elegant operating system for organizations. It establishes a dynamic leadership structure that engages the energy and creativity of all members of the organization.”

Sociocracy.info

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3

Principles of Sociocracy

1

Consent to Policy Decision

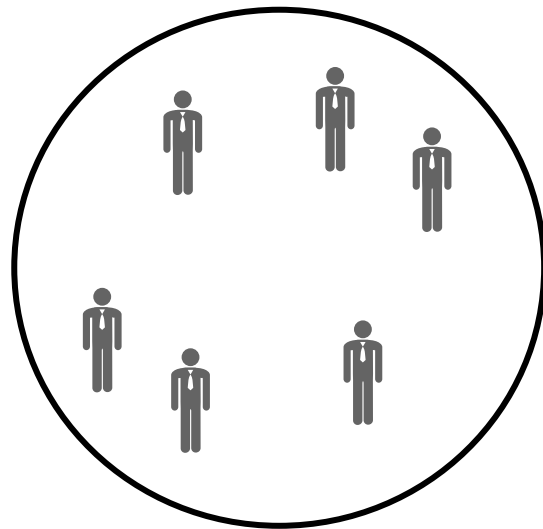
- “Policy Decisions help define the scope of operational day–today decisions”
- These Policies are defined through consent
- The policies are amendable

Examples:

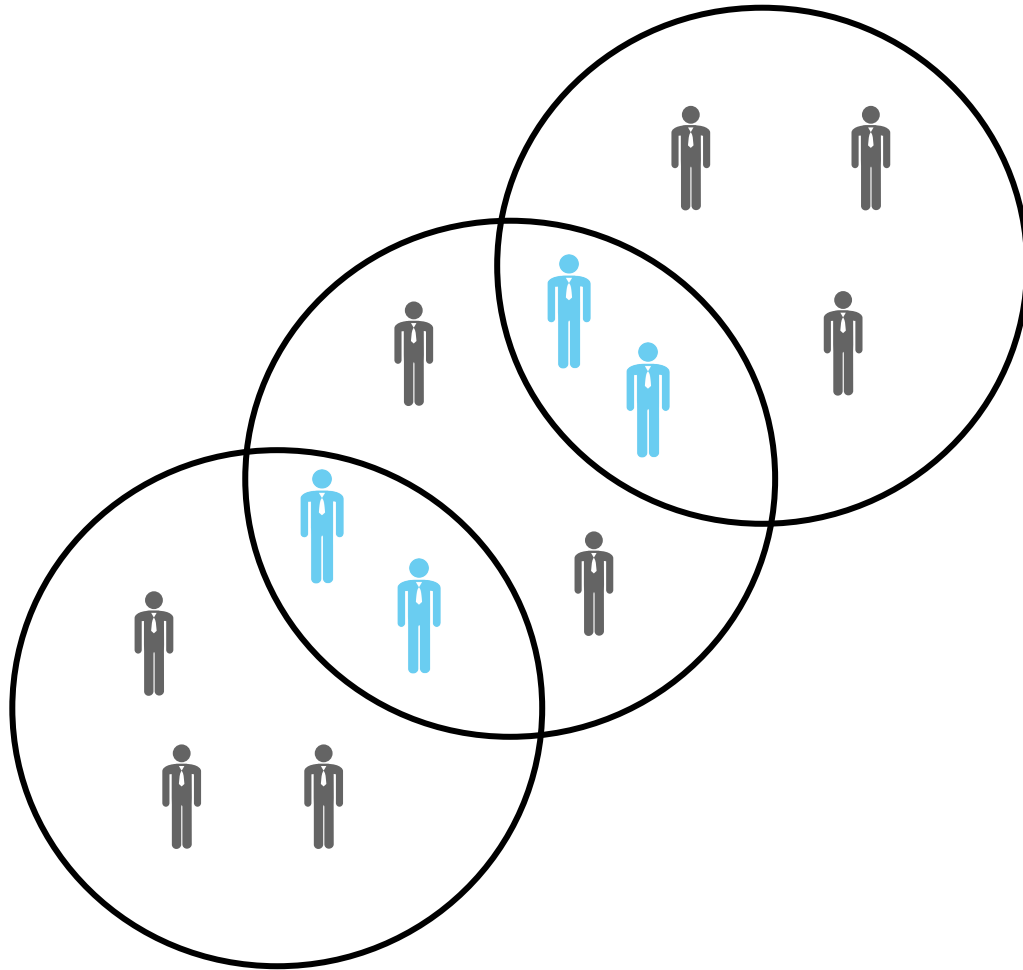
- The Constitution
- New years resolutions

