



The Emperor's New Clothes

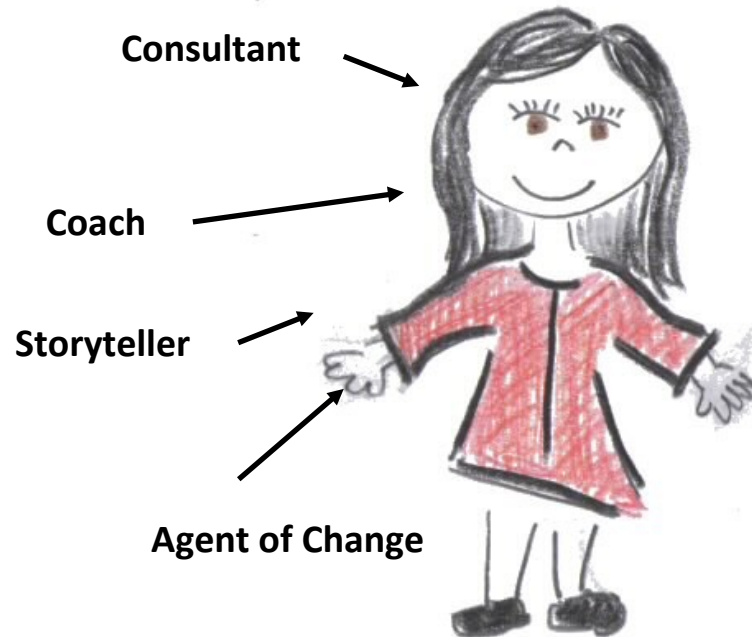
Meaningful Interactions in Stressful Situations

