Conflict Management Tools & Techniques in Agile Environment

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ABOUT ME

- Started with programming in 1983…using paper, 1985 ZX Spectrum 48K – Basic, Assembler…and GAMES!
- I am BSc. EE Computer Science – once upon a time, we used to call ourselves programmers (Delphi, PHP, Java, Python, Windows, Linux…);
- Wearing different hats: Junior Developer, System Administrator, Intermediate Developer, Senior Developer, Software Architect, Team Lead, Head of Software Department, Release Manager, Product Manager, Project Manager, Consultant, Scrum Master, Product Owner, Agile & Scrum Coach, Director of Engineering, Managing Director, COO…
- Currently:
  - Mentor @Torch/Eventbrite
  - Agile Project Management Consultant @TopTal
  - Owner @Agilers
  - Application/Product Owner @Bosch
- A husband and a father of two boys.

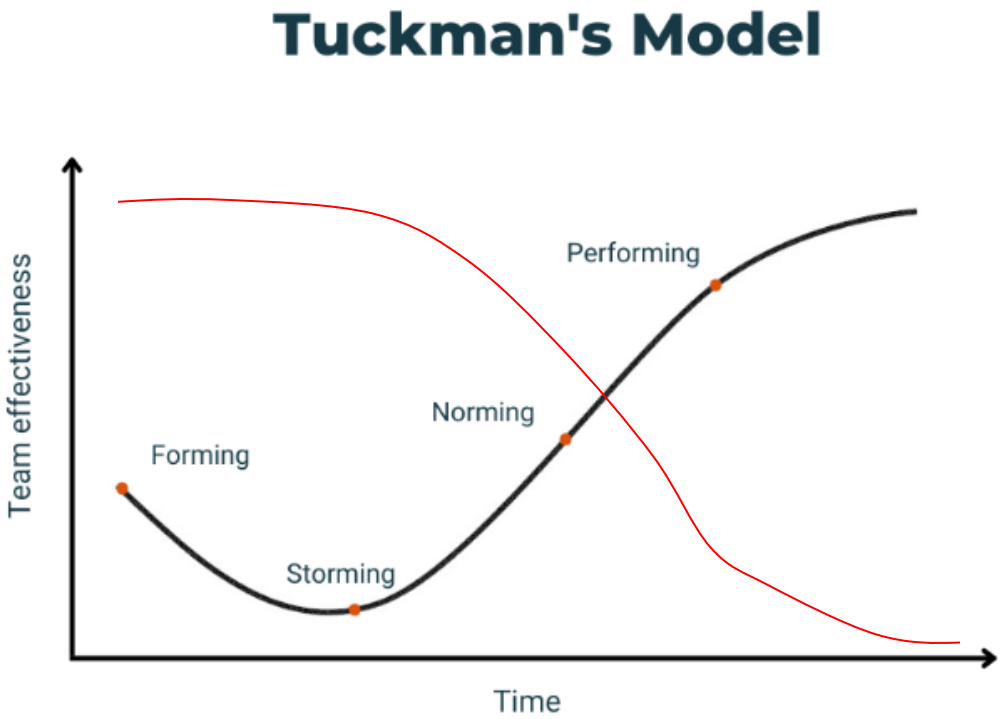
AGENDA

- Understanding conflicts in agile world
- 3 perceptual positions
- TKI
- Discusssion

Understanding the conflict in agile

- Sprint pressure
- Conflicting stakeholder priorities
- Different working styles within teams
- Differing priorities between Product Owner and Development Team
- Conflicting opinions on Sprint scope during planning
- Varying interpretation of "Done" definition
- Clashes between agile and non-agile teams
- Disagreements during retrospectives on team performance
- Types of conflict:
    - Task-related conflicts (e.g., prioritization, execution approaches).
    - Interpersonal conflicts (e.g., team dynamics, communication breakdowns).

Understanding the conflict in agile



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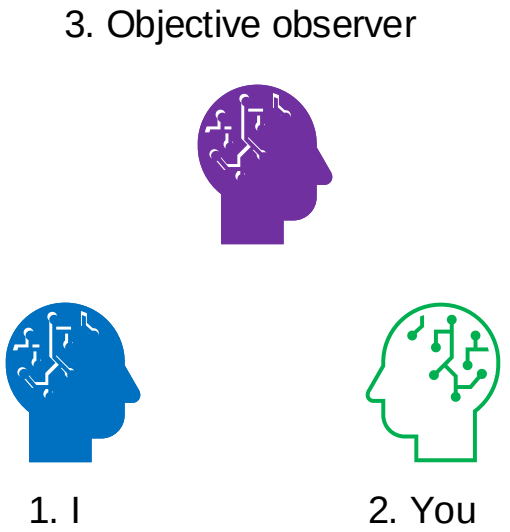
3-positions Excercise

1. **First position:** Focus on your own perspective.
2. **Second position:** Put yourself in the other person's shoes and try to understand their perspective.
3. **Third position:** Adopt an observer's viewpoint to look at the conflict objectively.