2

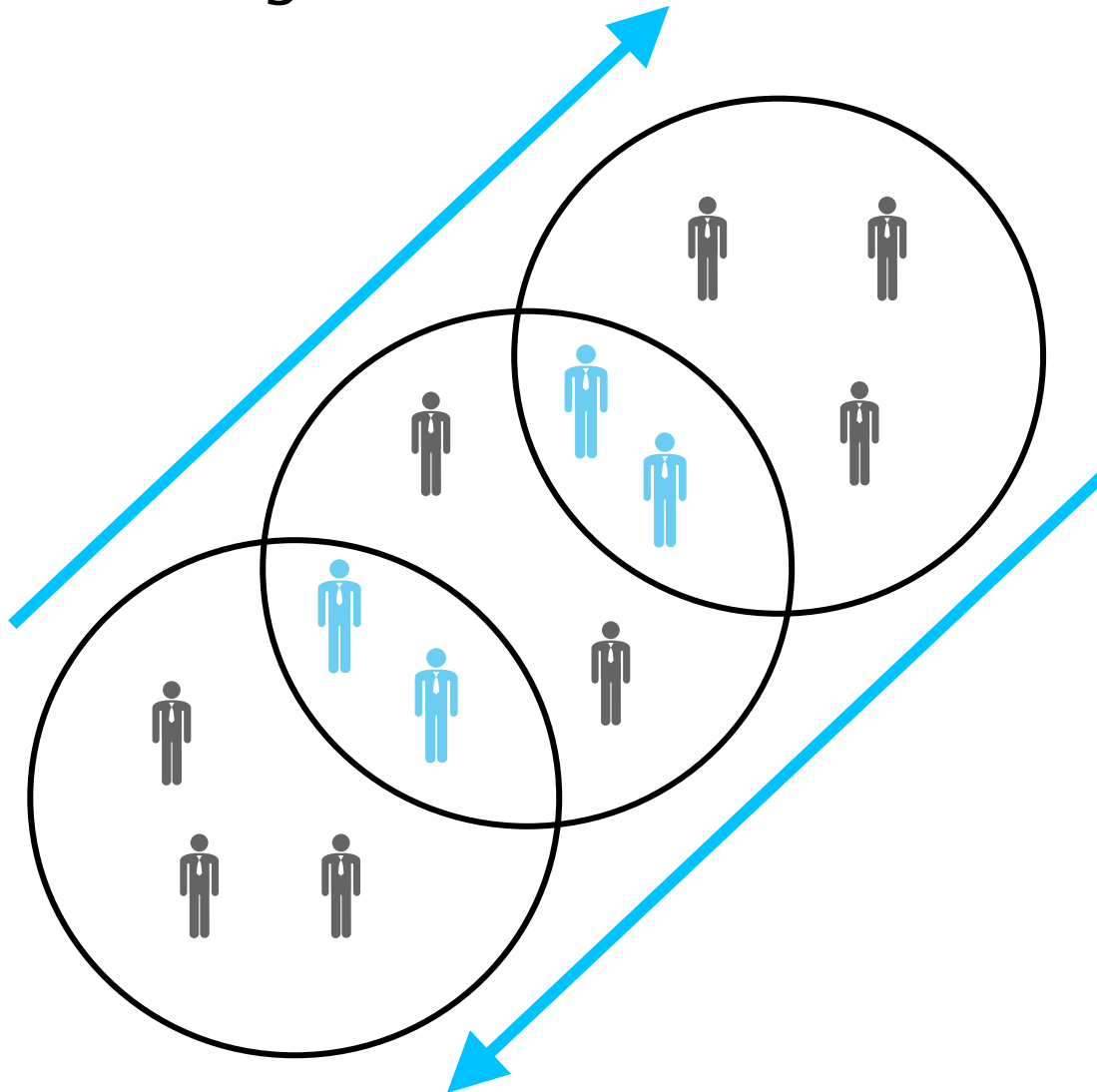
Circles



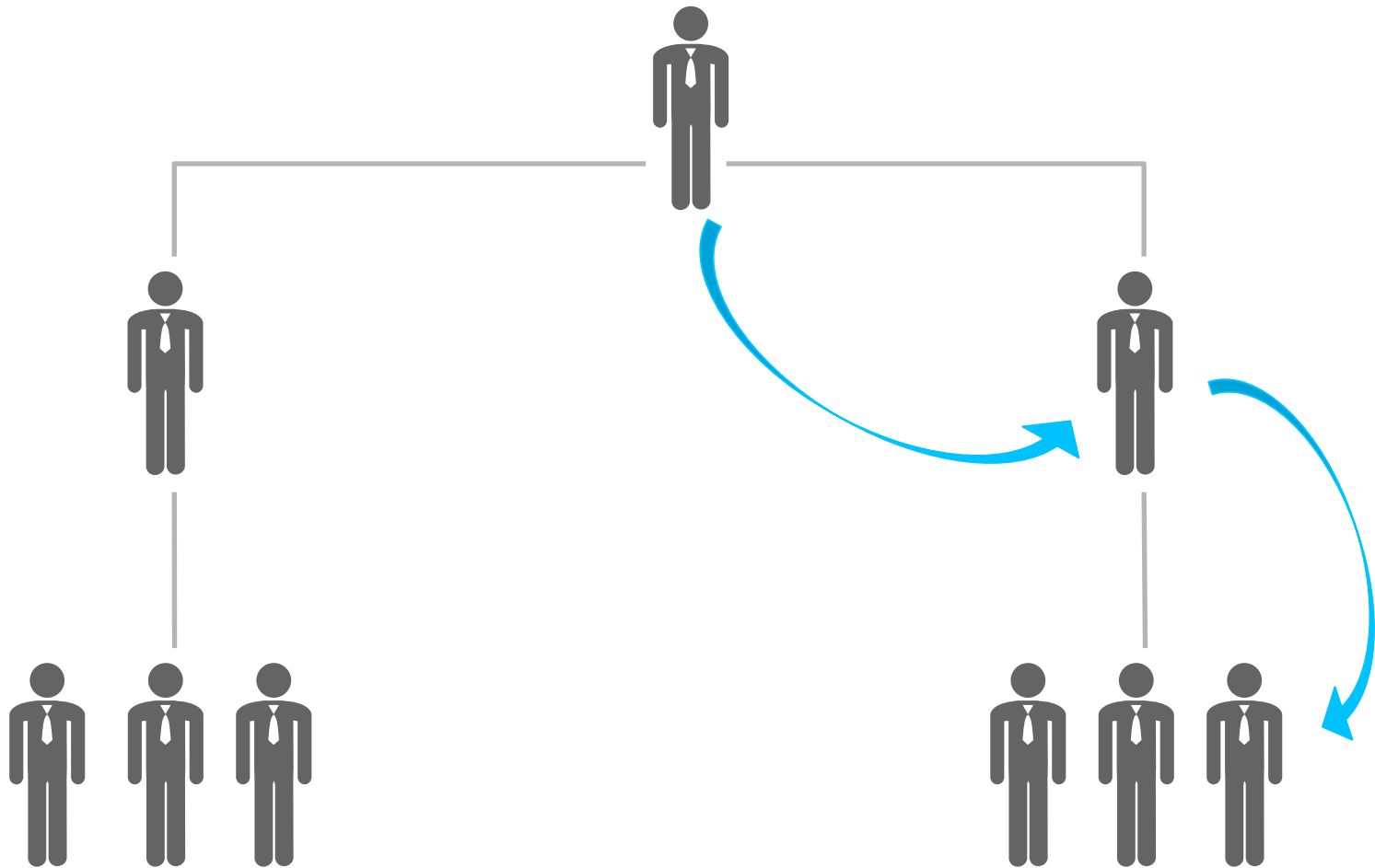
Double Linking



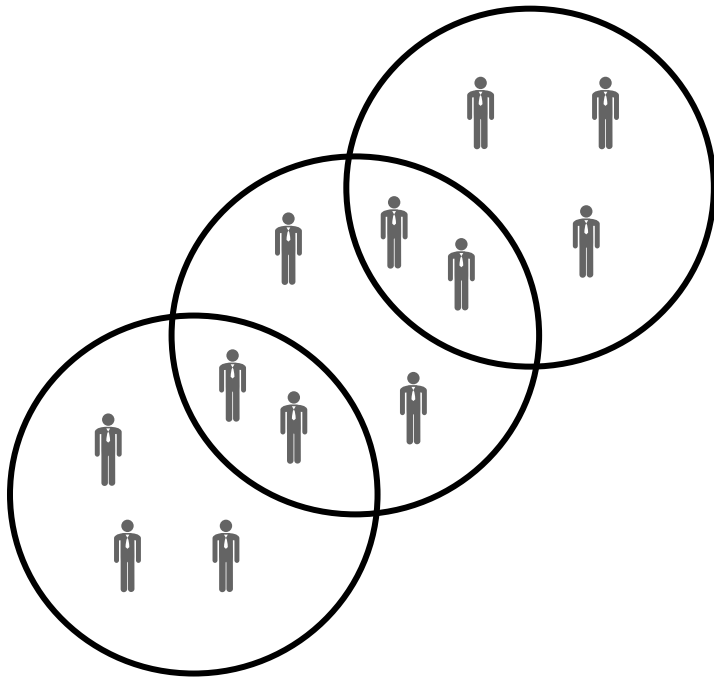
1. Consent to Policy Decisions
2. Circles
3. Double Linking