By Portia Tung and Jenni Jepsen



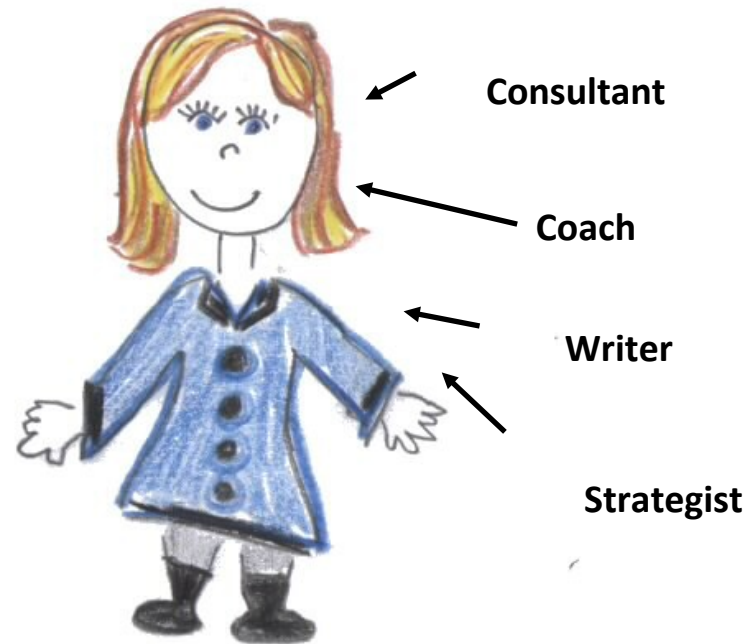
Introductions

Portia Tung



Blog: www.selfishprogramming.org

Jenni Jepsen

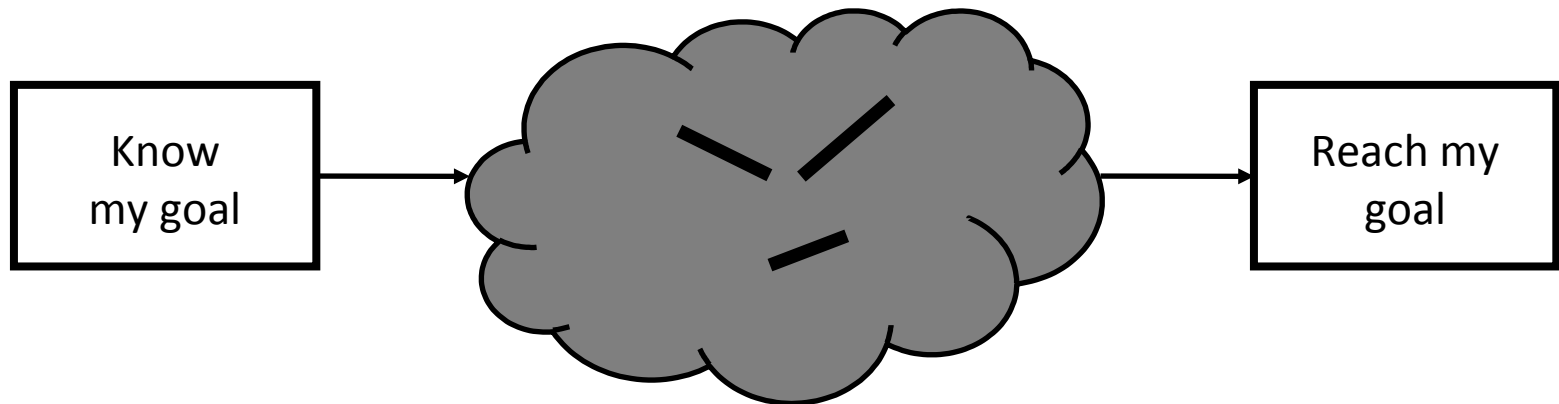


www.goagile.dk

Meaningful Interactions in Stressful Situations

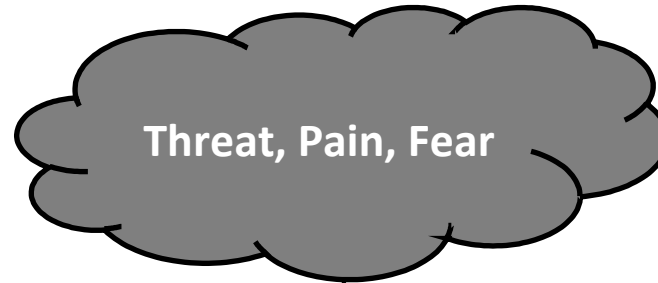


Beware the Grey Cloud of Stress

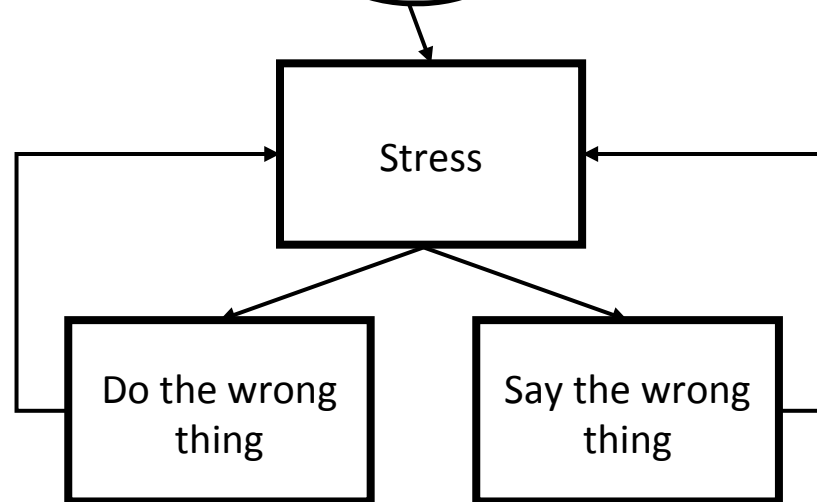


Current Reality at Work

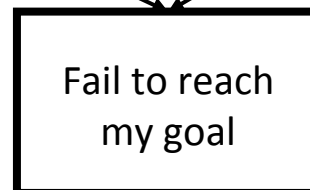
Causes



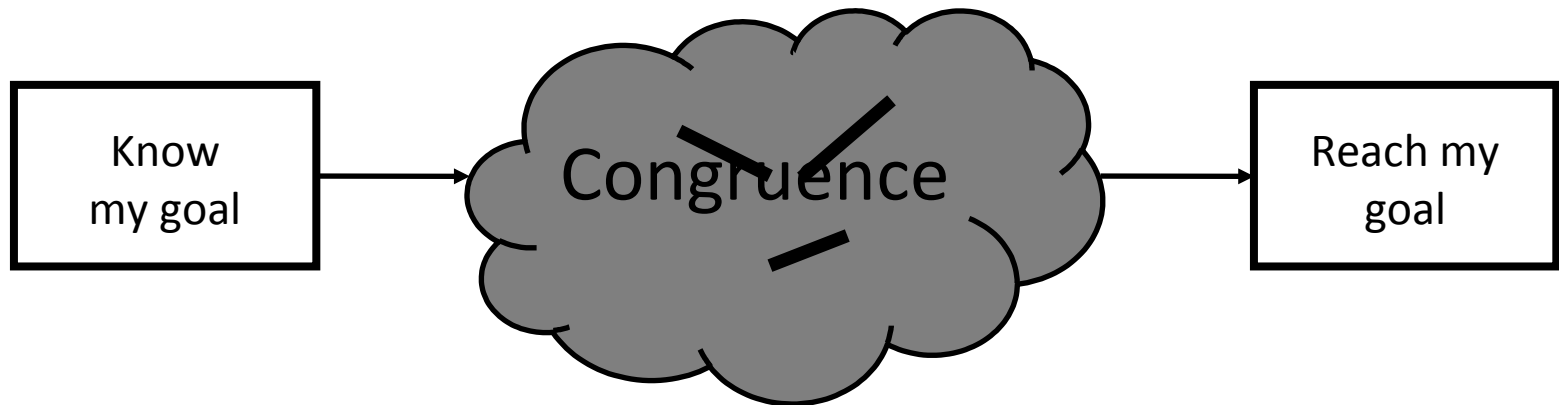
Effects



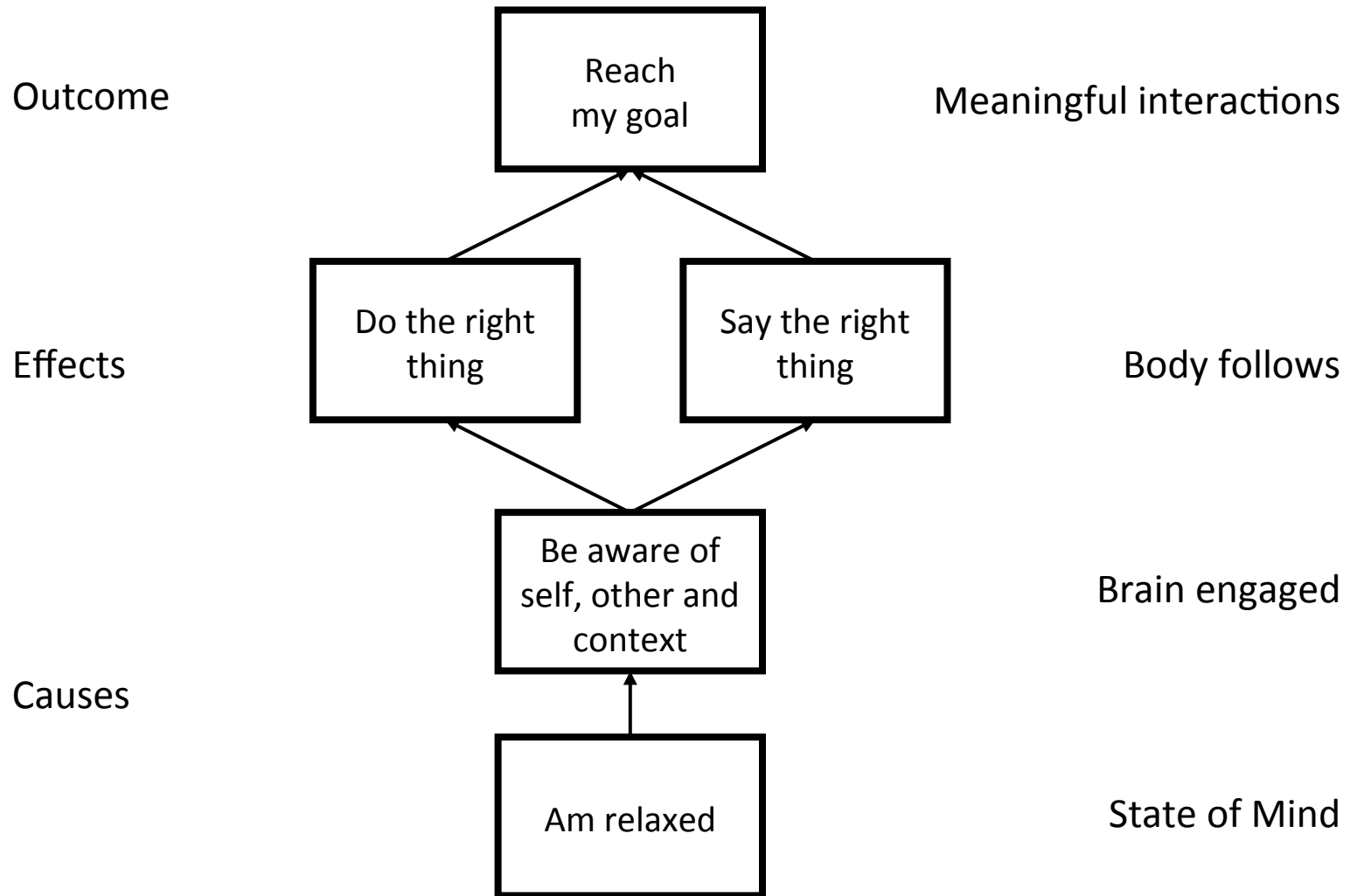
Outcome



