Agile ORLANDO 2023

JULY 24-28

PRESENTED BY **Agile Alliance** JOIN US TODAY!

#AGILE2023

LEARN MORE

Putting the AI into Agile

Or: How I Learned to Stop Worrying and Love the Bots

How to get the most from this session!

1 The conversation is key.

2 Freedom to Challenge! (Yourselves and Me)

3 Permission to Interupt (Trust me, you will need too...)

Who is This Guy?

Hello!

Michael Easson

(He/Him/His)

- **Fell in love with Agile 11 years ago.**
  After being forced into it...

- **Self-proclaimed geek, fueled by caffeine and a "healthy" fear of stagnation.**
  Its not healthy at all...

- **I wholeheartedly believe in the power of AI.**
  not for world domination, but as a co-pilot in our journey...

Meet my Agile Co-Pilots!

- **GPT-Ashley** - This is my **workshop wizard**, helping to plan, structure, and perfect my sessions. With Ashley, every workshop is an engaging journey of discovery.

- **GPT-Brennan** - Brennan is my **creative muse** and sounding board for idea generation. With Brennan, no idea is left unexplored or untested.

- **GPT-Carl** - Carl plays the critical role of my **coaching simulant**. It provides a safe space for me to experiment, learn, and refine my coaching techniques.

- **GPT-Delilah** - Delilah, my **Nemesis.** This is the personification of my imposter syndrome, reminding me of my human vulnerabilities, and pushing me to continually grow and break my boundaries.
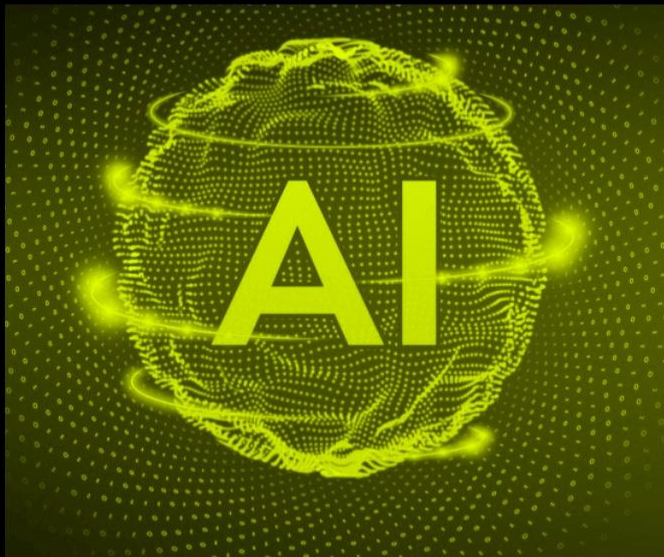
What types of AI are you aware of?

Menti QR code

My AI Toolkit

Midjourney
The service allows users to generate images based on textual descriptions, creating a wide range of art forms, from realistic to abstract styles.

Eleven Labs
Unleash the power of AI to generate realistic, captivating speech in a wide range of languages.

Fireflies
helps your team transcribe, summarize, search, and analyze voice conversations. Automating note taking.

Grammarly
helps you write mistake-free in Gmail, Facebook, Twitter, LinkedIn, and any other app you use.

These are just a few of the many AI tools available today. With the right knowledge and resources, you can use these tools to create powerful solutions for your business.

How I Benefit from AI as a Coaching Support Tool

Sense-checking Bias

As humans, we're all prone to certain biases, which can unintentionally impact our coaching approach.

AI, being a machine, does not have emotional biases or preconceived notions.

Rounded Vision

AI provides a different perspective based on a broad dataset, and it is not limited by personal experiences or emotions. By presenting a situation to the AI and analyzing its responses, I can gain a more comprehensive understanding of a situation

Brainstorming Ideas

AI like GPT-4 can generate a wide range of ideas in response to a given prompt. When I'm stuck or looking for fresh approaches to a coaching challenge, I can ask GPT-4 for suggestions.

Automating 'Simple' Tasks

AI chatbots handle simple client interactions, answer frequently asked questions, and even schedule time for complex discussions.

AI can be a powerful tool for coaches, providing a sounding board for ideas, sense checking, providing a much-needed perspective change, or even supporting the delivery of repeatable tasks
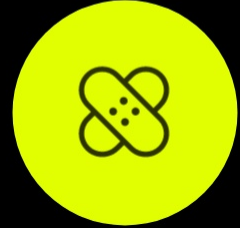
How AI tools can Help Coaches

Who are we coaching?

Identify the target audience and their needs

What is the context or environment?

What are the circumstances in which the coachee operates – their organizational culture, team dynamics, etc.

What is the problem or opportunity?

Generate the specific issue, challenge, or opportunity that they need help with.