- **Interactive Component:**
  - Have participants practice shifting between the three positions for a conflict scenario provided by you (e.g., differing opinions on sprint priorities).
- **Takeaway:** How adopting different perspectives can reduce emotional tension and lead to constructive conflict resolution.



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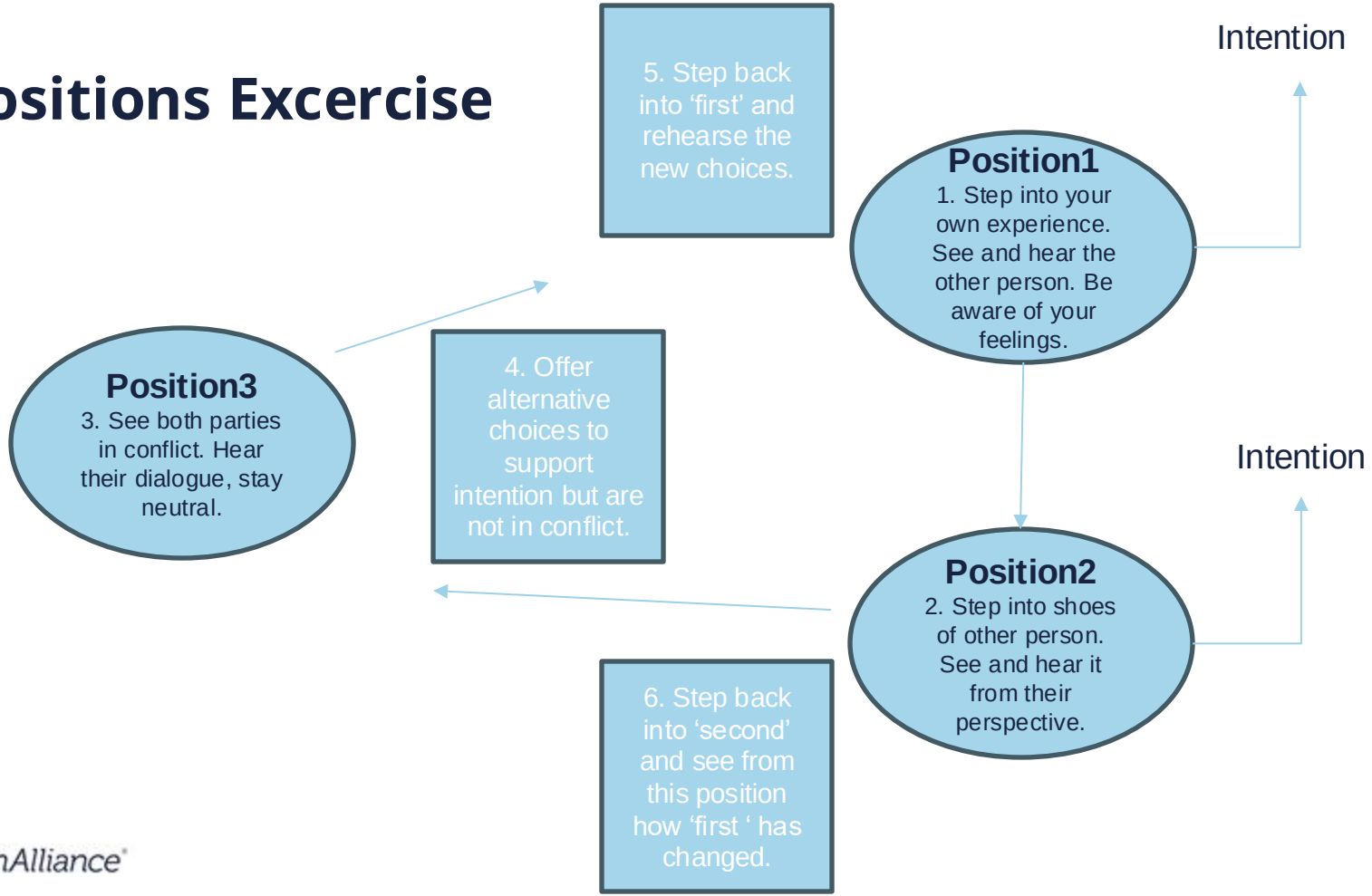