Banish the Grey Cloud of Stress



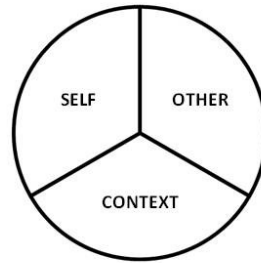
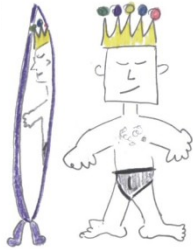
Future Reality at Work



Session Success Criteria

- ☐ Understand what Congruence is.
- ☐ Recognise incongruent behaviour in yourself.
- ☐ Recognise incongruent behaviour in others.
- ☐ Be aware that you can move from incongruent behaviour to congruent behaviour in stressful situations.
- ☐ Understand that it's possible to prevent many stressful situations by making congruence a habit.

The Magic Formula



1 Fairytale + 1 Model + Applied Theory =

Happy Ending

About the Session

Chapter 1

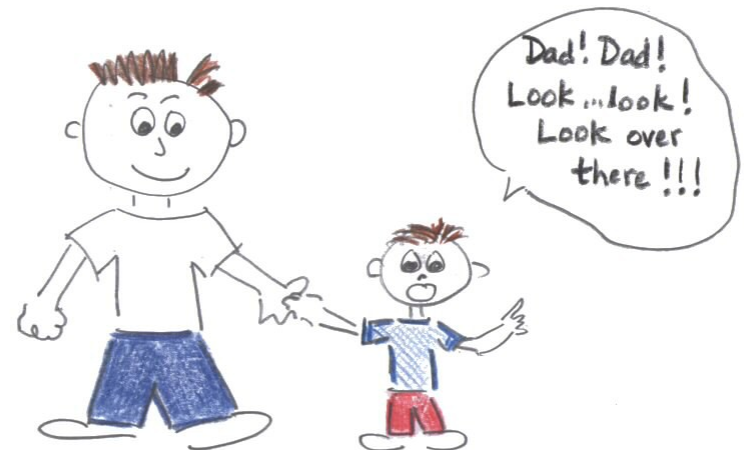
- 'The Emperor's New Clothes' - a Danish Agile Fairytale

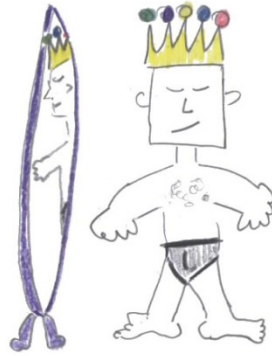
Chapter 2

- The Emperor's New Clothes Adventure

Chapter 3

- Your Journey Towards Congruence





Chapter 1

‘The Emperor's New Clothes’

A Danish Agile Fairytale



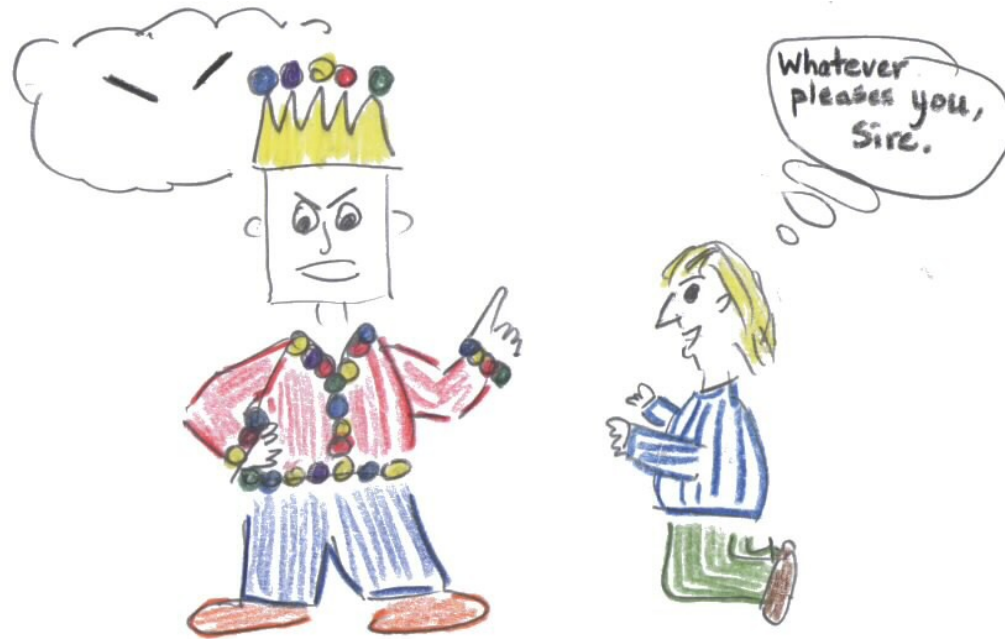
Once upon a time, there lived an emperor who loved beautiful clothes. He had an outfit for every hour of the day, and spent a lot of time in his closet.



