

FROM FEEDBACK TO FOLLOW- THROUGH: TURNING RETROSPECTIVE INSIGHTS INTO ACTIONS



Effective methods to transform feedback into improvements

WORKSHOP FLOW



- Purpose and Goals of the Workshop
- Identifying and Categorizing Common Retrospective Feedback
- Transforming Feedback Into Actionable Change
- Analyzing Barriers: What Happens After Feedback and Why not?
- A Practical Framework: From Insights to Impact



PURPOSE AND GOALS OF THE WORKSHOP

Purpose

The workshop aims to dive into one of the most overlooked parts of agile: **retrospective actions**. You'll explore what actions were taken—or not—and turn insights into impact.

Goals

- Empower you to transform retrospective insights into actionable improvements
- Explore what's blocking and what enables the actions
- Take at least one action with you

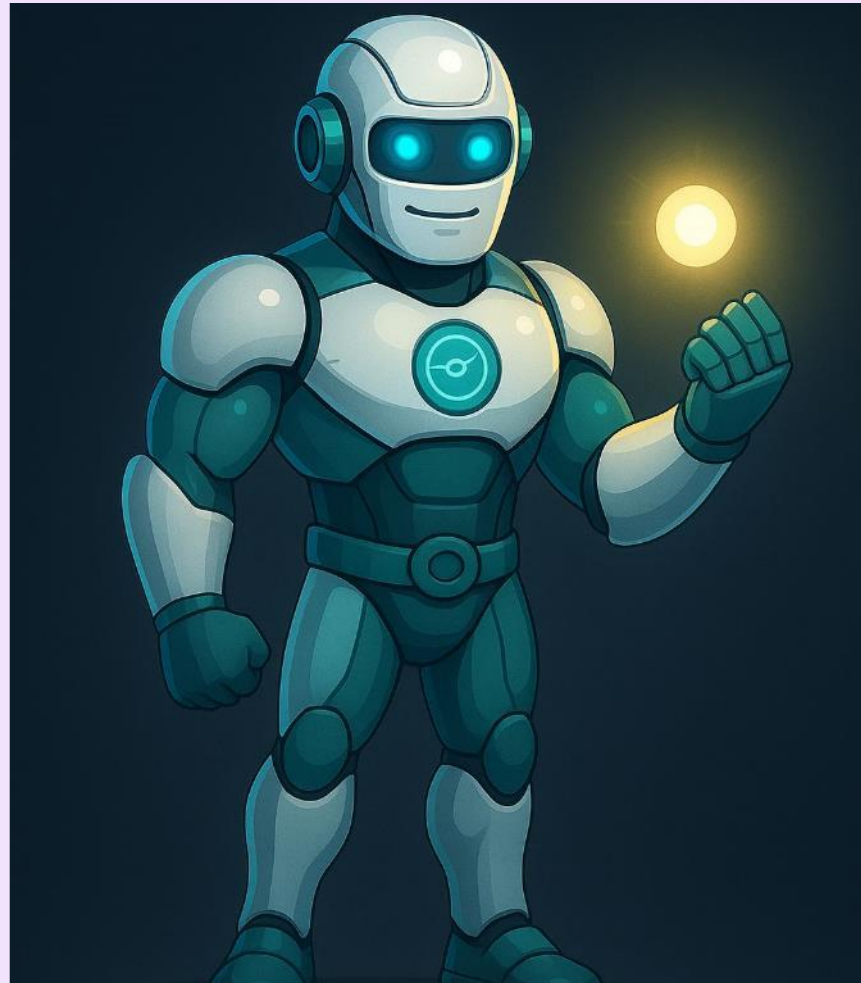


ABOUT ME

- **Name:** Biljana Boskovic
- **Experience:** 20 years
- **Current:** Proud mother of three; Agile Transformation Lead; NLP master
- **Ex:** Developer (8y), Project manager (5y), Scrum master (7y)
- **Transition:** Fell in love with Agile and Scrum and living it ever since!

ABOUT YOU

ONCE UPON A TIME...



...there was a Scrum creature

Planning as Creature's Head

The creature's head represents Planning, guiding vision and setting direction for the Scrum team.

Refinement as Left Hand

The left hand shapes and clarifies upcoming work, symbolizing the Refinement activity in Scrum.

