



Live more,
Bank less

Breaking down barriers Cultivating Accountability and Resilience

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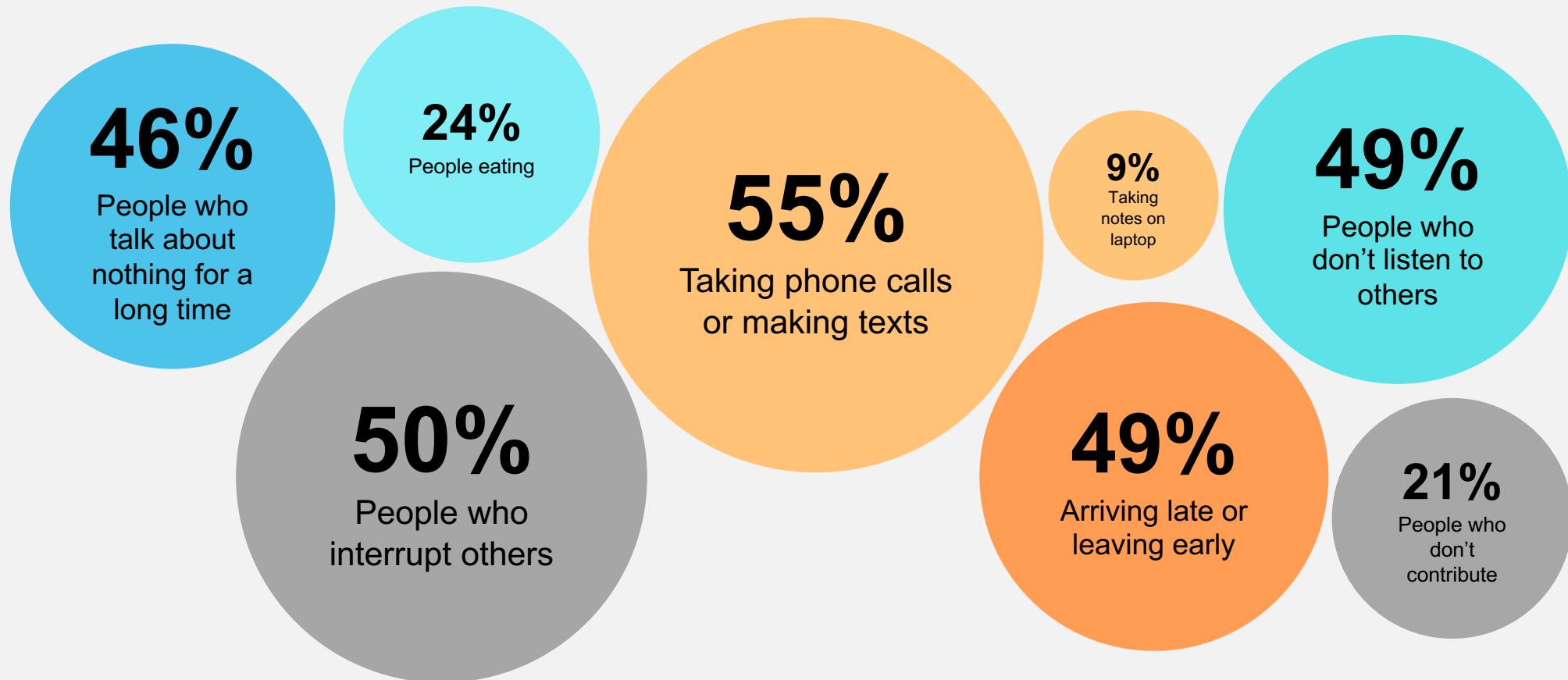