One day, an imposter came to see the Emperor. He said he was a tailor who made beautiful clothes using magical cloth. “This magical cloth is invisible to fools.”



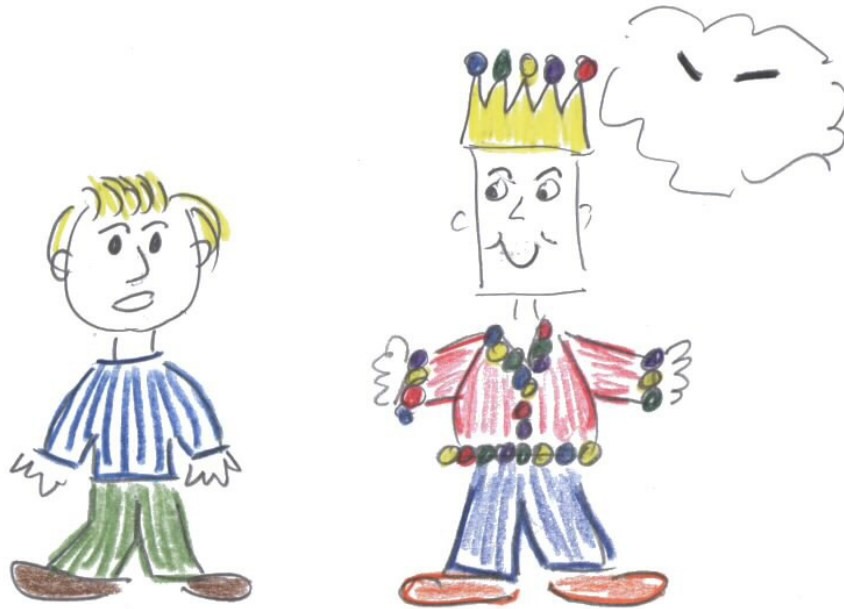
“Lovely,” thought the Emperor. “If I have these clothes, I can recognise who’s clever and who’s really stupid”—and he immediately asked the tailor to get started.



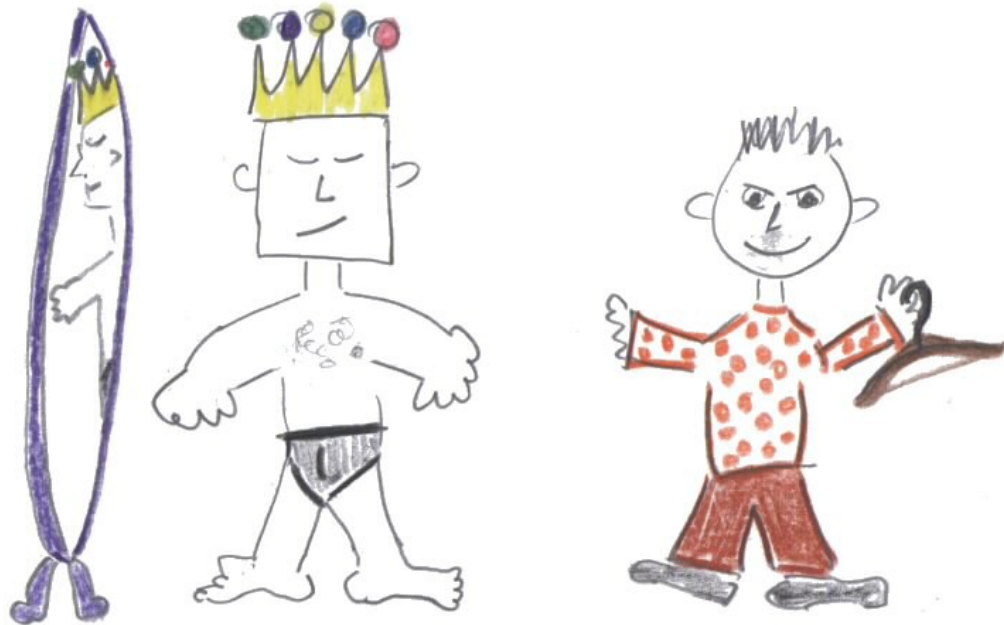
A couple of days later, the Emperor wondered where the tailor had got to. The Emperor decided to send his minister to check on the tailor.