By understanding these three main parts, we can effectively coach our target audience and create a successful outcome.

Example of Part 1 - Who are we coaching

We're coaching Alex(They/Them), a newly promoted Scrum Master for a software development team in a mid-sized tech startup. Alex has a background in software development but is new to the Scrum Master role. Alex is enthusiastic and eager to succeed but feels overwhelmed by the expectations of supporting a team and managing the Scrum process.

Example of Part 2 – What's the context/environment

The team is composed of ten members who have been working together for a year now. They've transitioned from traditional project management to Agile about six months ago. They are a mix of on-site and remote members, with four of them working from a different country due to the company's recent shift towards a hybrid model. The team has had some success with Agile so far but there are still some areas where they're struggling, such as sticking to Scrum events and delivering effectively.

Example of Part 3 - What's the problem or opportunity?

Team performance has been inconsistent since the transition. They've had successful sprints, but there are often times when they struggle to complete their planned work. Alex feels that the team's understanding of Agile principles is still superficial, and this is affecting their ability to self-organize. Alex is looking for support to improve the team's backlog management and ideas on how to reduce their tendency to burn themselves out trying to meet commitments.
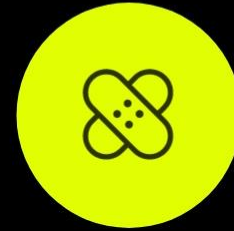
How AI tools can Help Coaches

Who are we coaching?

Identify the target audience and their needs

What is the context or environment?

What are the circumstances in which the coachee operates – their organizational culture, team dynamics, etc.

What is the problem or opportunity?

Generate the specific issue, challenge, or opportunity that they need help with.

Lets build a coaching Scenario to see how AI can assist us.

Here are some examples of how we are utilizing AI for our clients.

Leveraging an LLM (large language model) AI to act as a personalized guide and support tool for new hires

In this scenario, the AI acts as a real-time, always available, personalized guide for each new hire, allowing them to find the information they need when they need it without having to navigate through vast repositories of documentation on their own. The AI doesn't replace human resources or mentors but works as a first line of support, freeing up human colleagues for more complex queries and interactions.

Here are some examples of how we are utilizing AI for our clients.

The process of persona generation for Agile teams, Harnessing various AI tools to enhance the effectiveness and precision of the process.

In this use case, our financial services client is pioneering the use of AI in Agile persona generation. They employ IBM Watson's Natural Language Understanding for sentiment analysis and K-Means clustering for customer segmentation, forming a seamless and efficient flow in the persona creation process.

For a direct customer interface, AI chatbots are used to conduct interviews, capturing valuable qualitative data then taking it a step further, they are implementing OpenAI's DALL-E, to generate visually engaging and precise images for each persona. This adds another dimension of understanding to each persona profile.

Here are some examples of how we are utilizing AI for our clients.

Supporting Coaches and leaders in their Public speaking skills and confidence

My latest client utilizes AI to enhance public speaking and presentation skills for their coaches. They leverage speech analysis AI tools to evaluate the clarity, pace, tone, and volume of the speaker's voice during their presentations. By providing real-time, actionable feedback, the speaker can immediately adjust their delivery for optimum audience engagement.

Furthermore, they employ AI-based visual analysis to monitor the speaker's body language, facial expressions, and eye contact. This comprehensive feedback allows the speakers to understand their non-verbal communication's impact and make necessary adjustments.

AI Or AGI

Artificial Intelligence (AI)	Versus	Artificial General Intelligence (AGI)

Refers to a machine's ability to mimic human cognitive functions such as learning, problem-solving, pattern recognition, and understanding natural language. The AI we interact with today, from Siri and Alexa to even more advanced models like Open AI's GPT, is called Narrow AI or Weak AI.

Also known as Strong AI or Full AI, is a type of AI that we haven't achieved yet. It refers to a machine's ability to understand, learn, and apply knowledge across a wide range of tasks at a level equal to or beyond that of a human. Unlike Narrow AI, AGI would have a comprehensive understanding of the world, be capable of independent thought and learning, and even possess self-awareness.

How can we apply Asimov's laws of robotics to foster ethical considerations when using AI in Agile Coaching?

LAW **1**

A robot may not injure a human being or, through inaction, allow a human being to come to harm

LAW **2**

A robot must obey orders given to it by human beings except where such orders would conflict with the First Law.