Speakers Introduction

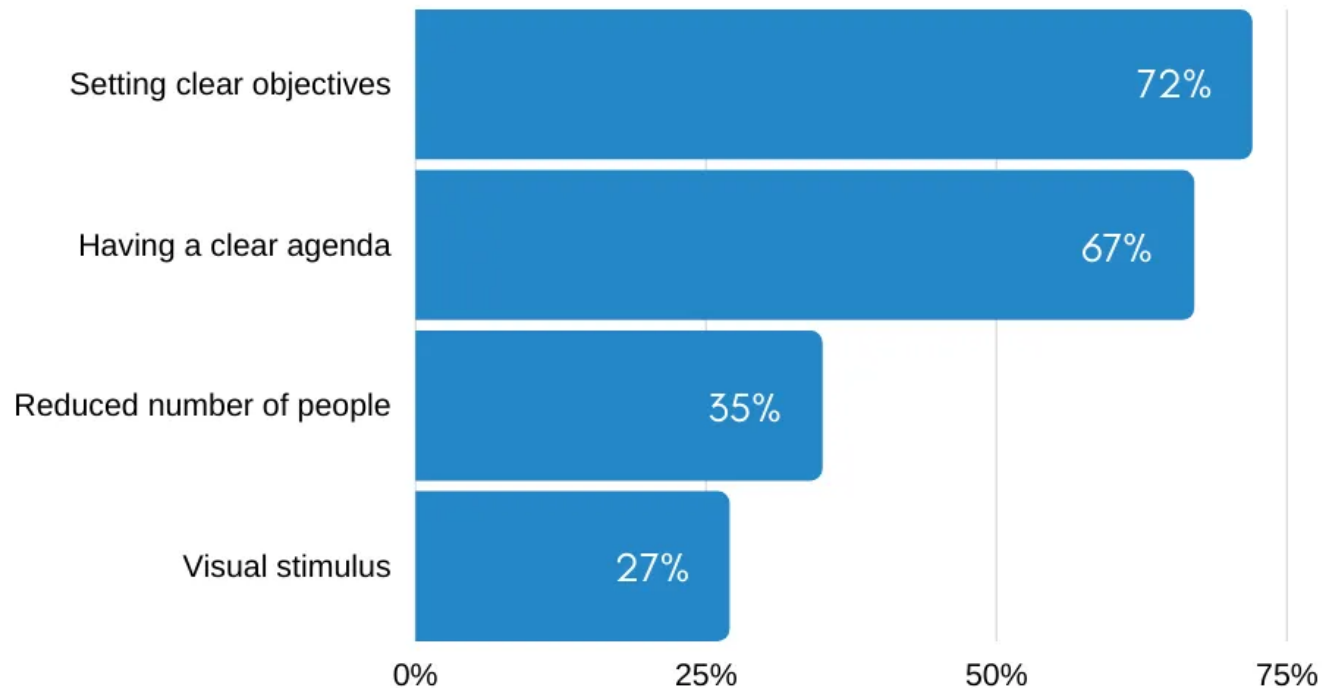


What are people doing during retrospective meetings?

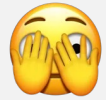
Biggest meeting irritations:



What do professionals think are the key elements to a successful meeting?



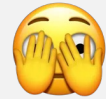
What makes a bad retrospective?



