

# Challenges submitted by webinar participants

## Sharing written information

Sharing information  
Taking notes

## Online meeting fatigue

Zoom fatigue - no more over the shoulders peer review  
Short-attention span  
Less face to face communication means more meetings to be organized  
Dealing with online meeting fatigue. Everyone is jumping from meeting to meeting.  
Days are filled with meetings to bring people together

## Distractions

People being disengaged working on other things and not paying attention in the session  
Some people have many distractions at home  
Team members distractions  
concentration  
Productivity in case of Work from Home and Hybrid model.

## Camera off

Getting people to use webcams  
Zoom calls with camera  
Not being able to gauge facial expressions and video is off (is an essential for the team to use ideas)

## Knowledge sharing

Peer-peer knowledge sharing  
Engendering contextual conversations, knowledge sharing, cross-skilling

## Body language - lack of/difficulty reading it

Missing out on facial clues  
Reading the room.  
Ensuring all participants are engaged  
Getting a feel for all the non verbal queue's

## Effectiveness and richness of communication

Effective team communication  
Loss of richness in conversation  
Effective communication  
Communication slipping  
Communication

## Collaboration

How do you collaborate effectively?  
Collaboration reduced collaboration  
Members not fully collaborating during scum session  
Collaborations  
Team Interactions.  
Create Synergy  
Having free flowing idea collaboration meetings

## Not clustered

Getting the senior leadership of IT not to give up on agile in this time of stress but higher education.  
Am I being effective as a scrum master?  
What techniques, tools can be used to assist the team to highlight continued productivity as first line leaders?  
Scrum team unable to commit to scrum goals  
attention to results.  
No challenges as such, looking for more improvement  
Is it personality, leadership style, lack of trust, not seeing burns on seats?  
People perceptions. The team seem more difficult. The team communication and senior leadership has continued this.  
Detail Orientation  
Patience

## Ability to read emotions

Being able to read the room  
Dealing with low moods/different circumstances of team members.  
Understanding the day to day challenges the teams face beyond what they are willing to tell. Many seem to be feeling, full collaboration between team members  
No emotional view of people  
Limited understanding of the current well-being of others in the team

## Lack of safety

Insecurity  
Hesitation to share, thoughts, responsibility.  
reluctance of less experienced members i.e. establishing a "safe space"

## Remote facilitation skills

Lack of remote facilitation skills  
Workshop interactive team exercises  
Facilitating design or situation meetings (things usually done around a whiteboard)  
Understanding how to get the maximum value/benefit out of remote meetings  
Facilitating team progress towards sprint deliverables  
Remote planning both quarterly and sprint by sprint  
Big room planning  
Facilitating design or situation meetings (things usually done around a whiteboard)  
Efficient use of meeting time  
Keeping sprint reviews effective

## Technology constraints

Technology constraints  
Internet connection  
Team members with internet traffic/bandwidth restrictions.  
Remote workers not being able to hear what's going on in standups  
Bandwidth is less than office so we struggle to see shared screen in our collaboration tools so pairing is hard

## Co-ordination between team members

Effective communication on the fly to keep sprint momentum going  
People aren't coordinating hand-offs to other team members as well  
Coordination of tasks  
Roles and Responsibilities

## Solo / siloed working

Team members not using tools and working solo.  
Silos  
Feeling isolated at home  
Team members have their own agenda  
People prefer to work in their own silos  
Full team participation not happening  
People working as single units and relying too much on Skype chat and not phone or video calls.

## Alignment

Maintaining shared understanding of priorities  
Team Alignment  
Team Alignment  
Communication - getting everyone on the same page  
Ensuring that there is alignment and engagement

## Tool friction

Lack of reliable cross-platform workshop tools  
Skype/phone issues  
Tools really showing their flaws (e.g. MS Teams - Planner is an ass)  
Physical whiteboard vs Jira subtasks  
Remote collaboration with limited tools available  
Collaboration via online tools which would usually be done in person on a physical board.  
Physical boards are the thing of the past, all is now digital...whatnow?  
Shared whiteboard for fast EASY ideas  
Having to manage a virtual board as well as a physical board.  
People being unable to have a group conversation for fear of speaking over the top of each other.  
Which tools to address which problems? So many to choose from...  
Setting up asynchronous communication practices  
Keeping the Jira board updated  
Collaboration via online tools which would usually be done in person on a physical board.

## Trust and conflict resolution

forming trusted relationships within a mostly new team i.e. team building  
How do you build trust for team mates?