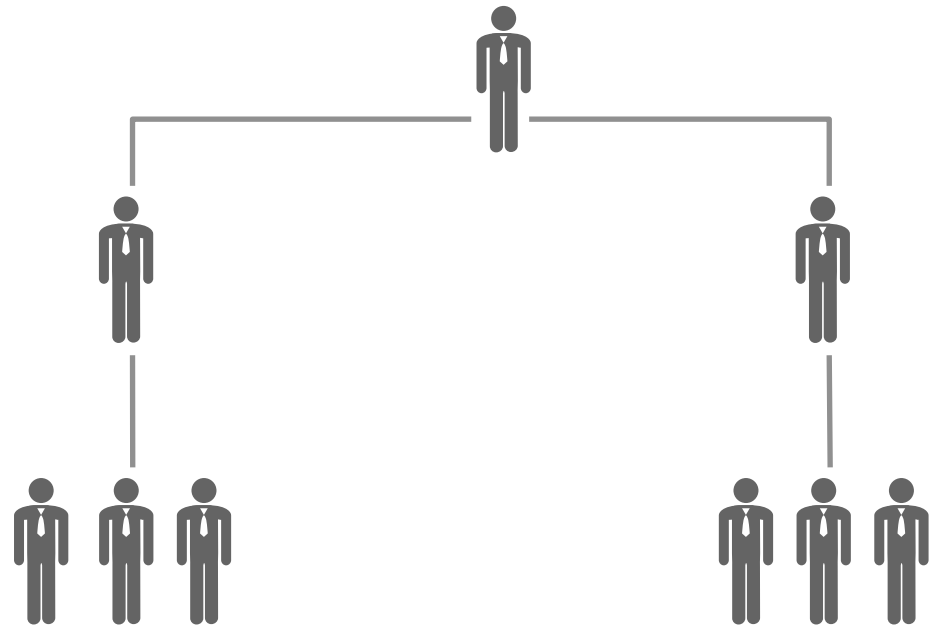
Hierarchy



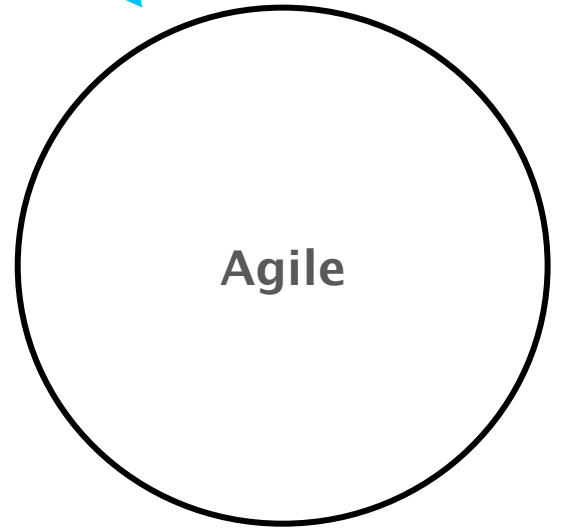
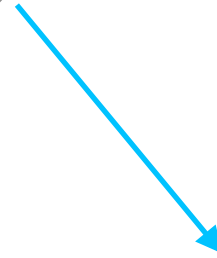
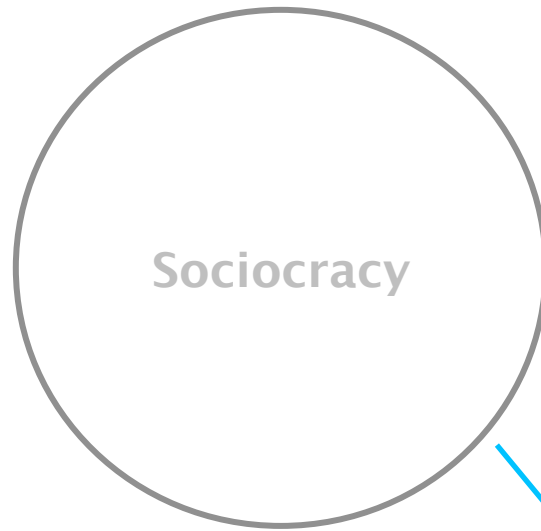
Communication



Collaborative, Empowered, Informed



Rigid, Inefficient, Disconnected



The Agile Manifesto

Individuals and interactions over process and tools

Working software over comprehensive documentation

Customer collaboration over contract negotiation

Responding to change over following a plan

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Individuals and interactions over process and tools

Working software over comprehensive documentation

Customer **collaboration** over contract negotiation

Responding to change over following a plan

Agile Manifesto

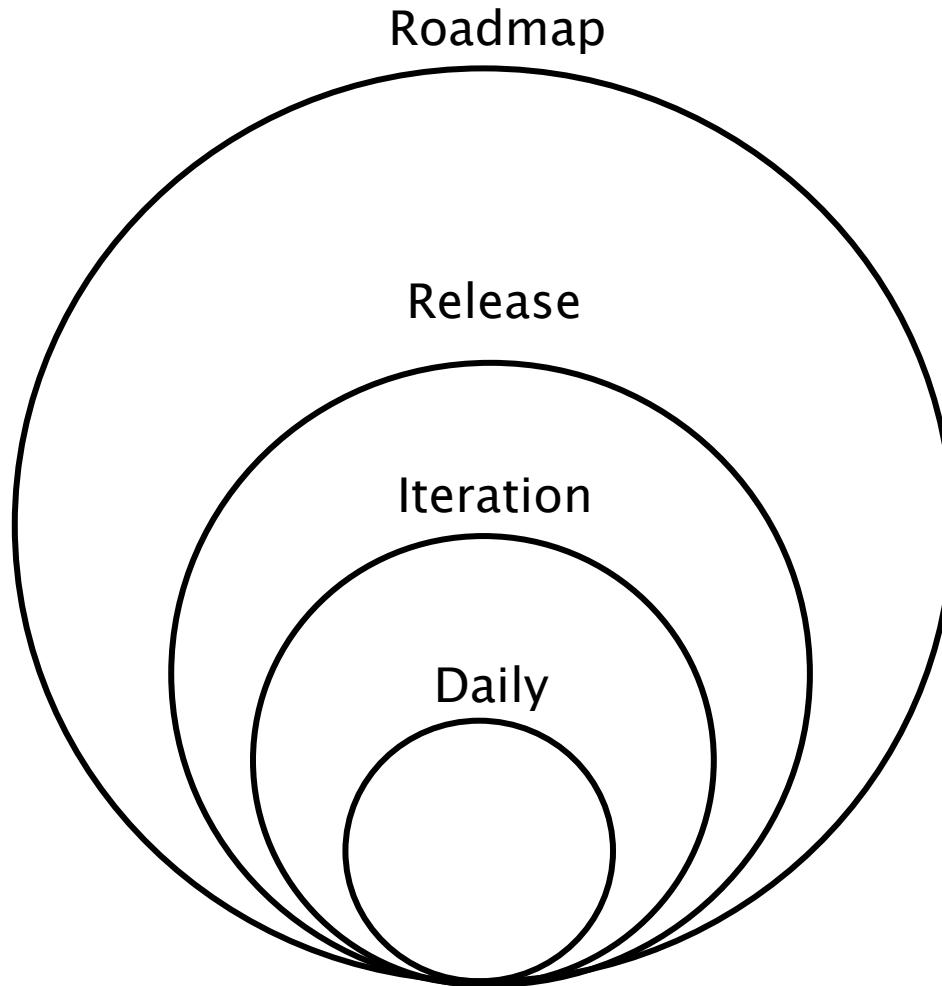
- Interactions
- Collaborative
- Adaptive
- People
- Feedback loops