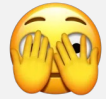
Herd mentality



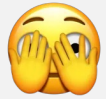
Baseless facts without data



Gut feel



Ego

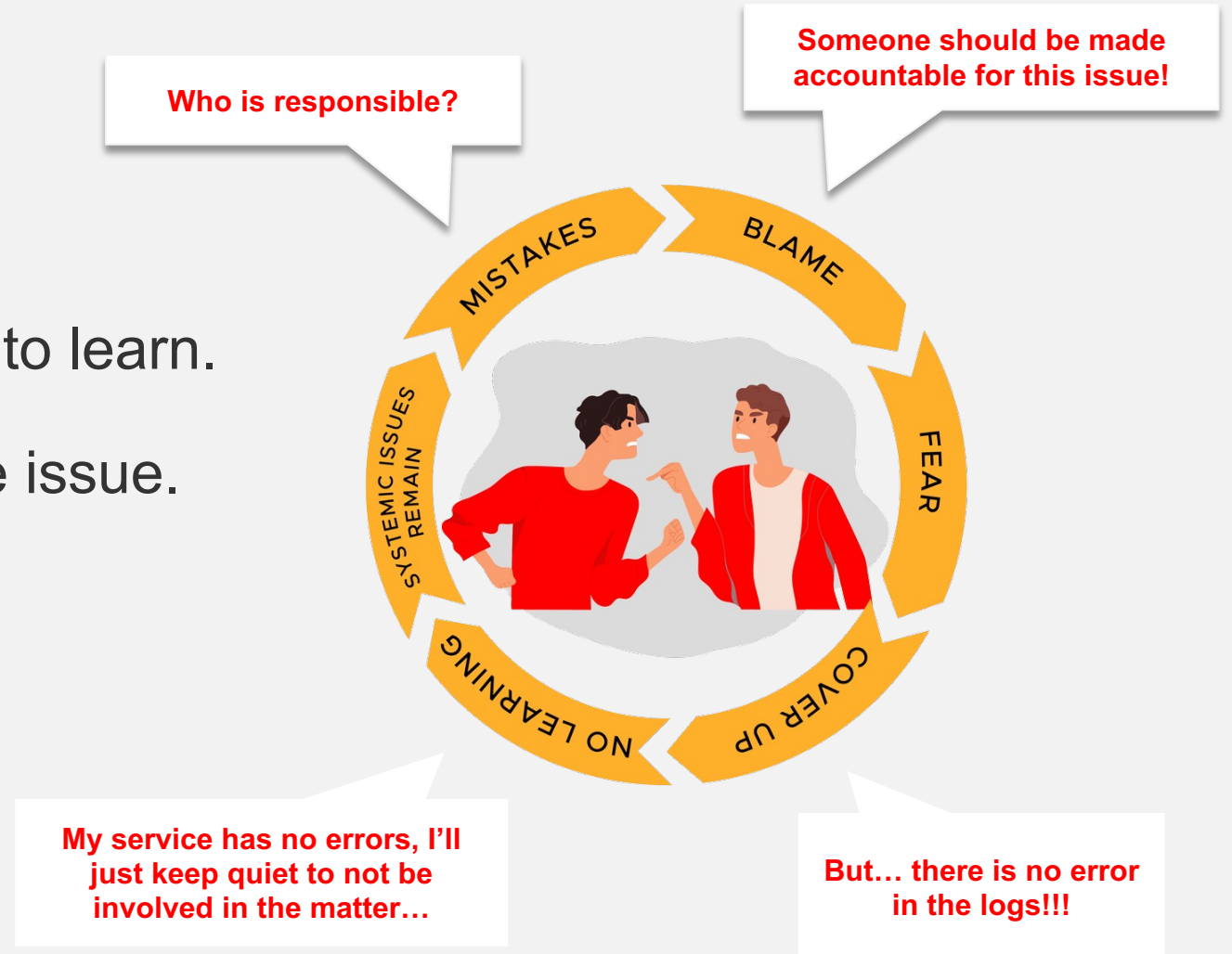


HiPPO: Highest Income Paid Person's Opinion

The 'It's not my problem' loop

- 👉 We all make mistakes.
- 👉 We start to accuse out of fear.
- 👉 We try to cover up and refuse to learn.
- 👉 We didn't manage to solve the issue.
- 👉 We ignore the problem.

A vicious loop is created.



How do you break
down barriers?



Taking Responsibility??

Avoid

I am not responsible for that.

Why did you do this?

This not my problem.

Who is responsible?

It is not my system's fault, it is your system.

Someone should be made accountable for this issue.

Accept

Let me check and I will get back to you.

Can you walk us through what happened?

Let's work out the solution

What are the possible causes leading to the issue?

How can we resolve this together and ensure it doesn't happen again?

How does an engaging retrospective feel like?

- ✨ Clarity and Transparency
- ✨ Open and Encouraging Culture
- ✨ Depth and Relevance
- ✨ Results Orientation with Precise Action Plans Tracked to Closure



**Do you feel safe to
share an idea?**



Back to Basics

Apply AAI (**A**wareness, **A**cceptance and **I**ntention)

Being Accountable

Create a Safe and Secure Environment

Data-Driven Analysis

Encourage Collaboration



Apply AAI (Awareness, Acceptance, and Intention)