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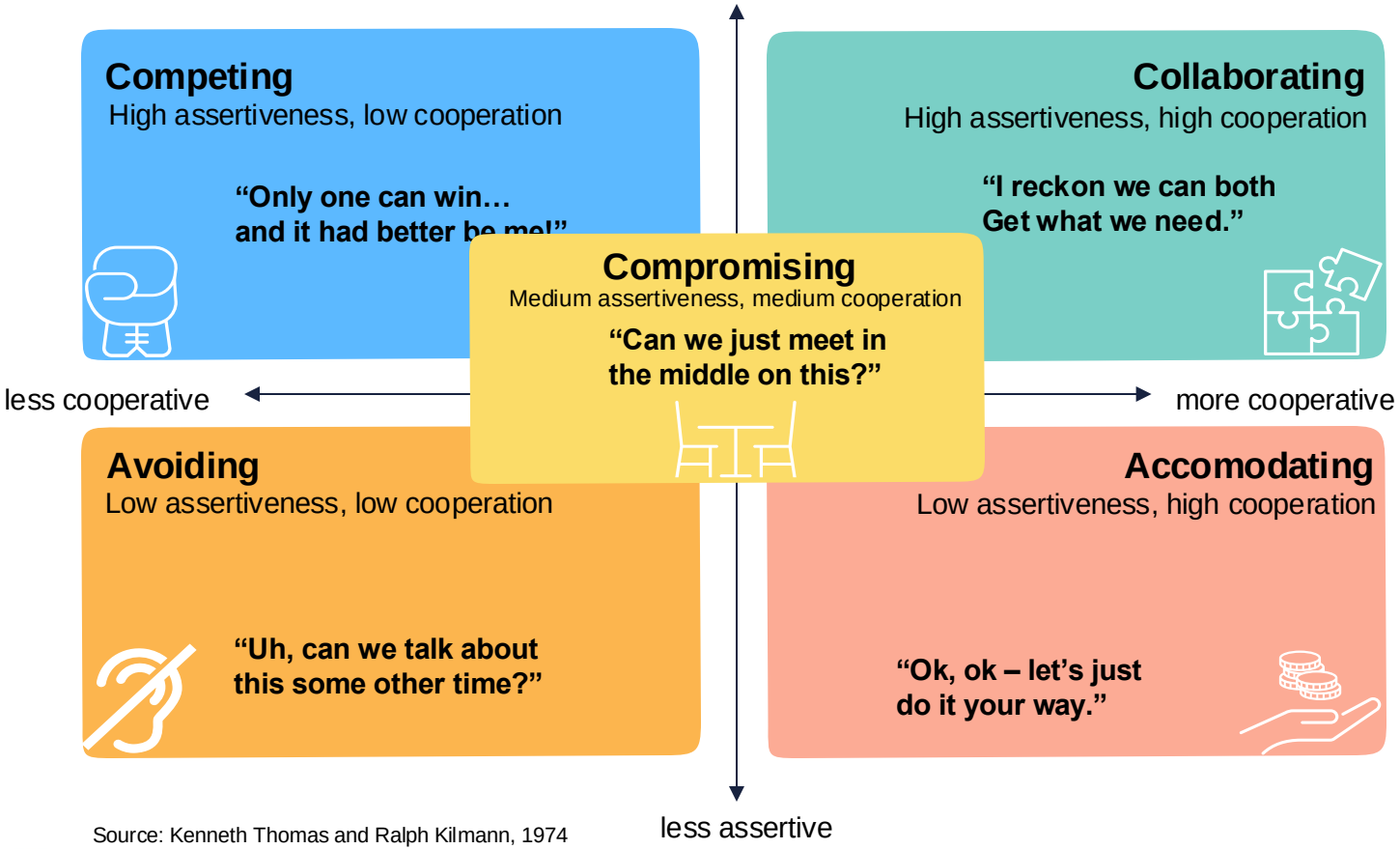
Introduction to Thomas-Kilmann Conflict Mode Instrument (TKI)



Source: Kenneth Thomas and Ralph Kilmann, 1974

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THANK YOU!

Marko Majkić

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