vs

Agile Methodologies

- Sprints
- Standups
- Backlogs
- Velocity
- Kanban

Data & Process VS Communication & Collaboration

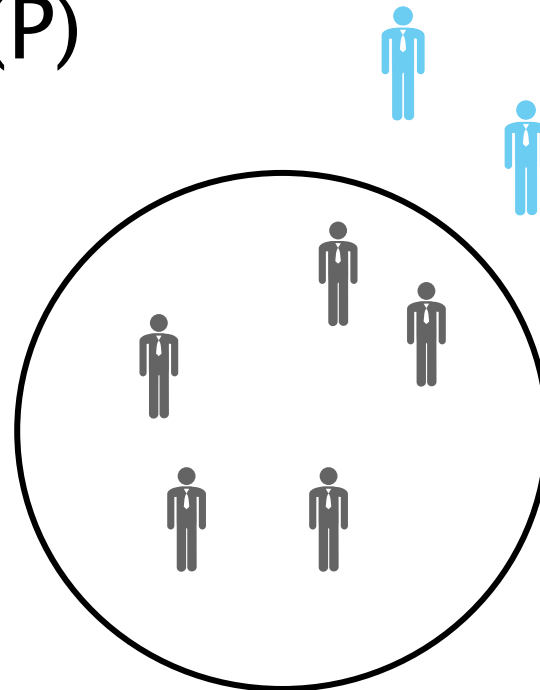


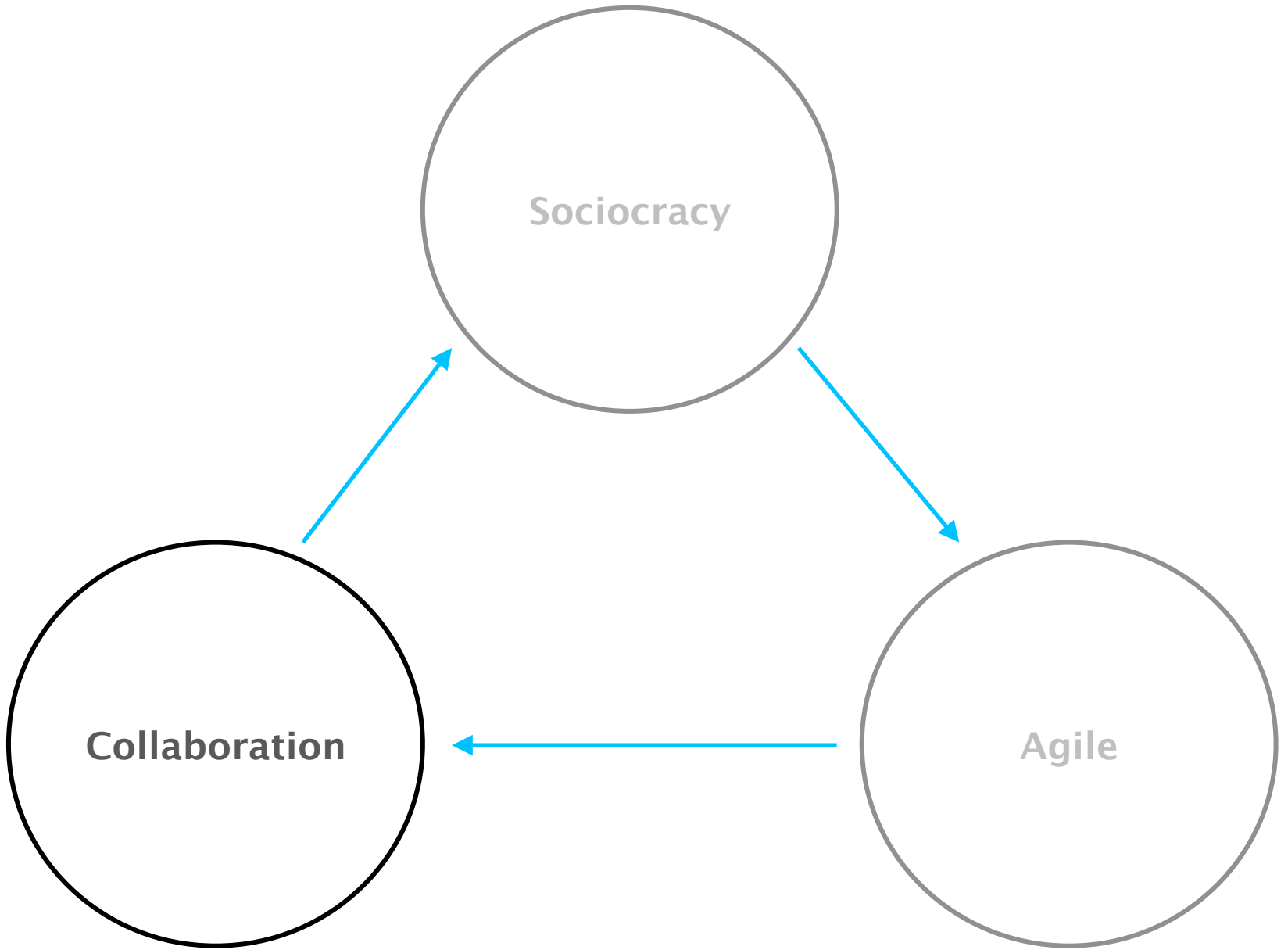
Lean Development

- Amplify Learning
- Empower the team
- Build Integrity In
- See the whole
- Eliminate Waste
- Increase Flow

The Scrum Circle

- Process Facilitator (P)
- Dev/QA (P)
- Product Owner (P)
- SME (P)
- Stakeholder (C)
- Manager (C)





Poll

How important do you think “Collaboration”
is in your projects?

