

Retrospectives - Use to Improve Anything

Susan Smith

IT Director Quality and Delivery, Heartland Crop Insurance

“Here is Edward Bear, coming downstairs now, bump, bump, bump, bump, on the back of his head, behind Christopher Robin. It is, as far as he knows, the only way of coming downstairs, but sometimes he feels that there really is another way, if only he could stop bumping for a moment and think of it.”

A.A. Milne, *Winnie the Pooh*. London: Puffin Books, 1926



ret·ro·spec·tive

/ˌrɛtrəˈspektɪv/ ◀▶

adjective

1. looking back on or dealing with past events or situations.
"our survey was retrospective"
synonyms: backdated, **retroactive**, **ex post facto**
"the government introduced retrospective legislation"

❖ What went well - keep doing

❖ What didn't go well - stop doing

❖ What could go better - change it




A Retrospective Isn't...

- ❖ A fault finding mission
- ❖ A witch hunt



Why do a Retrospective?

- ❖ Learn from the Past
 - ❖ Plan for the Future
 - ❖ Continuous Improvement
- 

Keys to Success

❖ **Timely**

- Schedule it right after what you want to review

❖ **Prepare**

- Know your crowd
- Have a facilitator
- Make sure the right participants are invited
- Have it in the right setting

❖ **Set the stage**

- Ice Breaker if needed
- Ground rules

❖ **Make it a safe environment**

❖ **Take action on learnings**





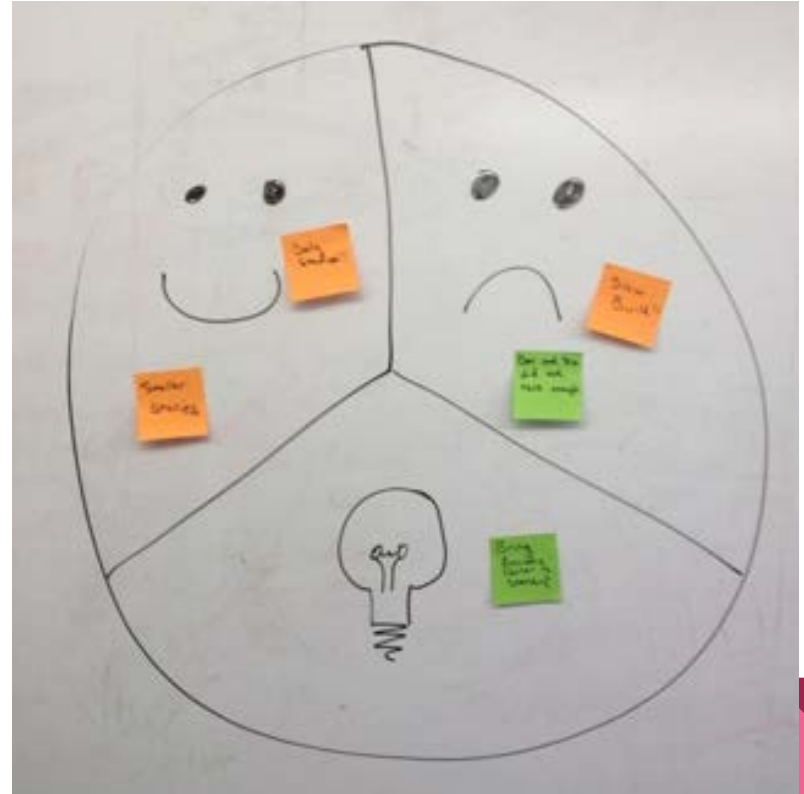
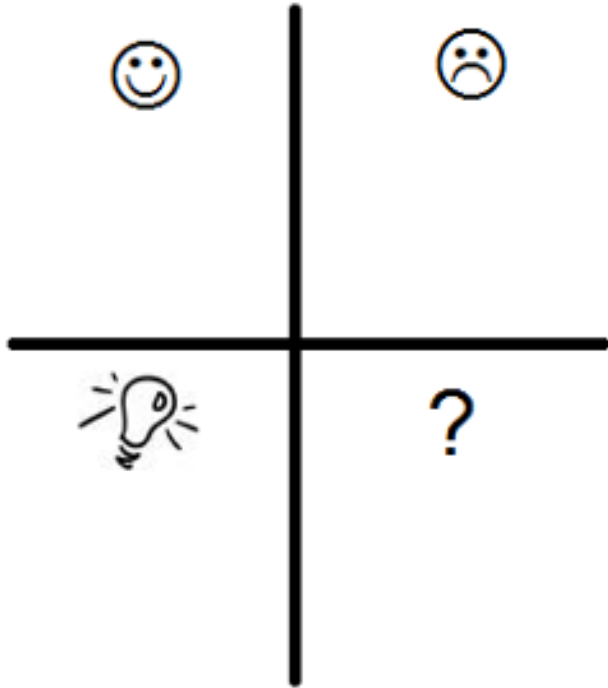
Who will attend?