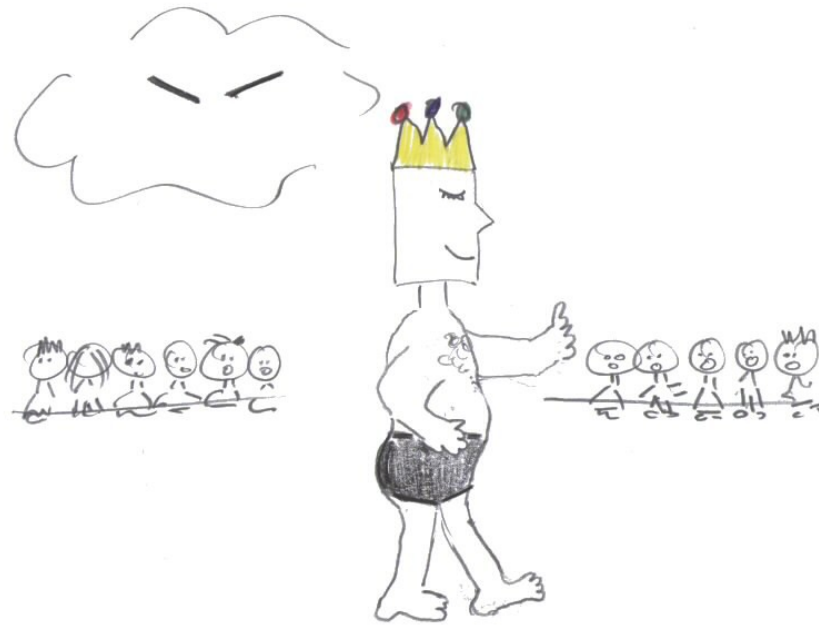
Off the minister went to visit the tailor, but he couldn't see the suit. "Wow, it's beautiful," he said anyway.



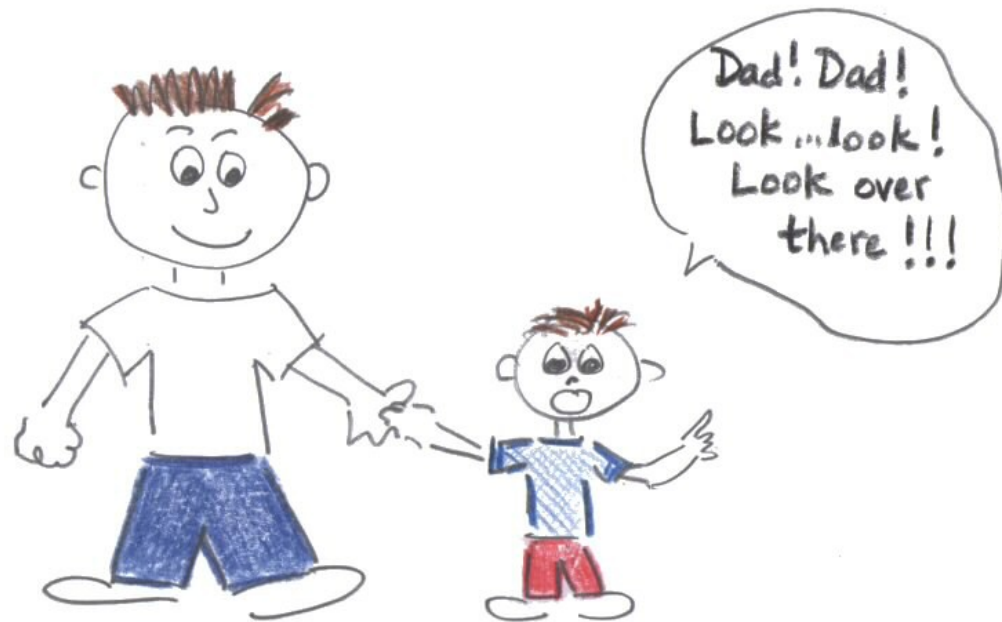
When he reported back to the Emperor, he lied and said that the magical fabric had a pattern so beautiful that no words could describe it.



The day before the Emperor was to go out in his new suit as part of the royal procession, the tailor had the Emperor in for a fitting. The suit fit him to a tee...



The Emperor walked out – the citizens gasped when they saw him. Then they remembered only fools couldn't see these magical clothes and they began to cheer.



“But he doesn’t have anything on,” said a little boy.



