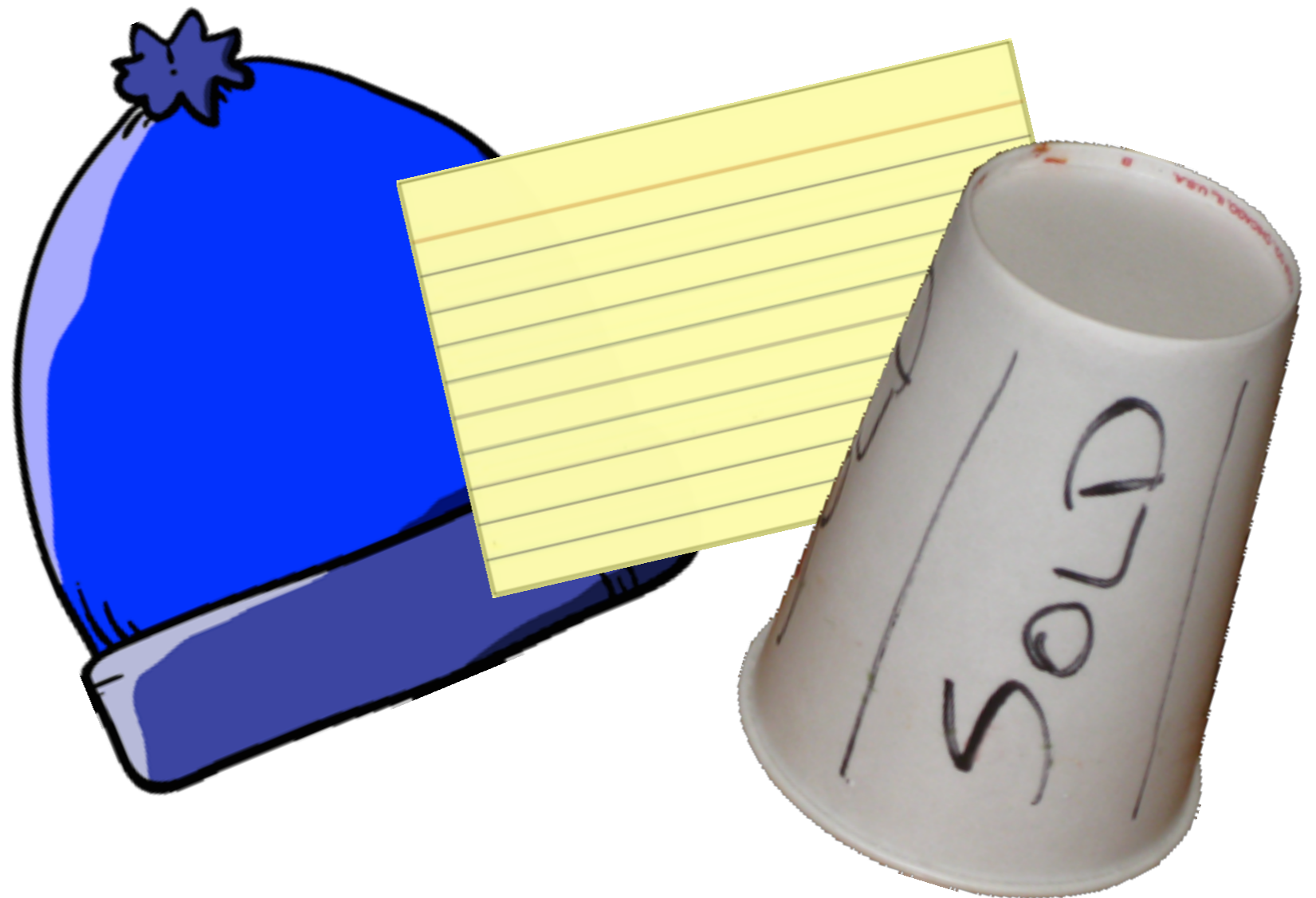


Hats, Cards, and Cups

or how to get teams listening and talking



jeremy lightsmith

"The challenges about product development are not about products. They are about interpersonal relations: power, trust, alignment. My team worked hard to learn how to listen, without judging, to what the other person was trying to say -- really to be there. If we listen in the normal closed way, for what is right and what is wrong, then we won't be able to hear what is possible: what might be but is not yet. We won't be able to create anything new."