- Yes, very
- Sure, why not
- Not so much

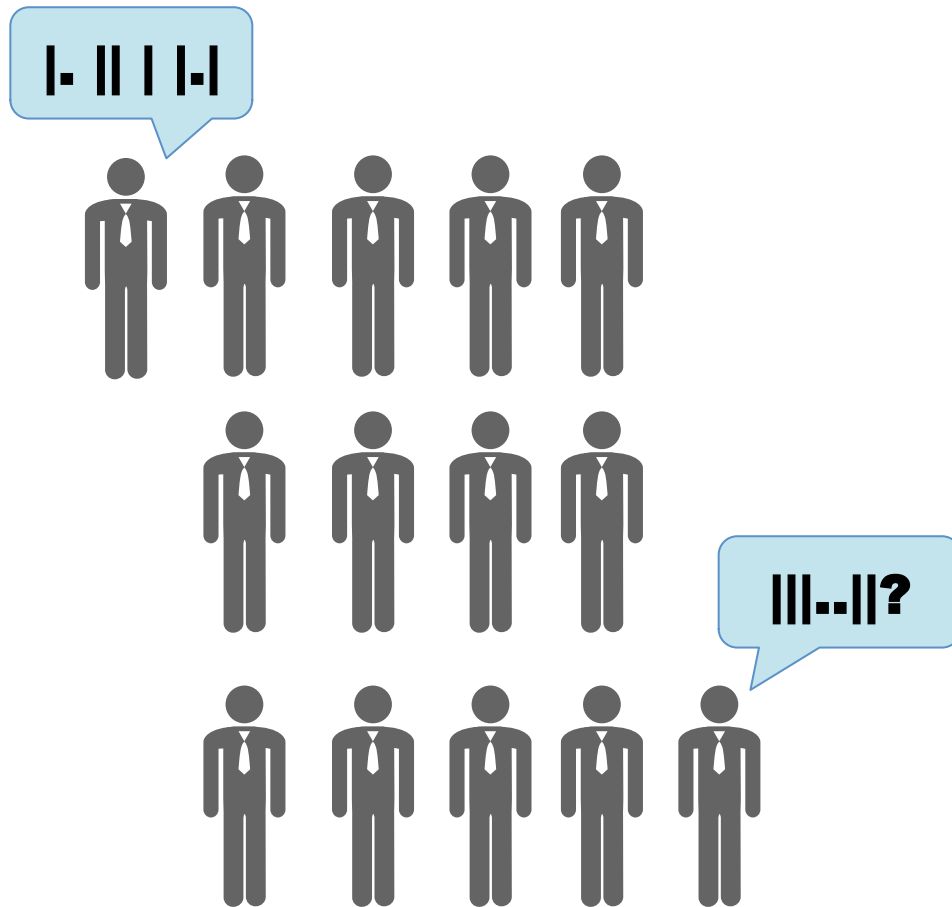
How do you collaborate today?



Human Nature

- Interpretation
- Voice vs Words
- Personalities
- Expression
- Memory

Telephone

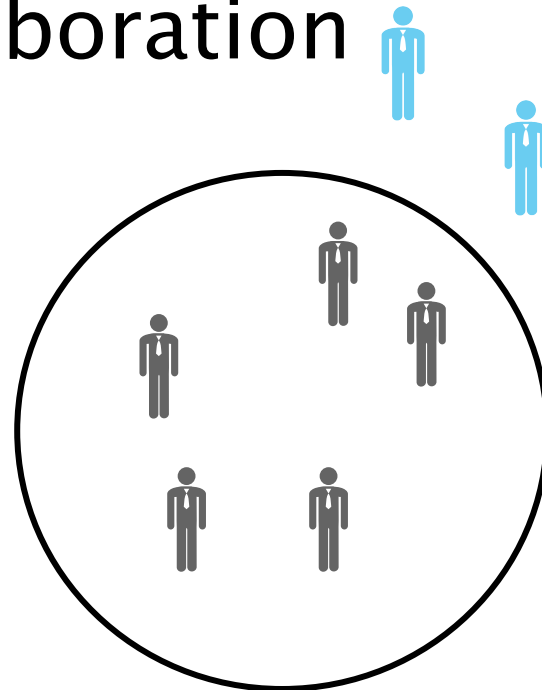


Group Think

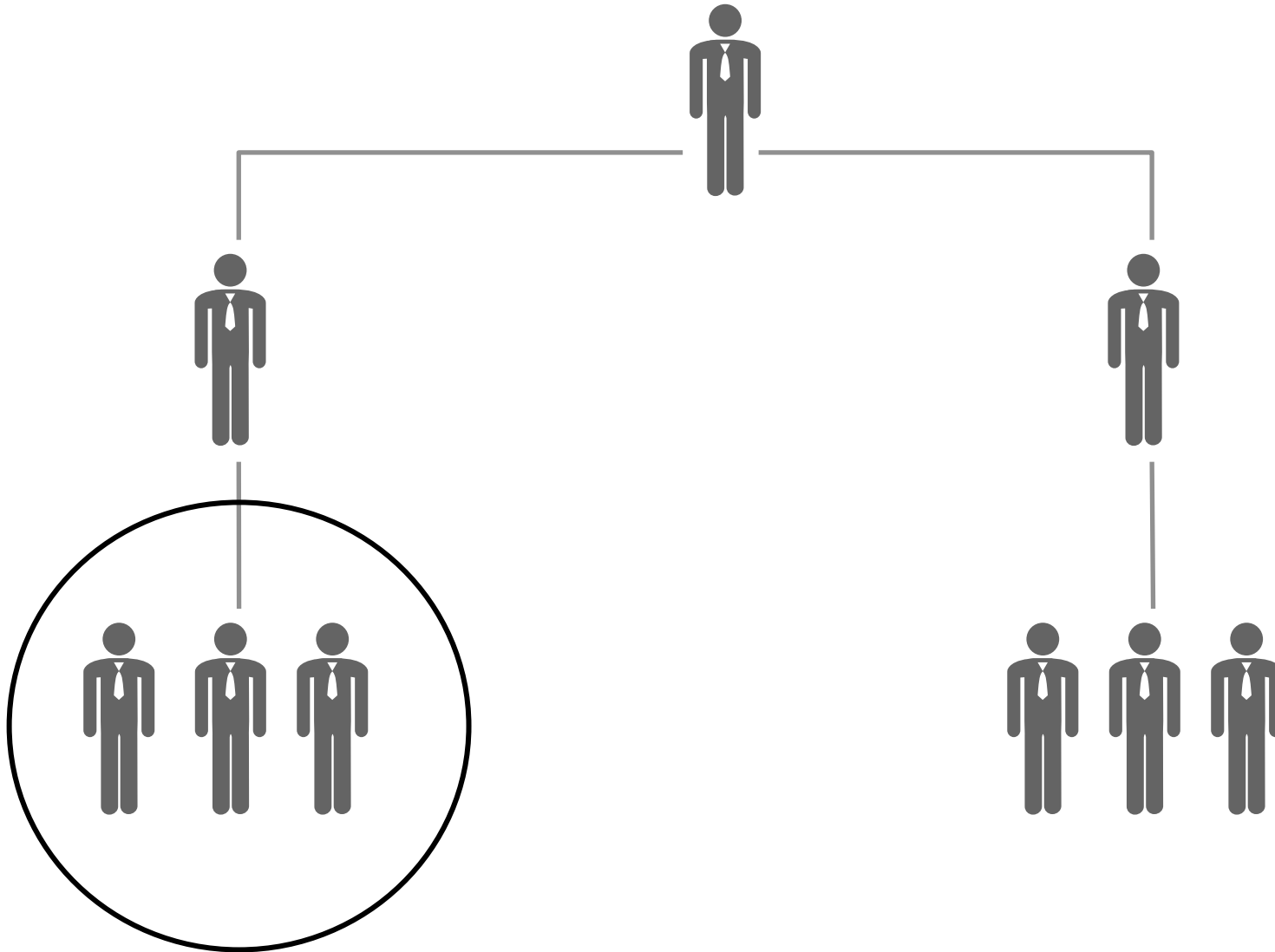
- Introverts vs Extroverts
- Diversity
- Association
- Starting point
- Voice vs Words
- Brainstorming vs independent reflection

Are Stand-Ups Collaboration?