“Oh my, why yes,” said the father. And one person whispered to another what the child had said. “He doesn’t have anything on, he doesn’t have anything on.”



“He doesn’t have anything on!” whispered the citizens.
“We’ll continue anyway,” he thought. The Emperor
walked on while his ministers carried his invisible train.



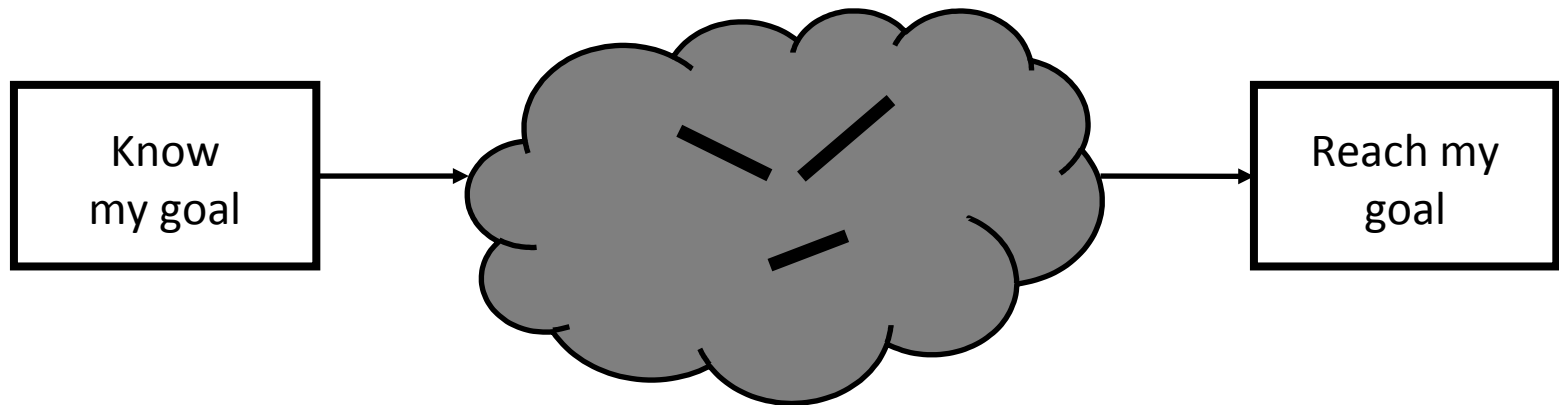
The End



Chapter 2

The Emperor's New Clothes Adventure

What happens when we get stressed?



We lose our cool.

We cope.

The 5 Coping Stances



Stance #1
Blaming



Stance #2
Placating



Stance #3
Super-reasonable



Stance #4
Loving/Hating



Stance #5
Irrelevant
(aka Distracting)

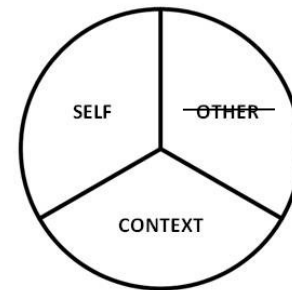
Warm-up Exercise!

Stance #1 Blaming

“It’s all your fault!”



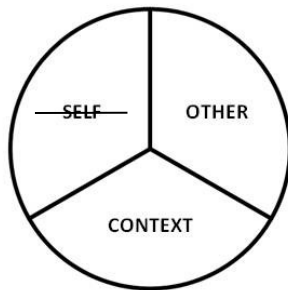
The Emperor



Stance #2 Placating

“I’ll do whatever you ask,
just don’t hurt me”

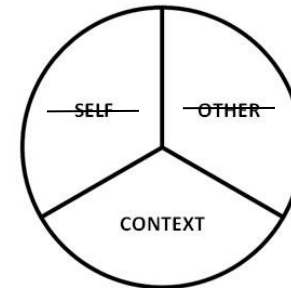
The Minister



Stance #3 Super-reasonable

“I’ll pretend to look at just the facts
(so you can’t see me)”

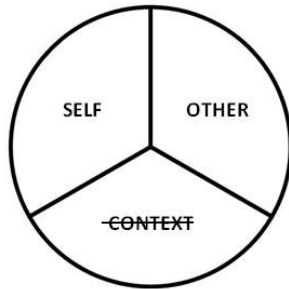
The Citizens



Stance #4 Loving/Hating

“The Emperor is naked!
He’s an idiot. I hate him!”

