Expertise areas for a Scrum Master

This is a set of skills and knowledge areas that might be useful for a Scrum Master at a certain point in their careers.

1) Facilitation
   a. **Organizing, moderating meetings**
   b. **SMART goals**
   c. RCA
   d. **5 Whys**
   e. Fishbone diagram
   f. Creative problem solving (**brainstorming**, DeBono 6 thinking hats, ect.)
   g. SWOT analysis
   h. Open Space
2) Soft-skills
   a. **Active listening**
   b. Coaching
   c. **Giving and receiving Feedback**
   d. Negotiations
   e. Presentation skills
   f. Time management -> Eisenhower matrix
   g. **Asking for help + delegating tasks + checking 'buy-in'**
   h. Assertiveness
3) Influencing others
   a. **Servant-leadership**
   b. Influence without authority
   c. **Leading by example**
   d. **Continuous improvement – driving, visualizing, encouraging**
   e. **Working with resistance – influencing change**
   f. **Empowering others**
4) Handling group dynamics
   a. Group development process (**Tuckman**, Wheelan, Jedliński)
   b. Group roles (**Belbin**, Jedliński)
   c. Situational leadership (Blanchard)
   d. **Conflict levels and managing conflicts** (5 levels of conflict by Speed Leas; **Conflict Resolution Diagram** by H. William Dettmer)
   e. Preparing and running team building workshops
   f. Self-organizing teams
5) Helping others to grow
   a. Ability to handle personal development process for others (Bloom's taxonomy, skill matrix, etc.)
   b. Organizing and running trainings, workshops
   c. **GROW model**
   d. Mentoring
6) Processes
   a. Agile methodologies
   b. **Scrum**
   c. Kanban
   d. Lean
   e. Tools

7) Project Management
   a. **Transparency, visualization of work + tools**
   b. Coordination of tasks
   c. Risk levels, risk tracking and risk responses
   d. **Scaling Agile – Organizing, synchronizing multiple teams setup**
   e. Theory of constraints
   f. Critical Chain, Critical Path
   g. **Estimations**
   h. **ROI**
   i. **Project lifecycle (i.e. Inception, Construction, Transition)**

8) Technical background
   a. Software development process - basic understanding:
      i. **TDD**
      ii. **CI**
      iii. **xUT**
      iv. Version control
      v. Code review
      vi. **Refactoring**
   b. Testing in software development – basic understanding:
      i. **Levels of testing**
      ii. **ATDD**
      iii. Automation
      iv. **Defects lifecycle**

9) Attitude and character traits
   a. **"Start with why"**
   b. Transparency of work, impediments
   c. **Ask->try to understand->act**
   d. Open for different points of view
   e. **Humility**
   f. **Empathy**
   g. Thinking out of the box
   h. Charisma
   i. **Honesty**
   j. Dependability
   k. **Integrity**
   l. **Courage**
   m. **Being proactive**
   n. Intrapersonal, emotional awareness
   o. **Striving to improve and self-develop**
   p. **Appreciating the success of others**
   q. Mental resilience
   r. **Ease of building and maintaining interpersonal relations**

Scrum Master - areas of expertise
Name:
Date:

Personal Development actions and activities

Area	Type of action	Action description	Support needed	Target date	Result

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