

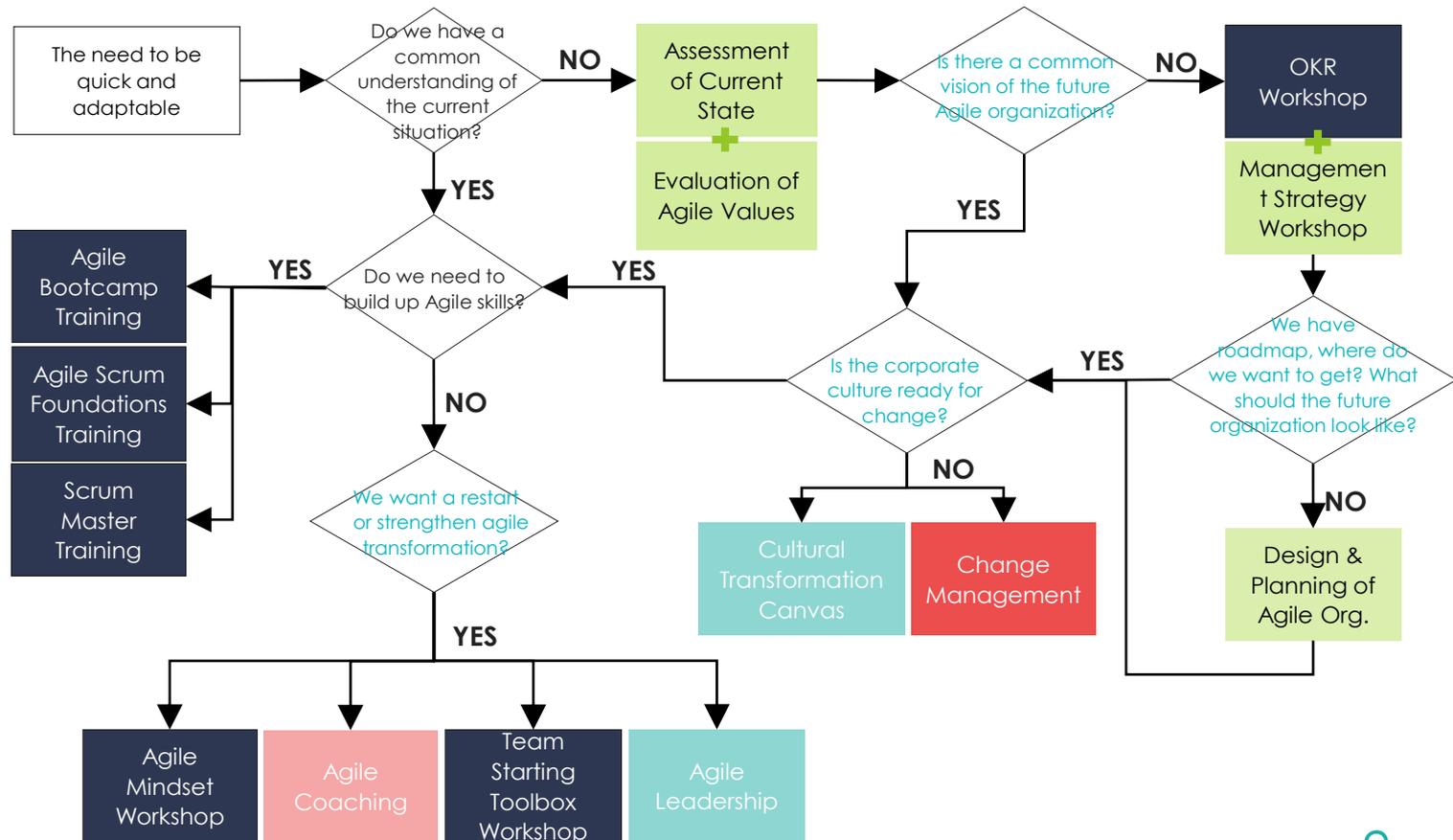
# Agile transformation support Agile coach

Diana Rusnakova

**AGILE – LEAN – CHANGE MANAGEMENT**

# What are your needs?

Decide which services you choose according to the current situation and maturity.