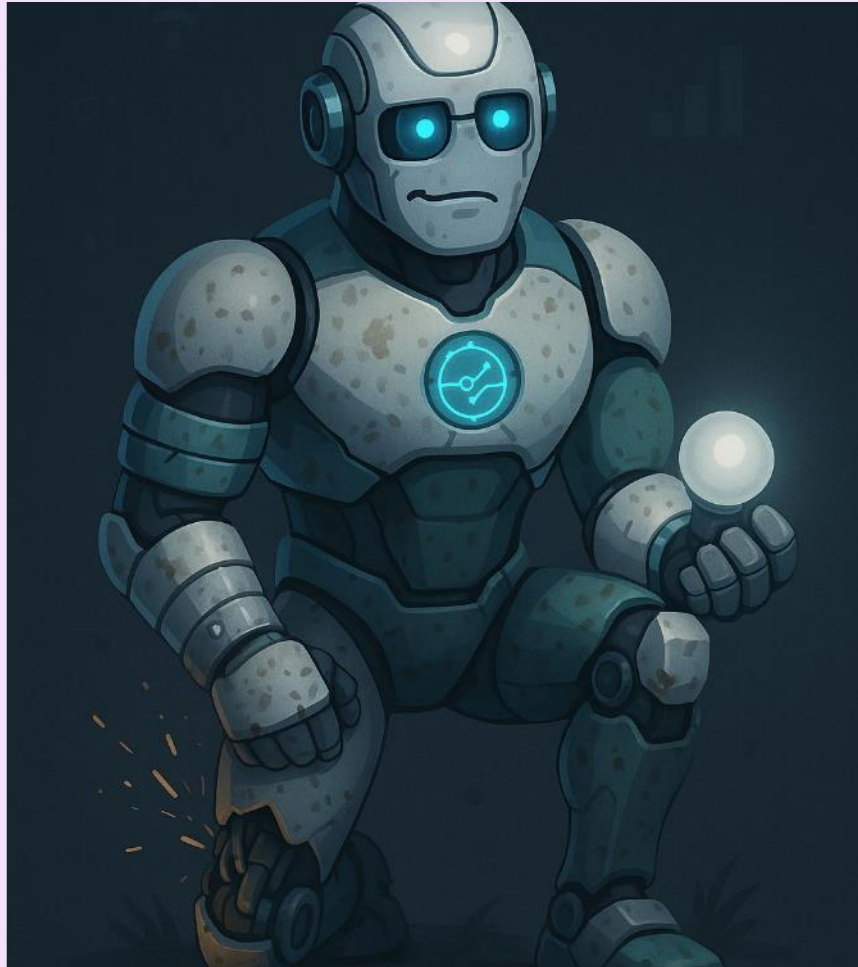
Daily Standup as Right Hand

The right hand denotes daily alignment and connection among team members through the Daily Standup.

Sprint Review and Retrospective Legs

The right leg stands for Sprint Review and the left for Sprint Retrospective, supporting delivery and continuous improvement.

ALL OF THE SUDDEN....



...people broke its left leg

Reasons

They believed the creature can live without one leg. Right leg was strong enough

Delivery deadlines were tight, and meetings were slowing things down

Nobody felt comfortable to confront others, so better to shut down the possibility

What else?



BINGO ACTIVITY WITH FAMILIAR FEEDBACK PHRASES

Exercise

Review Bingo cards with common retrospective feedback phrases

Mark ones you've heard before

Group discussion

Which ones are most common? Which ones are most frustrating?

Categorize

Categorize into themes: Communication, Process, Tools, Roles, Planning, etc.

What all the feedbacks have in common?!

FROM VAGUE TO CONSTRUCTIVE FEEDBACK



- **State the Observation** (Fact-based, Neutral): “We started the sprint with several stories that were not fully refined or estimated.”
- **Describe the Impact** (Team-focused, Specific): “This led to lower team commitment and reduced clarity on what we’re delivering. As a result, we picked up items that weren’t top priority, which risks misalignment with our objectives.”
- **Express the Need** (Constructive, Forward-looking): “To ensure we deliver value and stay aligned with our objectives, we need to complete backlog refinement and story readiness before sprint planning.”
- **Propose the Action** (Collaborative, Clear): “Let’s agree to finalize all stories by Thursday before the sprint, so we enter sprint planning with a clear and prioritized backlog.”
- **Benefit:** “When we prepare stories in advance, the team can commit with confidence, focus on high-priority items, and avoid mid-sprint disruptions. This improves delivery predictability and team morale.”



BARRIERS TO TAKING ACTIONS

Barriers that often show up across agile teams

- Fear of conflict or making mistakes
- Lack of clarity or ownership
- Low confidence in action
- No time or competing priorities
- Lost trust in retrospectives
- No follow-up mechanism
- What else?



REAL-WORLD PAIN POINTS INTO FOLLOW-THROUGH ACTIONS

Feedback Compilation

Add one of your current pain points and categorize

For each pain point, answer

What action was taken (if any)?

What stopped action from happening?