Awareness



Without Acceptance



Intention



Blame game
Responsibility

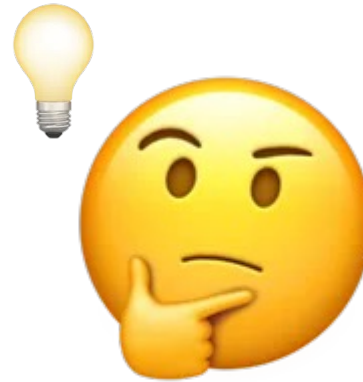
Being Accountable



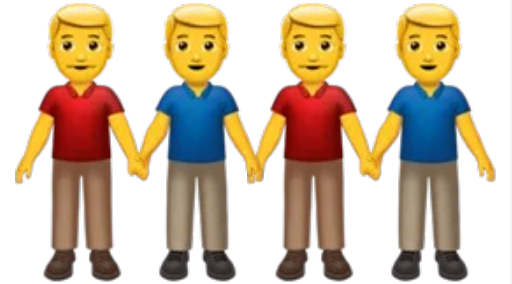
Respect



Trust

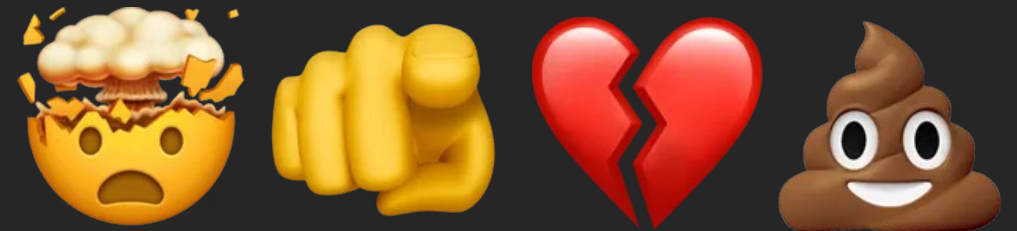


Curiosity



Mutuality

How does it feel to
be scolded?



Create a Safe and Secure Environment



Invite inputs and participation



**Respond productively
to problems**



Foster psychological safety

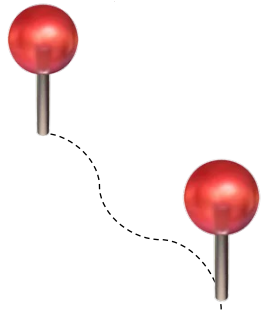
Data-Driven Analysis



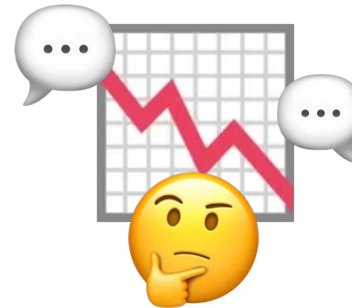
**Chronology of events,
email artefacts, real-time
dashboards**