LAW **3**

A robot must protect its own existence, as long as such protection does not conflict with the First or Second Law

Asimovs Laws and Coaching Ethics

Human Safety (Asimov's First Law)	**Obedience to Human Commands (Asimov's Second Law)**	**Self-Preservation (Asimov's Third Law)**
Responsibility to the profession **(Agile Alliance Coaching Ethics)**	**Agreeing on boundaries** **(Agile Alliance Coaching Ethics)**	**Introspection and continuing professional development** **(Agile Alliance Coaching Ethics)**

Ethical Considerations for Using AI Tools while Coaching

- **Informed Consent:** It is vital to ensure that the coachee gives informed consent before engaging with the AI tool. They need to understand how the tool works, what data it collects, and how that data will be used.

- **Bias and Inclusivity:** AI tools must be designed and trained in a way that minimizes bias and promotes inclusivity. This includes paying attention to the diversity of training data and ensuring that the tool does not favor any group over others.

Ethical Considerations for Using AI Tools while Coaching

- **Data Privacy:** The AI tool must protect the confidentiality and privacy of the coachee. Any data collected should be encrypted, stored securely, and never shared without explicit permission.

- **Transparency:** The workings and limitations of the AI tool should be clearly explained to the coachee. They should have a clear understanding of when they are interacting with the AI versus a human coach.
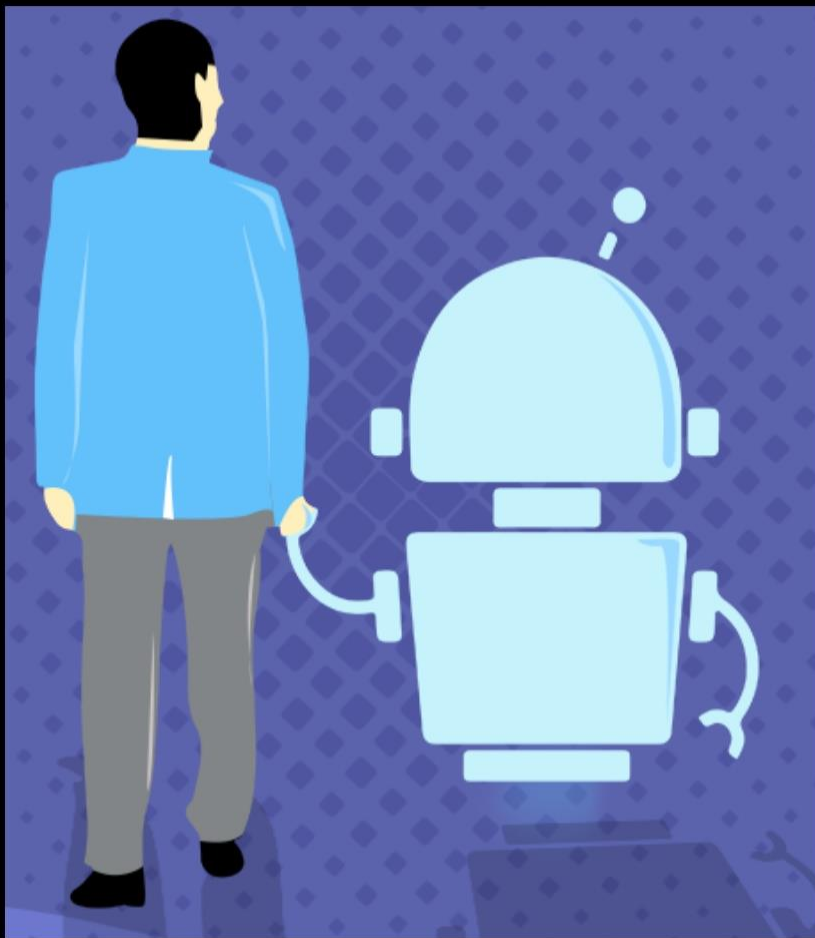
Snowball Feedback

Consider
What we have discussed

WRITE IT DOWN ON SOME PAPER IN FRONT OF YOU

Crumple
That Up

SO THAT IT ROUGHLY RESEMBLES A BALL OF SNOW

Final Thoughts and Takeaways

As we continue to engage with the diverse range of topics and discussions throughout the remainder of this conference, I encourage you to consider:

- - - - - - - - - - - - - - - - - - - -

HOW COULD AI BE LEVERAGED HERE? HOW COULD IT SUPPORT THIS SITUATION?

- - - - - - - - - - - - - - - - - - - -

We are not just passive bystanders of the future. We are active participants, shaping it with every question we ask, every idea we propose, and every challenge we embrace.

SPEAKER MEET AND GREET

MICHAEL EASSON

PUTTING THE AI INTO AGILE:
THE POTENTIAL OF AI FOR COACHES AND BEYOND

📅 TUESDAY, JULY 25, 2023
12:30-1:00PM

📍 ICAGILE BOOTH EXHIBIT SPACE

ICAgile

More Reactions?
Questions?

Come see me at the ICAgile booth and we can discuss further or share ideas

Thanks for being amazing!