Peer Coaching: What could be done

Brainstorm actionable responses for each of your pain points



GENERATING ACTIONABLE RESPONSES AT MULTIPLE TIME HORIZONS

Time-horizon thinking

Think across time horizons: quick wins (1 to few days), sprint-level, release-level, PI-level

Short-Term Actions

Focus on immediate solutions that can be implemented quickly to address urgent feedback.

Medium-Term Strategies

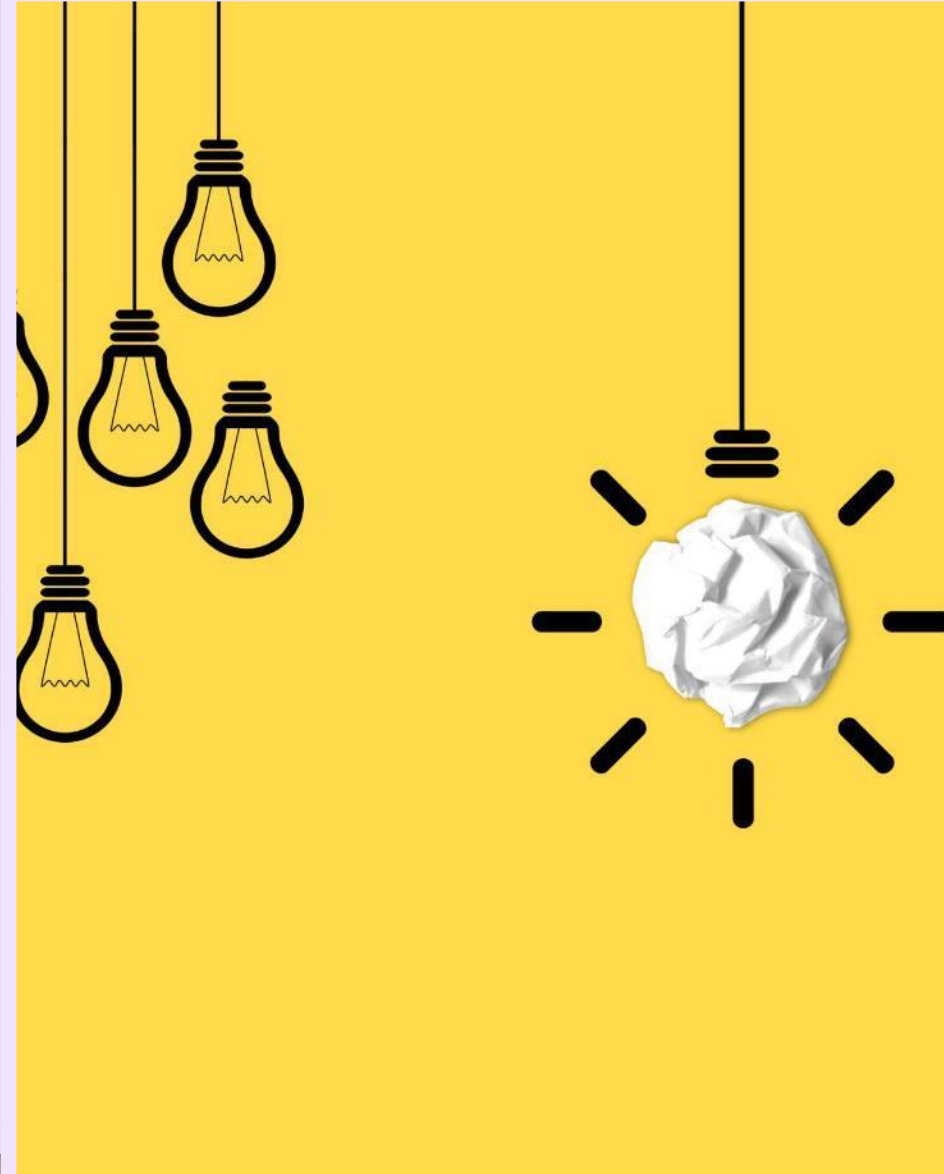
Develop practical plans with a timeline of weeks to months to sustain progress.

Long-Term Vision

Envision strategic goals with lasting impact over months or years.

ACTIONS ACROSS TIME HORIZONS

Actions across Categories & Time horizons	Communication	Process	Tools	Roles
Few days	Email reminder of a new part of the process	Create a dashboard with health checks	Add new field for bugs – Bug type	
Sprint-level		Add a board column Bugfixing	Change Sprint view to Board view	Rotate host for daily standup
Release-level	Announcement of release start and end to relevant stakeholders	Mark each work item with the release version	Use Release version field	Release coordinator to own release process and rely on Release field
Q-level	Define channels for managing cross-team dependencies	Increase number of refinements from 1 to 2 per sprint		PO to prepare stories for 2 sprints ahead