- What are you working on?
- Are you blocked?
- Catalyst of collaboration
- Circle focused

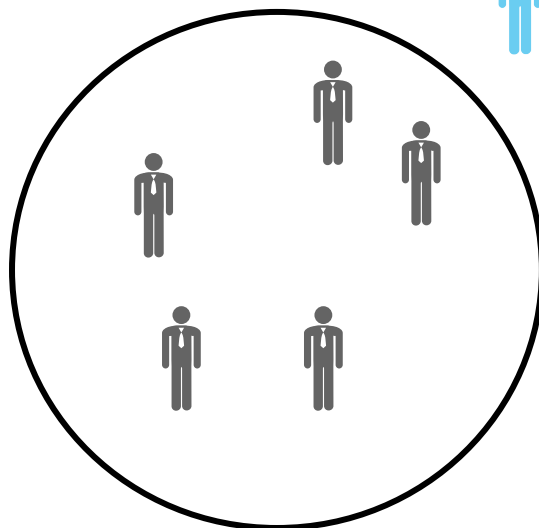
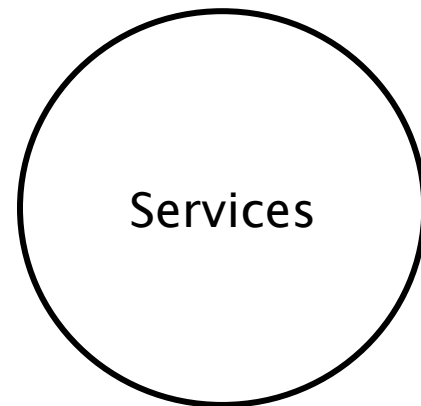
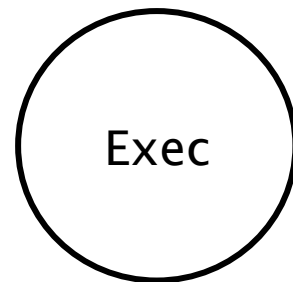
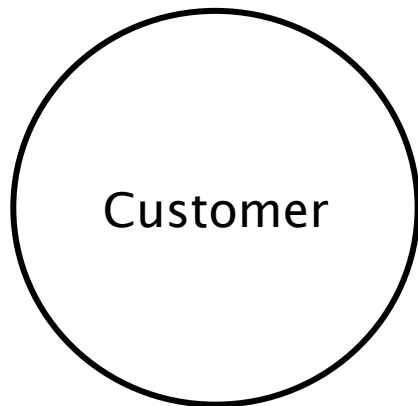
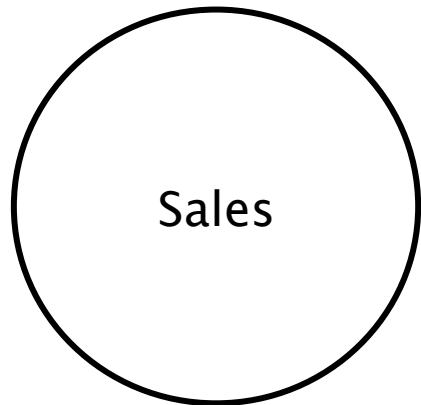