# The AGILE journey & Support



# Agile Coach

# What I as an Agile coach do?



**Agile & Lean**  
Eliminate waste

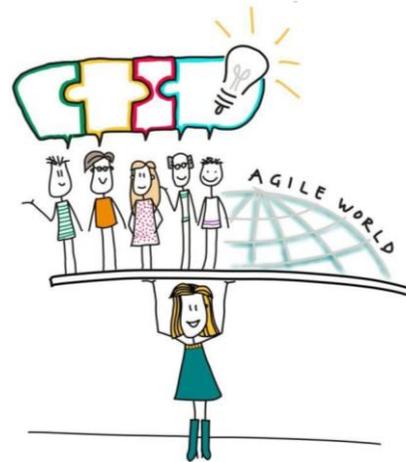


**Business & Organization**  
Align objectives

**People & Influence**  
Mindset & behavior



**Teaching**  
Share knowledge & perspective



**Transformation**  
Manage through change



**Coaching**  
Find Potential



**Mentor**  
Foster Growth

**Facilitator**  
Guide solutions



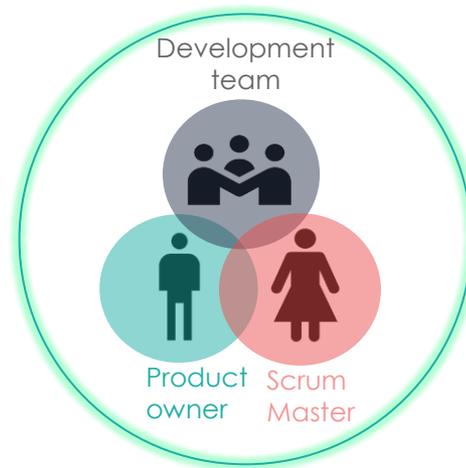
Building high performing teams - NOT doing the team's work.

# Scrum events' support

I can offer the following support:

- Agile Coach - Sprint Facilitator according the proposed schedule of Sprints including
- Additional support in preparation, planning and organization of Sprints, e.g. preparing backlog...
- Training of participants and preparing them for the Sprint in case it is necessary
- Coordination with Management or Product/Subject Owner regarding requirements and outputs
- Feedback to teams to identify learning opportunities and define actions to improve

## Developing people & improving their potential



## Guiding through scrum events

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Sprint Planning

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Daily scrum

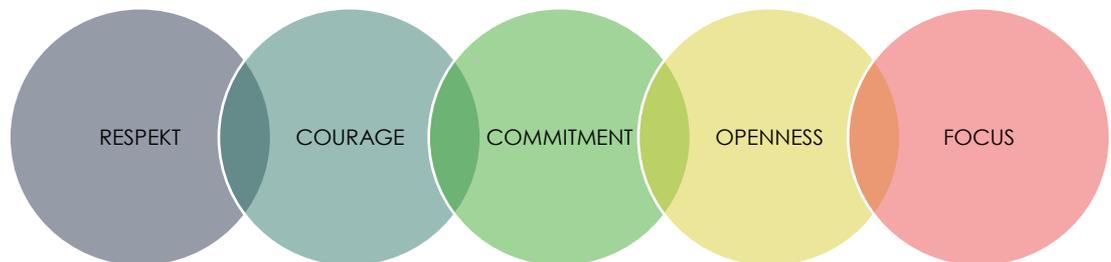
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Sprint Review

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Sprint Retrospective

## Reflecting on Agile values



# Agile Transformation Support

## Supporting team set up and self-organization

Move a collection of individuals into high performing teams

The Coaching and trainings are addressing these main areas:

- Creating a shared vision and defining purpose
- Clarifying roles and agreeing on team's principles
- Defining work ahead and reviewing product backlog
- Agreeing on cooperation and conflict, issue handling

## Training Agile and Scrum topics

For proper understanding of the agile way of working and in order to understand the Scrum artifacts and events I can provide following training options:

1. Scrum & Agile tools and principles – based on current gaps in knowledge
2. Product owner basics
3. How to **manage conflicts**
4. Learning organization through **building a feedback culture**

During the trainings participants **define how will they apply** new knowledge to their work environment.

## Supporting strategic focus

### Change readiness

- Defining baseline
- Mapping issues and risks
- Supporting communication
- Facilitating large events

### Aligning business and development

- Defining a modus operandi
- Creating guiding principles how to solve issues
- Defining a common goal

### Facilitation of setting OKR's

- OKR's are helping teams prioritize their backlog and deciding what to work on next. See page

**OKR's as a guidance on  
priorities  
and measuring success**

# Organizational Challenges

## Growth

Monitoring KPIs are about „running the engine“. To achieve growth you need a clear destination to be set and communicated, correcting direction as „driving“.

## Disruption

Yearly plans are not flexible enough to react to changing market conditions, you need to react as things are evolving and increase the learning of organization.

## Difficulty of executing strategy

Disconnect between strategy and execution. Organization have a plan, but have difficulties to execute upon it.

## Employee engagement

Ask your employees, what are the 3 most important objectives of your company? What would they answer? If employees can select their objectives they are most motivated to achieve it.

## Adopting to new realities

How to adopt to new emerging situations and use the opportunities that were not foreseen? Following a long term plan is not enabling to adopt.