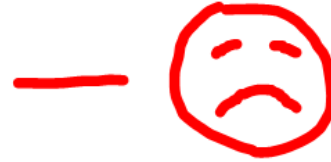


© BRAD PERKINS #P0312



Ideas for Retrospectives





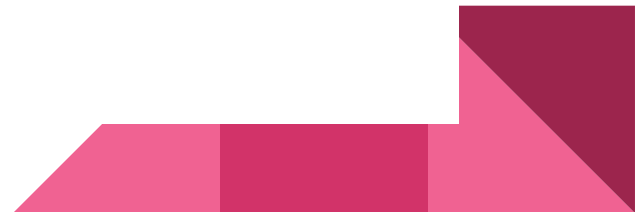
Daily meetings provided great information

New developer up to speed quickly

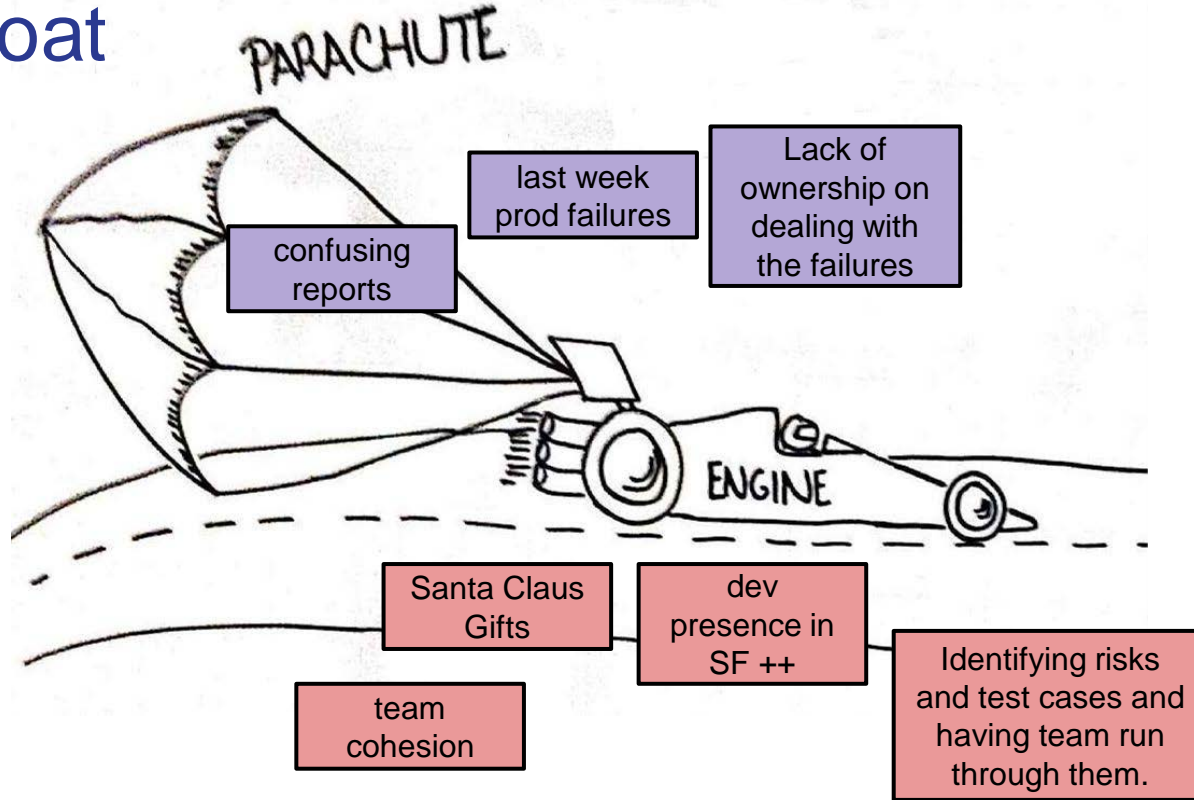
Testers were out 2 days with the flu

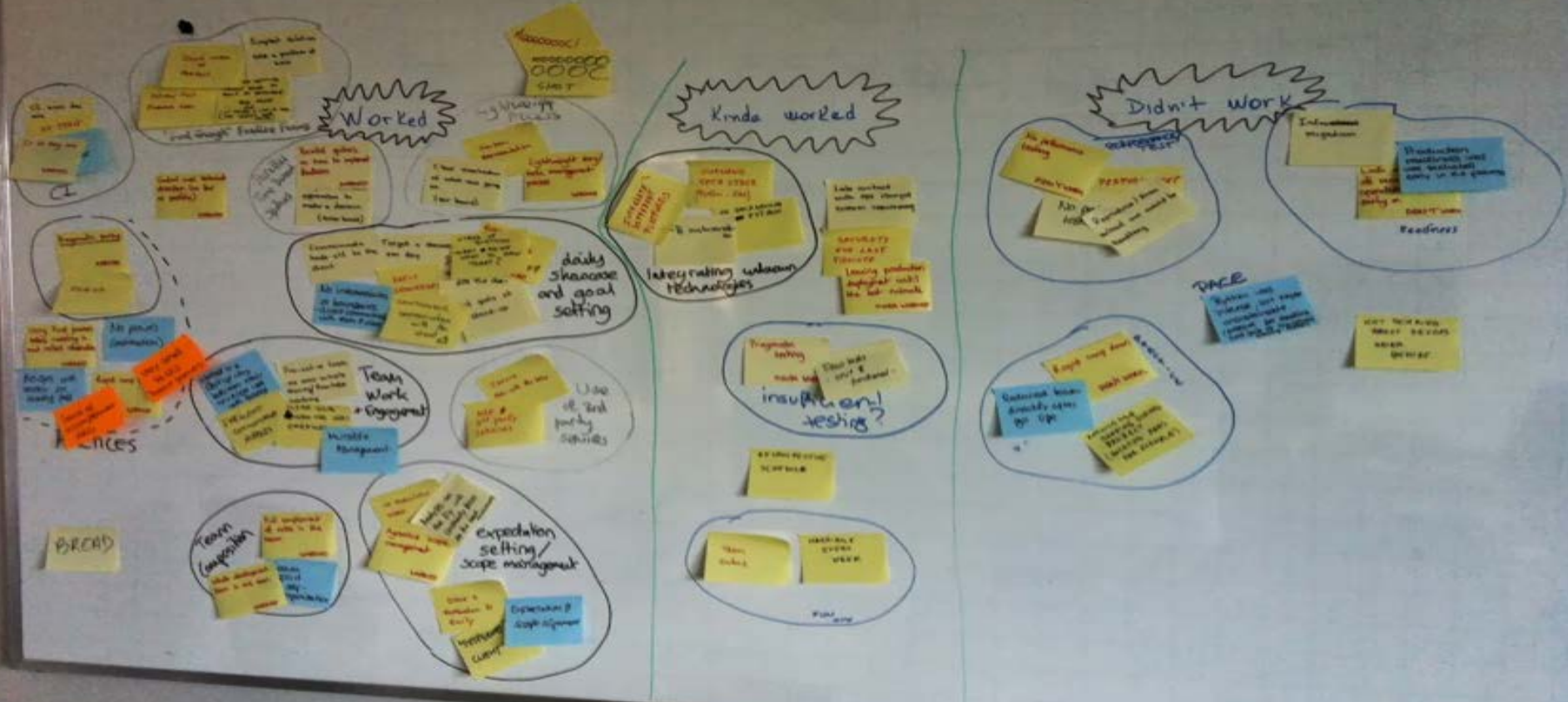
Deployment takes too long

Too many meetings




Speed Boat





Temperature Reading

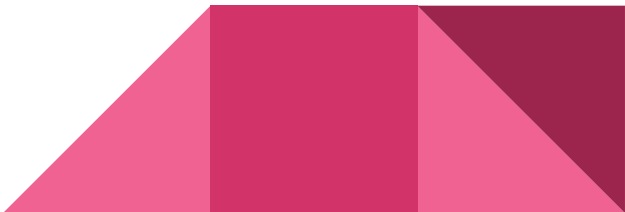
- ❖ Appreciations
 - ❖ New Information
 - ❖ Puzzles
 - ❖ Complaints with Recommendations
 - ❖ Hopes and Wishes
- 

Quick Retrospectives

❖ Gifts and Greats

- Facilitator goes first
- Start with what went great
- Next Gifts - what would you change

❖ Appreciations

- Start meetings
 - Cards for team
- 



Let's Practice



Favorite References

<http://www.funretrospectives.com/>

Agile Retrospectives: Making Good Teams Great, Esther Derby and
Diana Larsen

The Human Side of Agile, Gil Groza

Crucial Conversations, Kerry Patterson

Crucial Confrontations, Kerry Patterson

Teamwork is an Individual Skill, Christopher Avery

Behind Closed Doors: Secrets of Great Management, Johanna
Rothman and Esther Derby

Project Retrospectives, Norman L. Kerth





Thanks!

LinkedIn: Susan Smith

Email: Susan.Smith@HeartlandCropInsurance.com