Remember Hierarchy

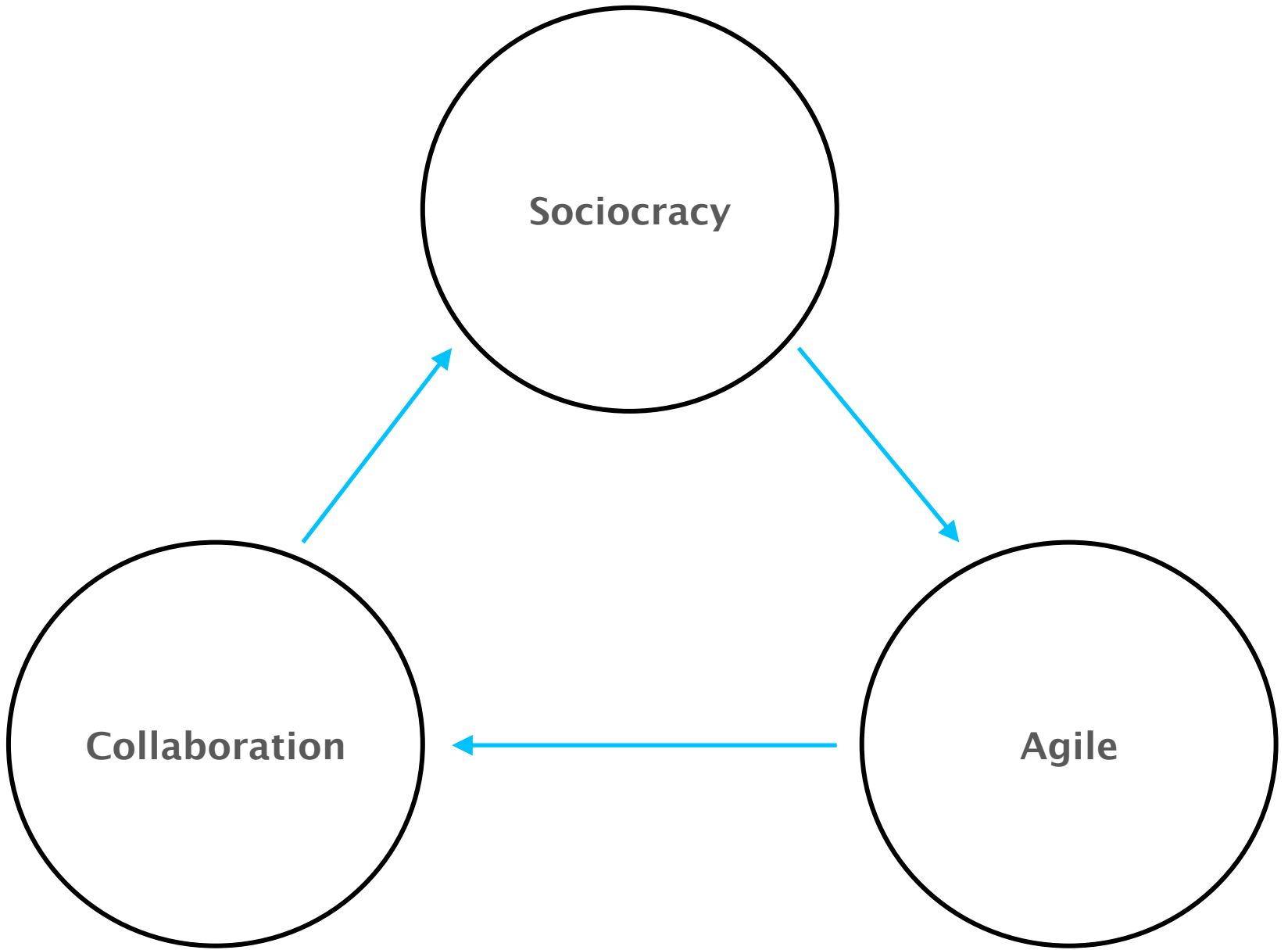


Problems

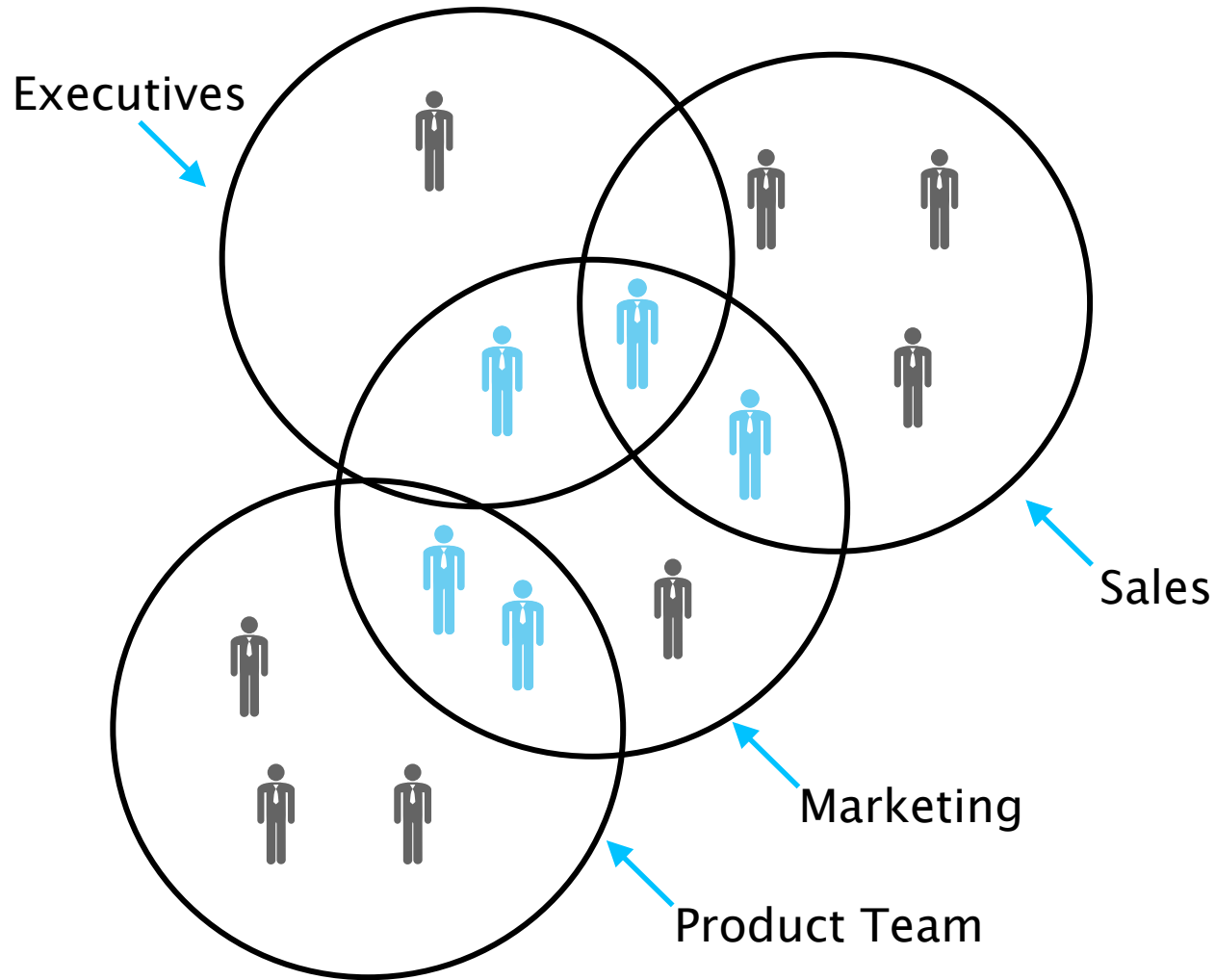
- Agile has struggled to expand outside of the engineering team.
- Collaboration as a concept hasn't matured or evolved