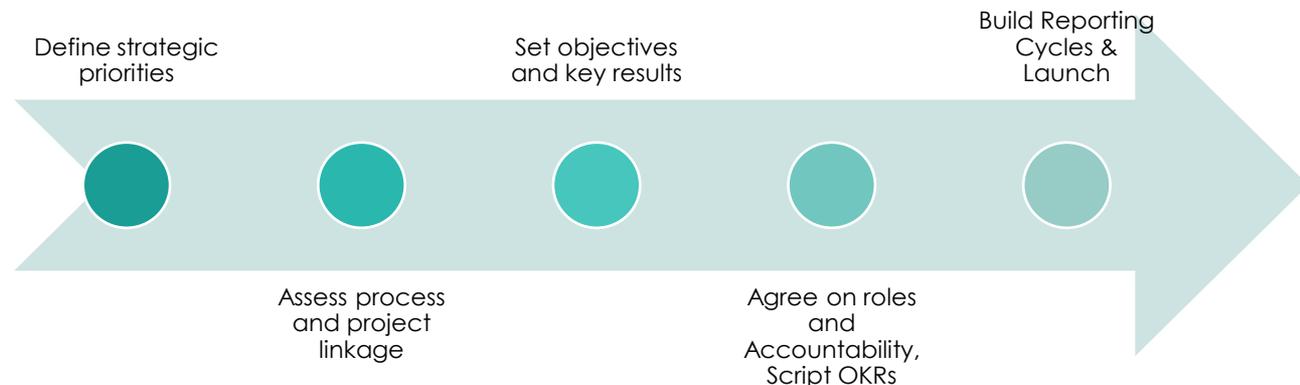


WHY TO USE OKRs?

# OKR's WORKSHOP:

- ✓ Cross functional team, from all level of management
- ✓ Creates awareness and understanding
- ✓ Starting where you are now and defining the operational level of OKRs at the end
- ✓ Focus and aligned effort

“Be careful what you measure, what you measure people focus on.”



**About me**

# About Me

## Diana Rusnakova

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- I support clients on their journey to change and increase agility of their organization; being more flexible, adapt fast, deliver solutions on time and reduce waste in their processes.
- I have a wealth of experience from various industries in the fields of services as well as in manufacturing, in banking and financial services, shared service centers and customer support.
- I focus on designing new solutions and processes that add value to the customers.
- My consultancy approach is strongly focusing on changing employees behavior in combination implementing proven Agile and Lean tools and techniques.
- I help to develop competencies in Agile and Scrum, Lean Six Sigma, Change Management and Project Portfolio Management.

### Key competences:

- Agile/Scrum
- Change Management
- Lean Six Sigma Black Belt
- Process Design
- Operational Excellence
- Project Portfolio Management

# My Domains

I am an “**activator**” and an “**accelerator**” who brings clients new tools and techniques to help them do their business better and more efficiently, creating more value for their customers and solve complex operational problems.

With a passion, I support my clients on their path of **transformation** and I help them developing new skills and capabilities in the following areas:

AGILE SCRUM		LEAN OPERATIONAL EXCELLENCE		DESIGN SPRINT		CHANGE MANAGEMENT	
Transformation of companies Strategic workshops Program Management		Implementation of Lean into the company Work safety culture		Facilitation of a Design Sprint workshop		Managing change and supporting organizational transformation	
Introducing Agile Practices and Techniques into Practice Trainings and workshops		Lean and Six Sigma projects Cost optimization projects		Training Design Sprint Bootcamp		Company culture analysis, Change workshops OKR workshops	
Coaching teams SCRUM events - support adaptation		5S workshops and training Kaizen workshops Process mapping, VSM		Testing the Concept and Prototype of a solution or product Rapid Innovation teams		Change communication Evaluating and measuring progress	

# References

## Organizational change



„In 2019, Roche Slovakia undertook company-wide agile transformation. As an agile coach, Diana led approximately 8 different sprints to help us recreate our operating model. She has substantial experience in agile leadership and methodologies, whereby she led a diverse range of experiences to bring our teams together, tap into their creativity and most importantly, facilitate co-creation of new ideas and ways of working. Diana is a professional, with detailed care towards her work. She was a trusted partner in our project and a key contributor to the success of our efforts. In Slovakia, Diana is one of the few agile coaches with the depth and breadth of experience to support major initiatives, like company-wide transformations.“

*D. Wilson Pharma Leader Roche*

„Diana supported us in the process of implementing Lean/Six sigma methods in our insurance company. I highly appreciate her approach. She is both highly skillful and knowledgeable about methods themselves and able to build relationships and collaborate across the organization. She is persistent and does not give up when she faces resistance or skepticism. It has been a real pleasure and great experience to work with her.“

*A. Orogvani Transformation Manager Union Poistovňa*



„Diana's drive for excellence is obvious once she engages in an assignment. Her attention to detail and desire to improve processes around her are both effective and material. Once part of your team, you can count on Diana to drive results and effect change. It's a pleasure to see her demonstrate a responsible and pragmatic approach to all that she is involved with.“

*A. Phelan CTO Fiserv*