

AGILE COACHING JOB SHEET

| | | | |
|---------------------|---|----------------|---------------------|
| WHO IS THE JOB FOR? | <i>the person who is paying for your services</i> | DATE JOB GIVEN | |
| COACH DOING THE JOB | | TO BE DONE BY | <i>by agreement</i> |

JOBS TO BE DONE

Main job to be done (the overarching reason you've been engaged)

Use this template to write your jobs; I've filled it in below with an example

| Circumstances | Desired Progress | |
|---|--|---|
| <i>When I</i> | <i>I want to</i> | <i>So I can</i> |
| give a feature request to the delivery team | have certainty it will be delivered on time and meet the customer need | confidently communicate to my customers, remain competitive and run my business |

Functional jobs

- setting up a delivery system that ships value, things, projects, outcomes
- moving a business, sales or customer metric impacted by the value the system delivers

Psycho-emotional jobs

- engaged workforce
- safety to learn and innovate

CLIENT EXPERIENCE EXPECTATIONS

Write here, preferably using direct quotes from your sponsor, what experience best meets the expectations of your coaching client.

I prefer to keep this simple by using a survey that contains their language to describe expectations you measure against. For example I had one client who expected the teams I was coaching to be "comfortable" with the new way of working. So we used this language in all our surveys. How comfortable are you with the coach and the new way of working?

Or you could just use a simple customer satisfaction score with an area for comments
On a scale of 1-10 please assess your experience working with your agile coach

10 being amazing and well above expectations

Please provide comments to explain the above score

WORKING WITH AND THROUGH OTHERS

In this section list all the co-workers or other collaborators you worked with as you delivered your agile coaching and get the jobs done

The focus is on demonstrating your openness to working with others by way of asking and giving feedback and requests for or providing assistance.

Lastly this section should document all contributions to the collective knowledge of the agile coaching community you belong to.

PRACTICE APPLICATION

This section aims to encourage continuous improvement as part of every job we do. As we do our work we learn and iterate our practices. This section should be willingly filled in by the coach as a means to improve their practice and share insights as they get each job done. It is this section (and the one above) that can be used to support peer-to-peer learning and mentoring; identifying and filling knowledge and skill gaps for the coach.