Vital data retention

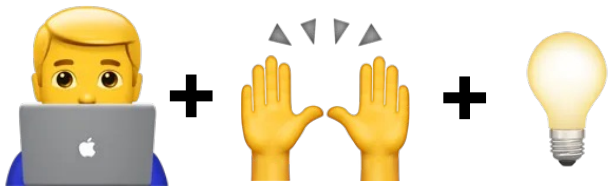


Implementation of traceability



**Analysis based on facts
instead of opinions**

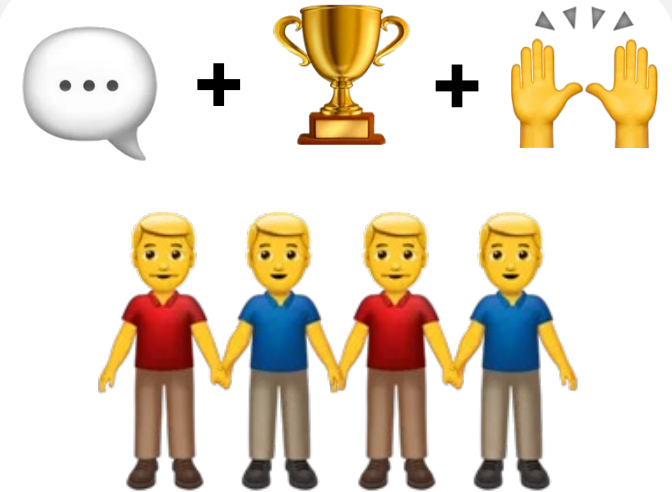
Encourage Collaboration



Open creative culture



Encourage decision making & active listening

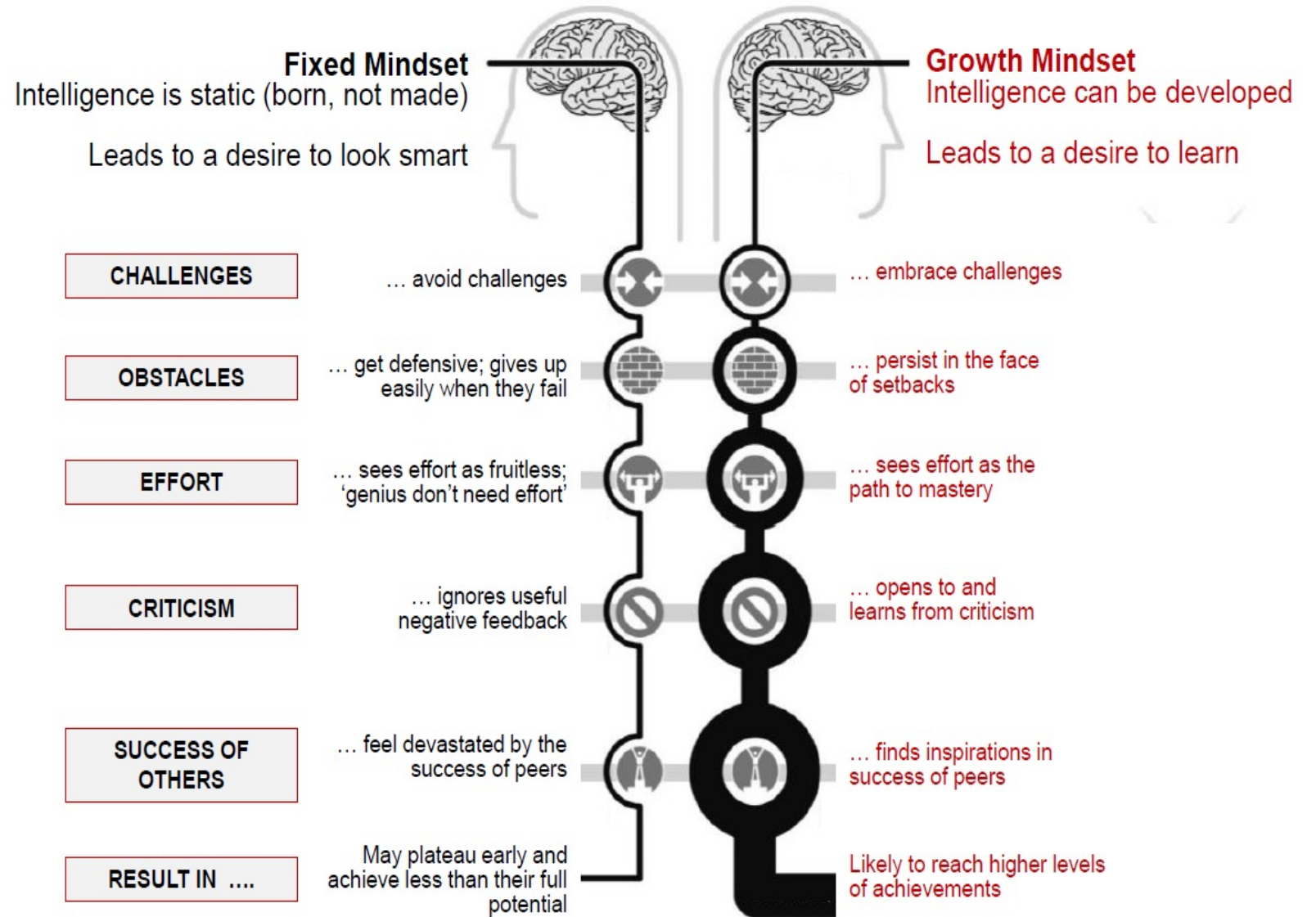


Provide regular feedback

How often do you show appreciation?



So what are the benefits of truly breaking down barriers?



Thank you



References

- Booqed, 2023. *Minutes (wasted) of meeting: 50 shocking meeting statistics*. BOOQED Blog. (2023, March 30). <https://www.booqed.com/blog/minutes-wasted-of-meeting-50-shocking-meeting-statistics>