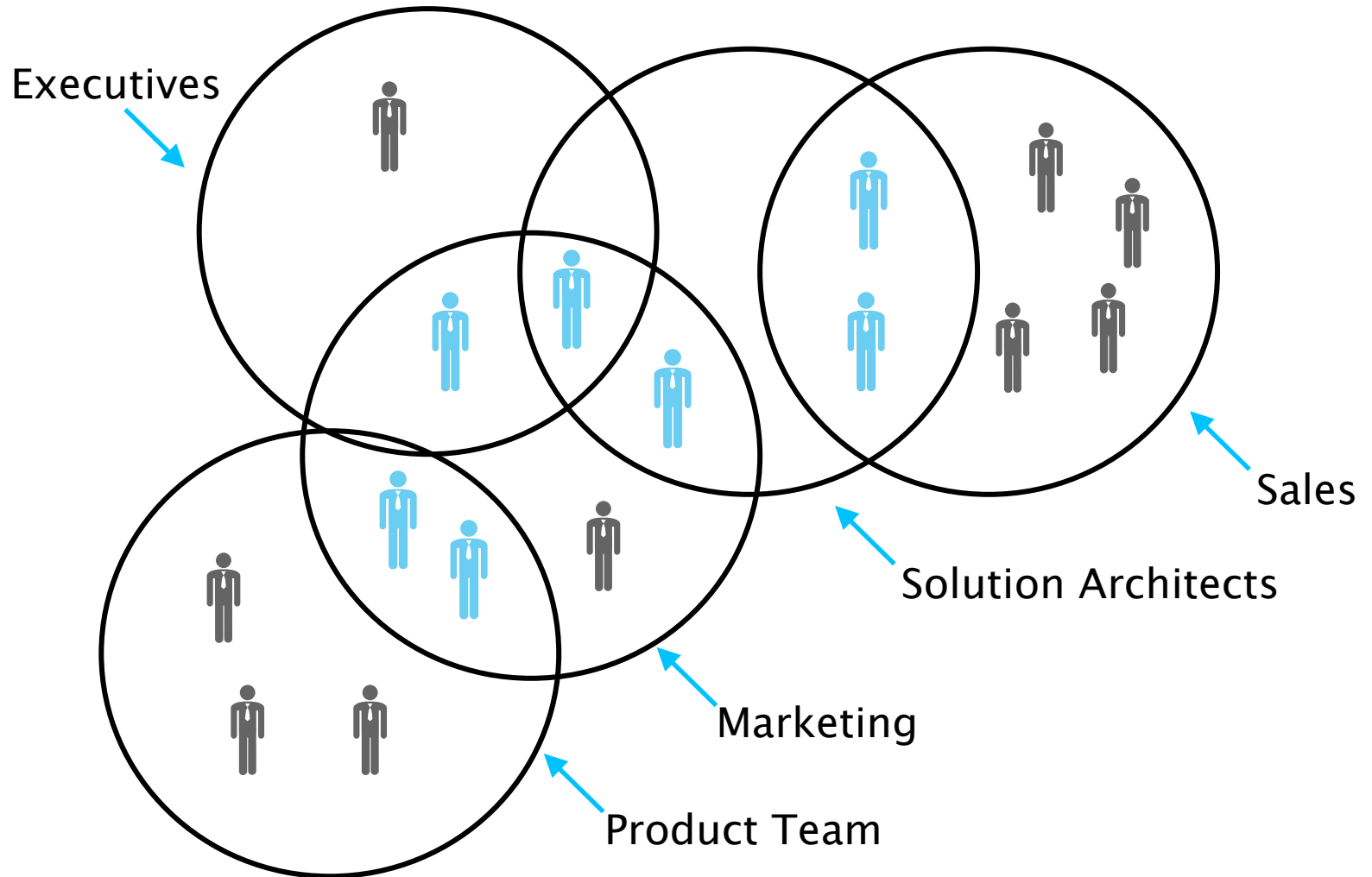
Product Team



Sociocracy and Collaboration



Jama Example



Start Simple

- Analysis
 - Evaluate who is in meetings and how many
 - How do conversations/decisions get shared?
 - What policies are in place?
- Get Started
 - Define circles – may already exist
 - Create some policies – consensus
 - Give circles control
 - De-emphasize titles
 - Measure & reward

Expanding upwards

- If Engineering is already Agile start the double linking there.
- Create or confirm consensus
- Expand from there
- “Smart” meetings
- Use tools for efficiency

Benefits

- Innovation
- Quality
- Accuracy
- Alignment
- Joy & Happiness

Interesting companies



Lastly

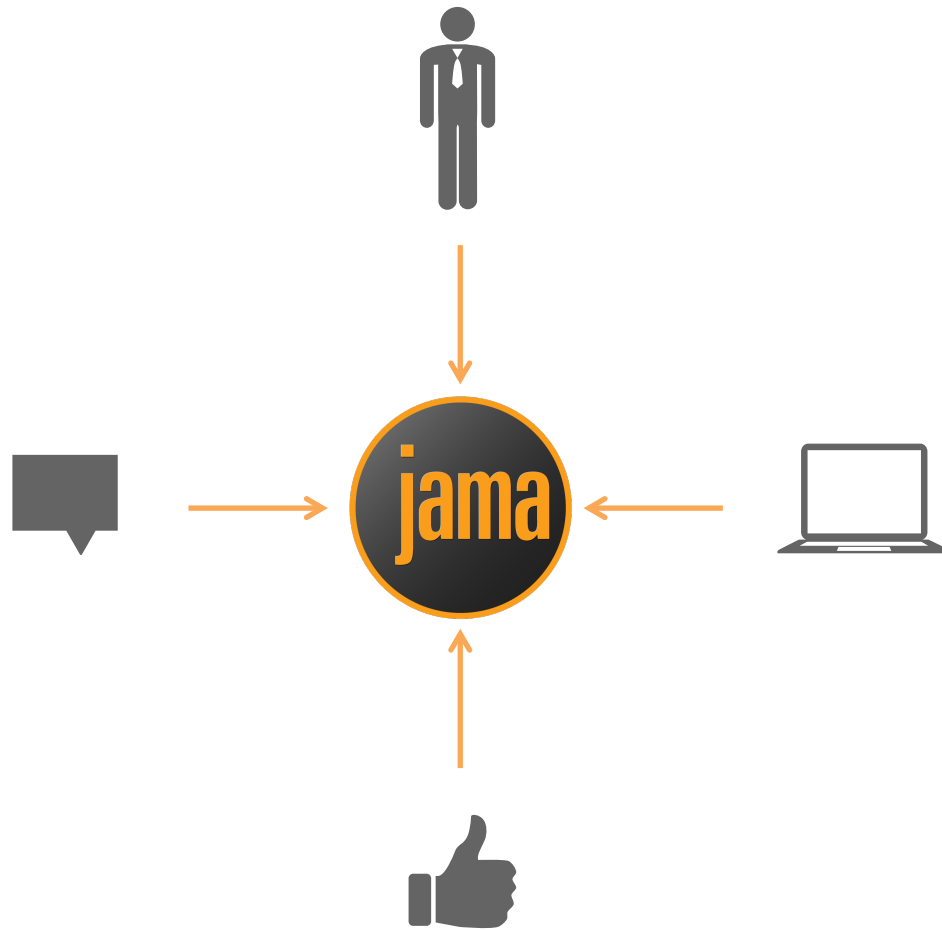
How can tools help?

Tools?



All Together





1 Market Requirements - V1

Review | Feedback | Stats | Tools

0:10 | 100% | 11 Items

Summary | TOC/Search

Filters:

- 10 items I've approved
- 1 item needs more work
- 0 items I'm following
- 2 items with my comments
- 3 items with comments
- 3 votes used (7 unused)

			Integrations to other systems to help with insurance companies and patient records.
		1.3	Manage patient profile (contact, insurance & billing history) The system needs to maintain a robust patient profile. This includes contact information, insurance enrollment info and history and billing status.
3		1.4	Manage procedures and office visits, including history All procedures and notes on a patient searchable by tooth, procedure and date.
		1.5	Interface with X-Raymatic to save and display images

Add your comment...

CP-MR-28 Manage procedures and office visits, ...:

Kristi Wolf proposed the change:
Text highlighted: "All procedures and notes on a patient searchabl..."
This should be reworked to include a bit more detail.
06/13/2011

Jackson replied to Kristi:
How about:
The system shall support searching on a patient by tooth, key words and/or date. The search shall include all procedures and notes for the patient.
06/13/2011
2 reviewers agree with this comment

Kristi replied to Jackson:
Works for me.
06/13/2011

to display images created by an X-Raymatic and not require scanning into system. The original is seen below.

Work surface

Lift mechanism

Locking casters

1.6 Allow multiple methods of data entry

References

- Sociocracy
 - <http://www.sociocracy.info/>
- Agile
 - http://en.wikipedia.org/wiki/Agile_software_development
 - http://en.wikipedia.org/wiki/The_Chicken_and_the_Pig
- Lean
 - http://en.wikipedia.org/wiki/Lean_manufacturing
 - http://en.wikipedia.org/wiki/Lean_software_development
- Collaboration
 - Telephone
 - http://en.wikipedia.org/wiki/Chinese_whispers
 - Group Genius by Keith Sawyer
 - <http://amzn.com/B0095XK76A>
 - Quiet: The power of introverts in a world that can't stop talking by Susan Cain
 - <http://amzn.com/B004J4WNL2>



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