## Interaction beyond team boundary

Stakeholder preparedness  
Interactions with wider community  
Stakeholder participation  
Navigation through organization  
Keeping in touch with the wider team and community in Westpac

## Accessing people at the right time

Application of teaching moments  
Being able to reach out to people in a timely manner  
Cannot communicate as easily with management to let them know of issues  
Seeing when someone is not available to ask question/stalk  
Not knowing how to approach teams/individuals as a scrum master

## Time zones and work hours

Extended work hrs. (or otherwise no timebased work hrs.)  
Managing time differences  
Working too much, too long, quality of life issues  
Remote working flexibility  
Time displacement  
Building collaboration across time zones under the new normal and previous issues reversion  
supporting multiple timezones spanning the US, India, UK, LatAm

## Less effective communication behaviours

Miss important info  
Etiquette  
Effectively Communicate  
keeping everyone on points and communicating fully in stakeholders (so they don't overfire)  
Some people communicate better (teams friendly) face to face versus in writing.

## Passive / quiet people

People are passive on remote calls  
Individuals don't speak up  
Connecting with team members who are quieter to gauge how they are dealing with WH  
Gauging how well team members are collaborating with each other  
Encouraging participation from all group members in online @ their communications.  
How can the 'quiet' people be encouraged if when they work remotely and it's their turn to speak? How can we ensure they are heard?  
Gauging how well team members are collaborating with each other

## Energy, motivation and engagement

Injecting energy  
Keeping meetings interesting  
Getting everyone to participate fully in retrospective  
online engagement  
Engagement  
Engagement of participants in meetings  
The energy face to face generates  
Employee Motivation  
Not getting 100% participants in sprint review over zoom.  
Incorporating fun  
Maintaining engagement  
Running retrospectives remotely - hard to keep people engaged (there's always a disconnect in references to those comments)  
Other than our team, most team work well and don't struggle to communicate effectively on zoom  
Motivation after the meeting to follow through on action - most people are struggling

## Hybrid remote/co-located

Blending of physical and remote working.  
having to cater for mixed medium  
Some people in the office and some online  
Facilitating discussions with mixed participation (with people both in person and online)  
noise levels in open plan offices - lots of people all on the phone at once  
Facilitating discussions with mixed participation (with people both in person and online)  
Making remote team members feel as included as in-person team members during meetings where there is a mix of both  
Co-ordination/facilitation of discussions can be challenging when some are remote and some are in the office and some are in the office and some are in the office

## Transparency as to what is going on

work visibility  
not hearing what's going on  
Disconnected from the team  
Observation and Performance Feedback  
Understanding how work is really done when joining a new team.  
Missing the personal connect (not knowing how well they're with the workload, etc.)  
Spotted anti patterns outside normal meeting structures.  
Identifying if anyone needs help and hasn't communicated  
transparency of progress by teams despite standups

## Team development and culture

team building  
team cohesion  
Group gathering and social chat.  
Team bonding  
Team health and wellbeing/maintaining team culture/connectivity  
Difficult to co-act the team to have an agile mindset  
Team Culture  
On boarding and supporting new team members you haven't met in person to feel part of the team.  
Team building exercises and socializing which would usually happen as a team over a team lunch or pub catch-up.  
It can be harder for people to connect when they're not in person. How can we ensure they're connected when they're not in person?  
Team culture is important, we don't feel like one team working towards a common goal the way we've done it.  
Team health and wellbeing/maintaining team culture/connectivity  
On boarding and supporting new team members you haven't met in person to feel part of the team.

## Ad hoc and osmotic communication

Less collaboration/innovation (informal discussions) when not in person.  
Lack of information flow and osmotic learning.  
A lot of conversations don't happen when part of the team is working remotely.  
Lack of knowing when someone is free for a quick catch-up.  
Missing the "overheard" conversations when teams are experiencing challenges.  
How do we ensure that the "overheard" conversations when teams are experiencing challenges.  
Connectedness is the bigger we work with, the more we work together, the more we work together, the more we work together.  
Missing walking around and chatting to people in the office.  
Missing the serendipity and informal conversations when teams are experiencing challenges.  
Missing those 'corridor chats'.  
In the moment coaching  
Missing the serendipity and informal conversations when teams are experiencing challenges.  
Missing those 'corridor chats'.  
In the moment coaching

## Rapport and relationships

Feeling connected  
Social connection  
Missing the in-person interaction with the team members  
Building rapport with new teams.  
Building Relationships  
Harder to connect with people  
Personal connection to each other (team culture) and broader organizationally.  
Building rapport with new teams.  
Building Relationships  
Harder to connect with people  
Feeling connected  
Social connection  
Missing the in-person interaction with the team members  
Building rapport with new teams.  
Building Relationships  
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