

CHARACTERISTICS OF GOOD AND GREAT SCRUMMASTERS

A good ScrumMaster coaches the team to success

A great ScrumMaster also allows room for failure

A good ScrumMaster asks to understand

A great ScrumMaster asks so the team can understand

A good ScrumMaster helps a team survive in an organisation's culture

A great ScrumMaster helps change the culture so Scrum teams can thrive

A good ScrumMaster will listen carefully to what is said

A great ScrumMaster will also listen carefully to what is **not** said



A good ScrumMaster will help maintain team harmony

A great ScrumMaster will guide a team through disharmony to reach a new level of teamwork

A good ScrumMaster helps the team find ways to optimise their process

A great ScrumMaster guides the team past the need for process (and a ScrumMaster)

A good ScrumMaster grasps the responsibilities of the role

A great ScrumMaster grasps the skills and mindset of the role

A good ScrumMaster updates the sprint burndown to free the team from overhead

A great ScrumMaster helps the team find a fun way to manage themselves visually

CHARACTERISTICS OF GOOD AND GREAT SCRUMMASTERS

A good ScrumMaster will hold team members to account if needed

A great ScrumMaster will hold the team to account for not holding their teammates to account

A good ScrumMaster facilitates cooperation between people

A great ScrumMaster facilitates collaboration

A good ScrumMaster helps every member of the team grow

A great ScrumMaster fosters the team's growth

A good ScrumMaster will be indispensable to a team

A great ScrumMaster will become both dispensable and wanted



A good ScrumMaster notices areas for improvement in the team

A great ScrumMaster recognises and highlights strengths for the team to build on

A good ScrumMaster ensures team members share their status efficiently with one another in the daily scrum

A great ScrumMaster ensures the daily scrum is an energising event that teams look forward to

A good ScrumMaster encourages teams to share skills

A great ScrumMaster encourages teams to share responsibilities

A good ScrumMaster will say what needs to be said

A great ScrumMaster knows the power of silence

CHARACTERISTICS OF GOOD AND GREAT SCRUMMASTERS

A good ScrumMaster helps the team develop and grow

A great ScrumMaster helps the team develop their own growth pathway

A good ScrumMaster helps a team meet their definition of done at the end of the sprint

A great ScrumMaster helps a team extend their definition of done

A good ScrumMaster protects the team from distractions

A great ScrumMaster finds the root cause of those distractions and eliminates them

A good ScrumMaster will ensure the team have access to a product owner

A great ScrumMaster will ensure the team have access to **the** product owner



A good ScrumMaster helps teams use “yes, but” effectively

A great ScrumMaster helps teams find more space for “yes, and!”

A good ScrumMaster creates an environment where raising impediments can occur

A great ScrumMaster creates an environment where creativity can occur

A good ScrumMaster holds a balanced retrospective

A great ScrumMaster holds a focussed retrospective

A good ScrumMaster will push for permission to remove impediments to team productivity

A great ScrumMaster will be prepared to ask for forgiveness