The Agile Way of Working at WGEA

Client

Workplace Gender Equality Agency (WGEA)

WGEA is a Federal Government agency whose mission is to achieve equal opportunities in Australian workplaces for women and men.

Timeframe

January to April 2019

Responsibility

Design, facilitation, logistics, scheduling and evaluation of the entire program.

Areas of expertise

- user experience training and capability building
- agile mindset and methodology coaching
- user identification, research, profiling and design
- coaching, development and training

Scale

- whole-of-agency transformation
- national workforce
- working in a user-focussed, "agile way" became a core competency for all staff

Outcomes

Agency-wide agreement and shared understanding, common goals, common language, new business operating models.

All agency staff members increased understanding and capability to integrate the agile mindset.

First agreed set of agile operational principles.

First documented, endorsed product library and catalogue of services.

First user profiles for the agency.

Transition roadmap and tangible action plans (individual and team level).

Project Description

Our client was operating very "functionally" and services were delivered in silos. They wanted a new, agile way of working, to plan, design and deliver quality, timely outcomes. They wanted a whole-of-agency, operational transformation to the way they worked.

They requested a new training programme, to provide a shared understanding and common language, to underpin a cultural shift to the "agile mindset". There was a requirement to explore different business models that could enable the transition to agile service delivery.

Approach

Cyntropy designed and delivered 'The Agile Way of Working at WGEA' program for the entire agency. This included ICT staff, non-technical staff, policy staff and senior executives.

The program consisted of these components:
- stakeholder identification and interviews
- online survey design and implementation
- agile capability maturity assessment
- data analysis and insights
- service design
- workshop design and facilitation
- program measurement and evaluation.

The program drew on the Scrum methodology and used practical, agency-specific project examples. It included agile theory, underpinned by multiple practical exercises. The case study method was used to take participants on a guided discovery learning journey. Our methods are always accessible for all adult learning styles and team specific capability (we are qualified coaches, trainers and agile practitioners).

> " The program was highly innovative and was the first education in human centred design for most of our staff. "

We designed practical activities that allowed participants to explore and experiment with design techniques embedding learning outcomes. This included rigorous agile theory, problem solving and business modelling. It included user profiling, user story development, exploring user-centred cultures and embedding agile principles.

The program learning areas included:
- operational context and exploration
- frameworks and principles
- teams, roles and authority
- service design and deconstruction
- strategic service analysis and mapping
- user-centred and co-design principles
- user profiling: persons, journeys
- user stories: definition, assessment, prioritisation, estimation, testing and validation
- journey mapping and business modelling
- sprint planning, execution and retrospective
- transition mapping, implementation planning
- data governance and quality assurance.