PERSONAL COMMITMENT: CHOOSE ONE ACTION FOR YOUR TEAM

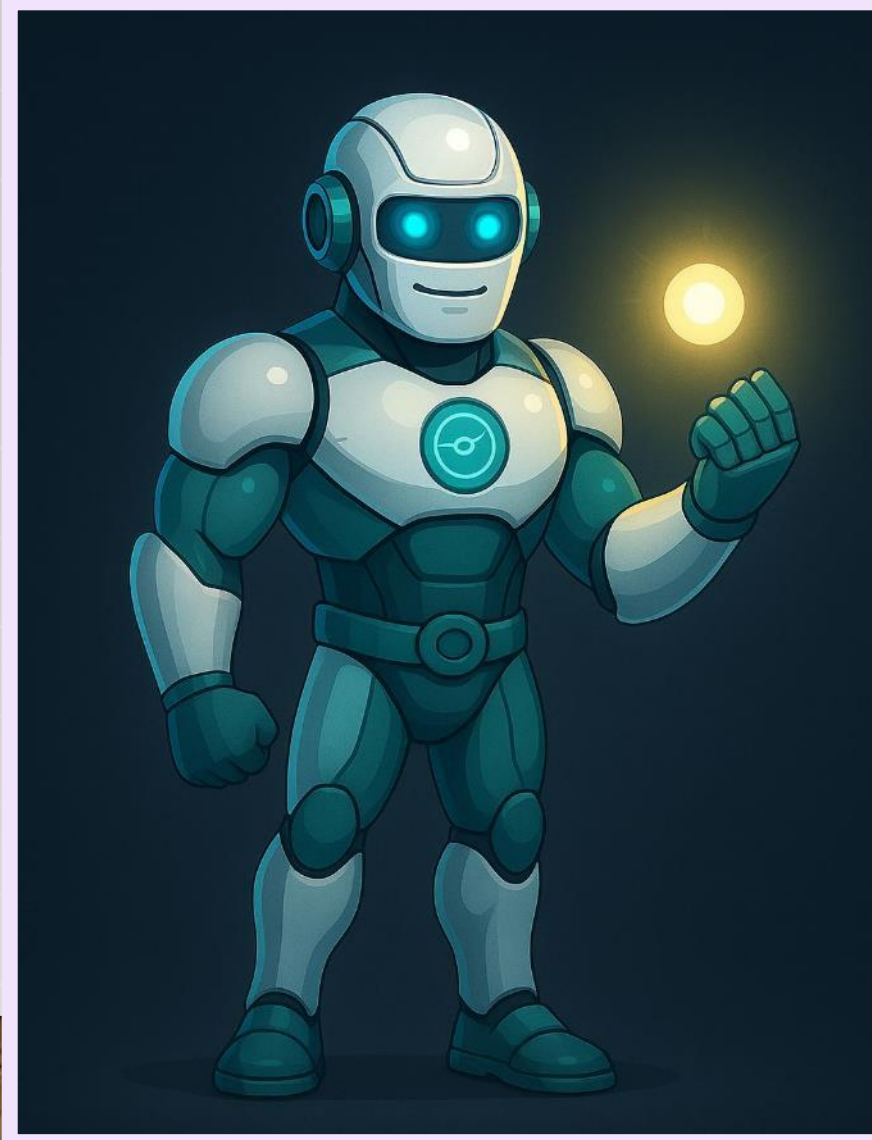
Commit to one Action today!

Timebox it!!

It all starts with Individual Commitment!!!

It persists with repeating.

LET'S FIX THE LEG TOGETHER!!



Our job is to fix the Scrum Creature!!

- Retrospectives are the heartbeat of Agile—but too often, they lose their pulse. If your team is stuck in a cycle of feedback with no follow-through, it's time to reignite the spark!
- Let's turn tired rituals into powerful engines of change. Let's make feedback actionable, ownership clear, and improvement continuous.
- Whether you're a Scrum Master, Product Owner, or passionate team member—**you have the power to make retrospectives matter.**
- Join the movement. Reclaim the retrospective. Drive the change!

TIPS AND TRICKS

Actionable questions

Questions should call to action instead of leaving a room for excuses.

Examples:

Who has questions instead of Does anyone have questions

What's not clear instead of Is everything clear

Who will take this action instead of Does anyone want to take the action

What would you do instead of Is there anything you can do

Adoption time

Give the team 3 sprints to adopt the change and then reflect if you want to keep it or not.

KEY TAKEAWAYS

Insights to Impact

Turning retrospective insights into constructive and concrete actions to drive meaningful team growth and progress.

Do it collaboratively

Using participatory approaches ensures all team members contribute to problem-solving and improvement.

Practical Frameworks

Categorization and Timeboxing helps teams overcome barriers and sustain continuous improvement efforts.