- John Elter, Xerox vice-president & chief engineer

A close-up photograph of a person's hands writing on a small, light-colored card. The card is placed on a surface covered with many other similar cards, some of which are in various colors (pink, yellow, green). The person is holding a black pen in their right hand and has a ring on their left hand. The background is softly blurred, showing more cards and a window with light coming through.

Index Cards

and post-its

make ideas tangible...

make ideas sortable...

make ideas swarmable...

**make idea processing
transparent...**

“remember me”
functionality

ONE

idea per card

“remember me”
functionality

write

CLEARLY

Create a Marketplace of Problems

Conversation Cups





SOLD

???



Tangent

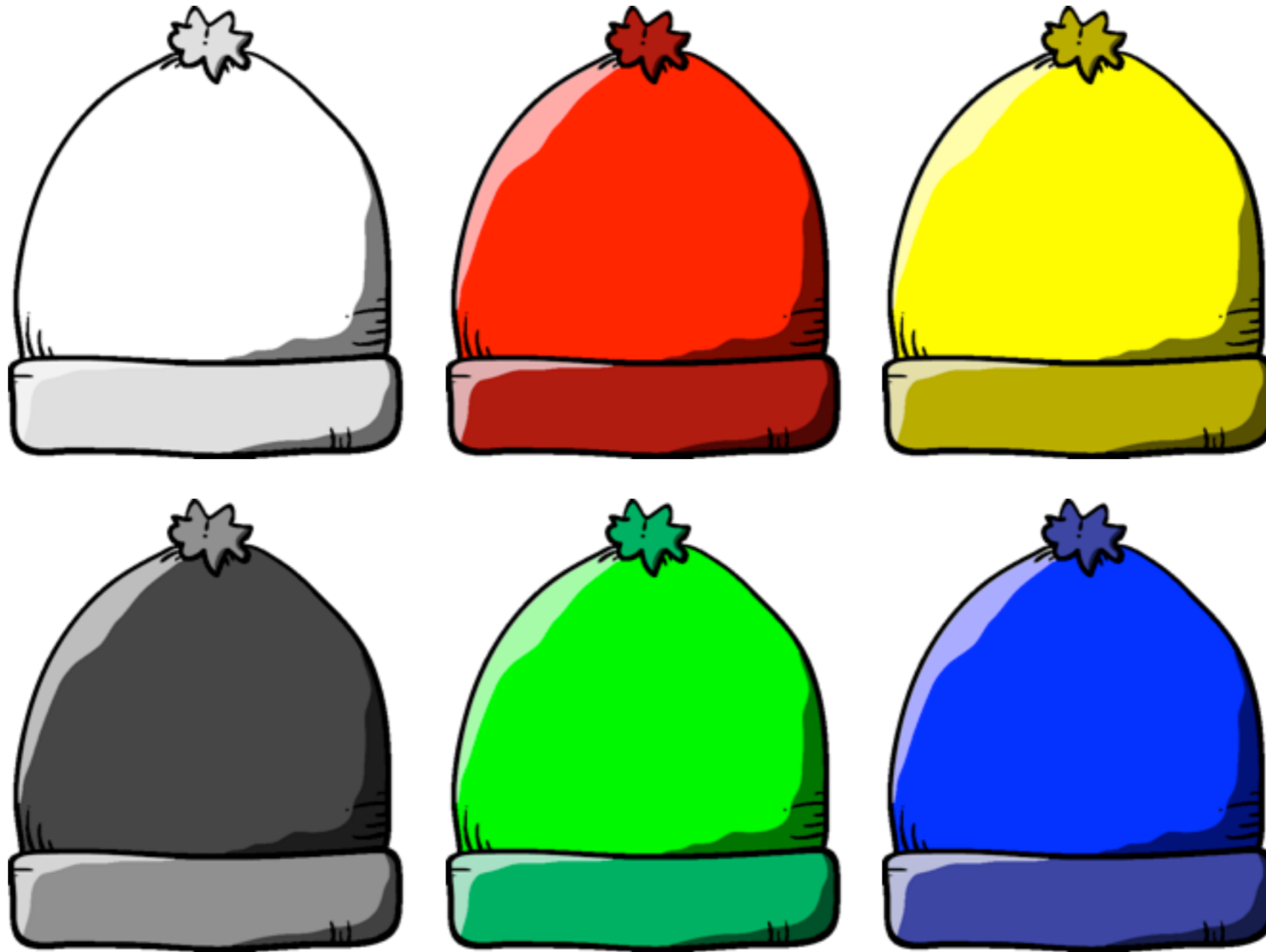


Too much detail



Brainstorm Solutions

Sort the Solutions



6 Thinking Hats

by Edward de Bono

Data

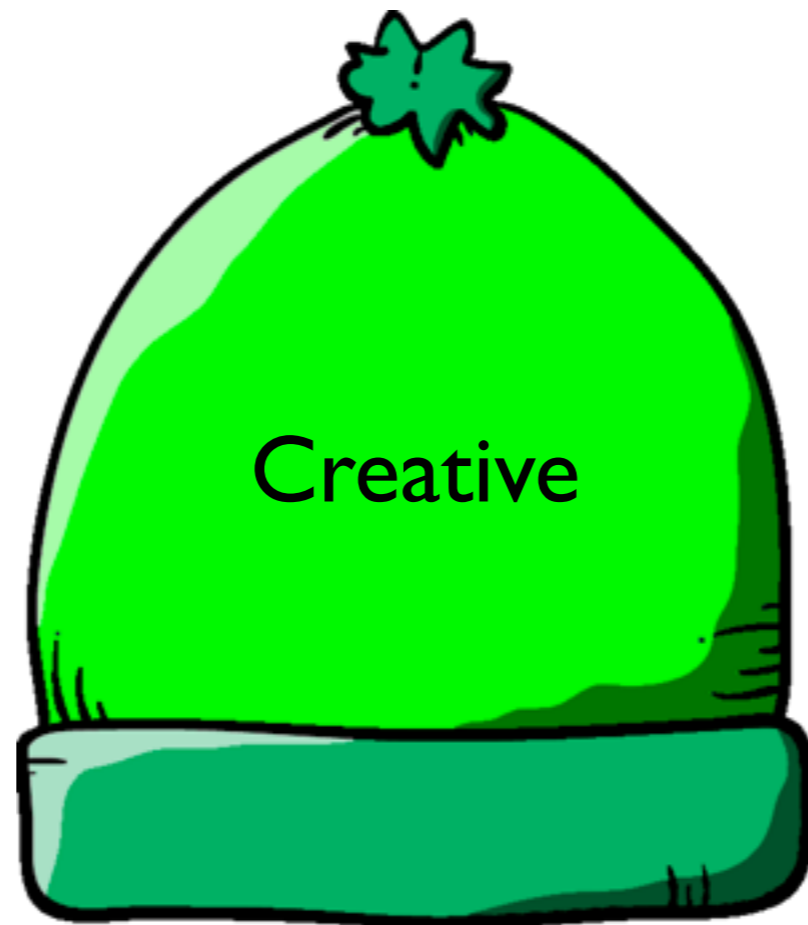
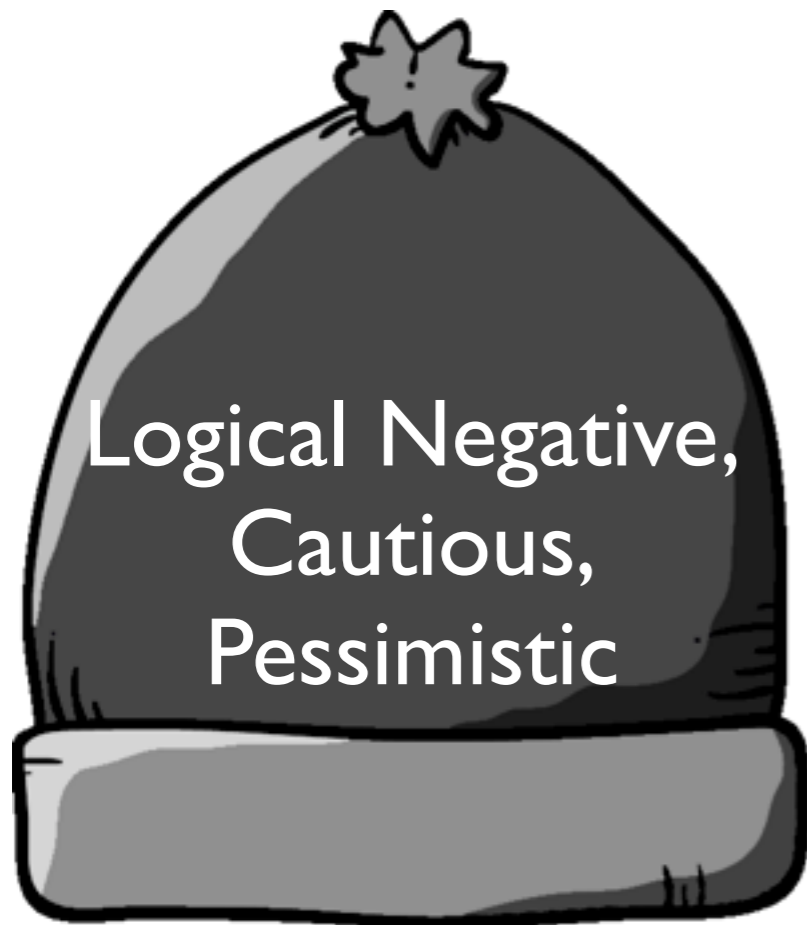
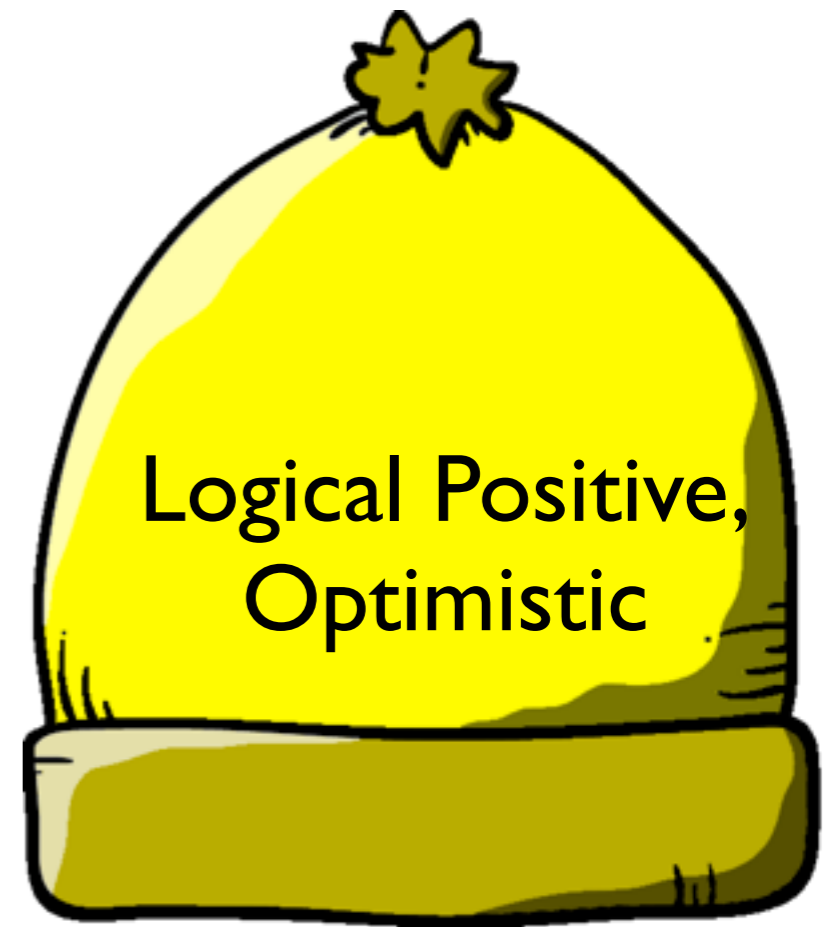
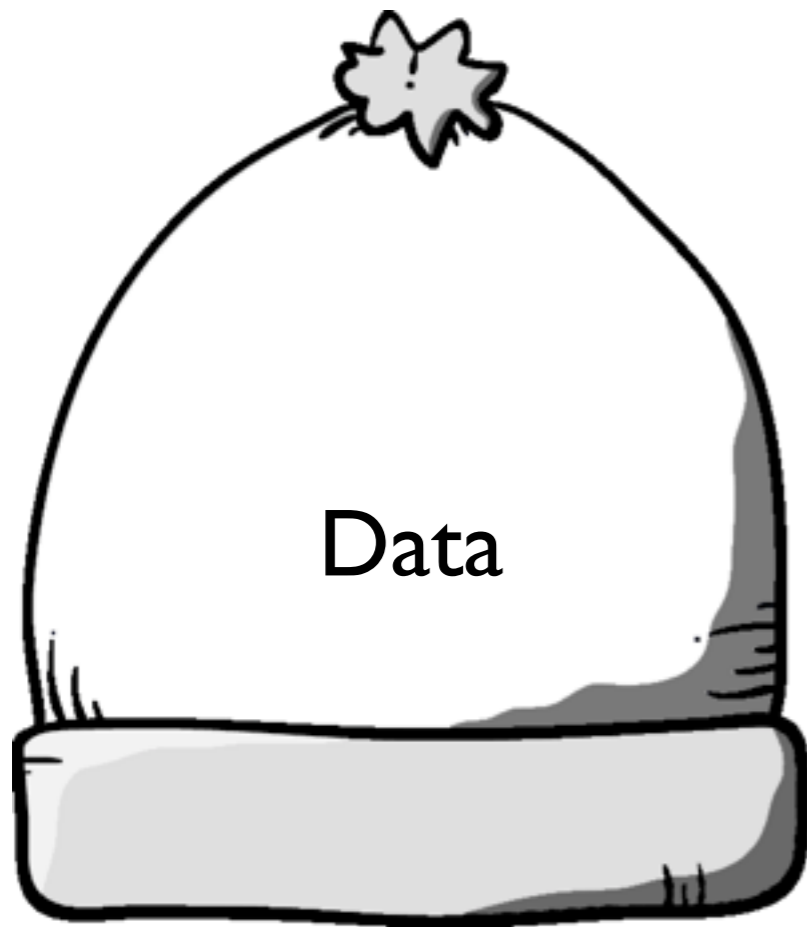
Intuitive, Reactions, Emotions

Logical Positive, Optimistic

Logical Negative,
Cautious
Pessimistic

Creative

Process Facilitative Meta



Card Tricks to Know

- Brainstorming
 - Affinity Maps
 - Hopes & Fears
- Prioritizing
 - dot (or candy) voting
 - simple rearranging
- Estimating
 - RSP estimation
 - estimation poker
- Story Mapping
- Moving Architecture
- Card Walls

Resources

- “Six Thinking Hats” by Edward de Bono
<http://www.amazon.com/Six-Thinking-Hats-Edward-Bono/dp/0316178314>
- “Innovation Games” by Luke Hohmann
- “Get Back on Track” by Jeff Patton
http://www.stickyminds.com/s.asp?F=S12362_COL_2
- Jeremy Lightsmith’s (my) Blog
<http://onemanswalk.com/work>
- Jeff Patton’s Blog
<http://agileproductdevelopment.com/>

About Me



Jeremy spends most of his time & energy building highly performant software development teams.

A seasoned agile coach, trainer & facilitator, Jeremy excels at creating environments where teams can discover how they work best. He has a deep understanding of agile, and is constantly looking for better ways to share knowledge and collaborate.

Jeremy is an independent consultant based in Seattle. He's also working on a book about facilitation patterns.

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