



Chapter 1

Servant Leadership

You have been chosen to be the next leader of the Agile Team simply because you embody three basic attributes that any successful leader needs: servant leadership, trust-building skills, and an awesome ability to communicate and facilitate. Your ability to lead and coach others springs from your humility and accommodating attitude. You are willing not only to do what it takes to be the best but also to take the low road and serve others through your work. People know they can count on you, and your ability to hold and regain people's trust enables you to build a team of trust, transparency, and accountability. You are a great communicator and protector of the team. Your ability to










resolve conflicts among team members as well as business folk allows you to command an audience that trusts your judgment and relies on your ability to protect the team's work from outside influences, filtering only that which is beneficial and helpful to the work at hand. You are an educator in that you coach and teach the business people and product owners how to supply your team with the right amount of information and feedback. You are not haughty, nor are you overbearing. You are the right person for this job.

Your job is to:



- Remove obstacles or resolve dependencies between team members and teams.
- Remind the team of mission/value statements for each project.
- Ensure that the team adheres to the defined rules of Scrum or processes accepted by the team.
- Protect the team and filter nonessential information and meetings.
- Give updates and information regarding enterprise releases or project updates.
- Set the example for the team and for the business.







A wise person once said, “Where there is no vision, the people perish.” As the leader you hold the true mission and vision of the business in your hands. Your knowledge of how your team’s work directly impacts the overall business is crucial to making sure that anything your team accomplishes falls in line with your business’s model for success. Your team will look to you for that direction. They will look to you for example. They will trust your decisions. They will follow your lead.

Leader Questions

Every chapter in this book ends with a set of three questions you will want to ask your team.

- 
- 
- 1.** Who do we need to meet with or connect with to help with that task?
 - 2.** Is there anything we’ve missed or not considered?
 - 3.** What do you need from me, and what can I do to help?