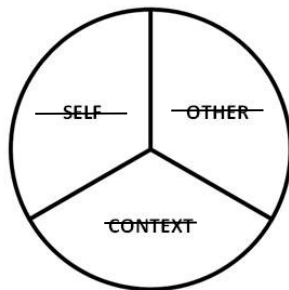
The Little Boy



Stance #5 Irrelevant (aka Distracting)

“It’s the perfect birthday suit
(even though it’s not your birthday)!”

The Tailor



Exercise # 1

Form groups of 5.

Without looking at the cards, everyone picks a card.

Get into your stance.

Act out your stance.

Debrief

1. What happened?

2. When you were in your Coping stance:

- How did you feel?
- What did you think?
- What did you see?
- What did you hear?

Chapter 3

Your Journey Towards Congruence

The 5 Coping Stances



Stance #1
Blaming



Stance #2
Placating



Stance #3
Super-reasonable

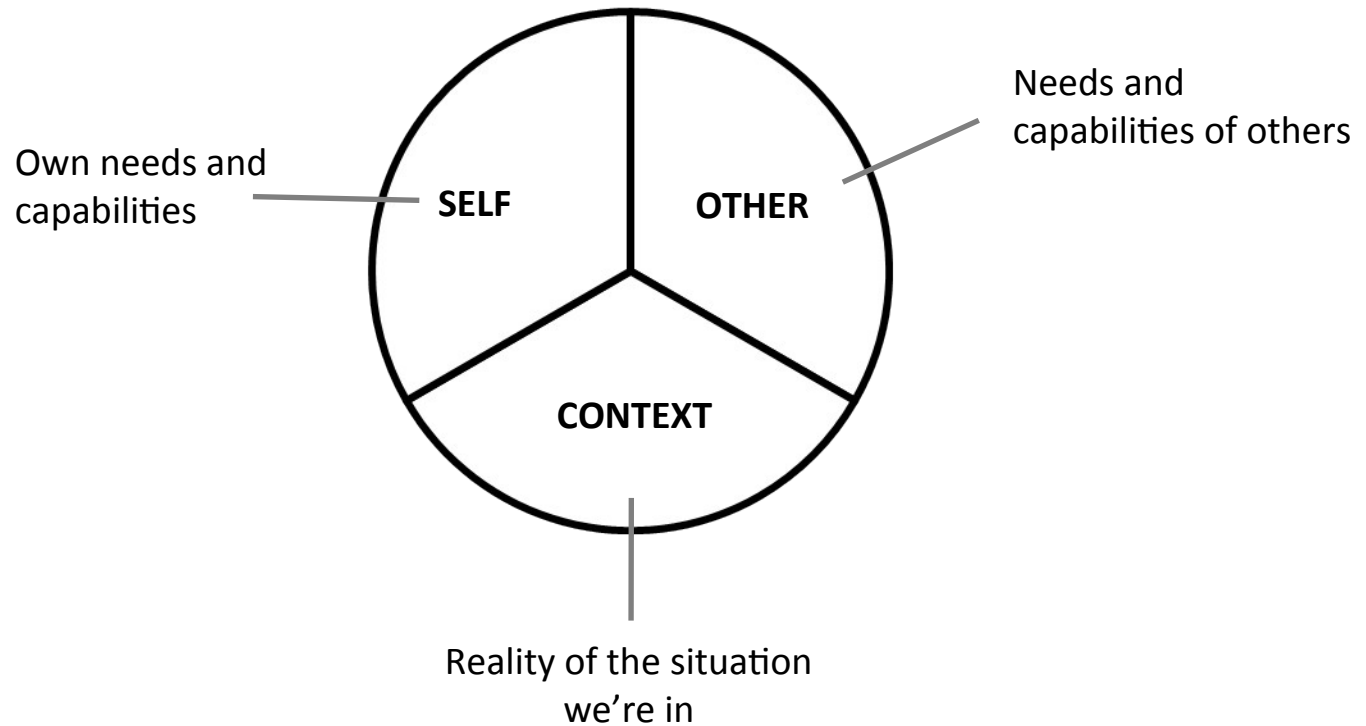


Stance #4
Loving/Hating



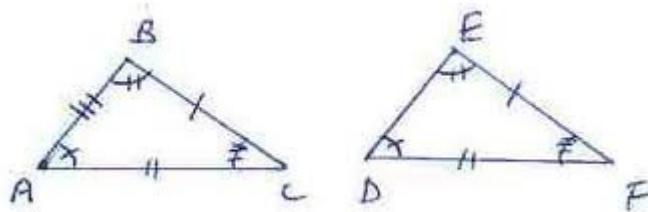
Stance #5
Irrelevant
(aka Distracting)

3 Factors in Any Situation



The Other Choice:
Be congruent

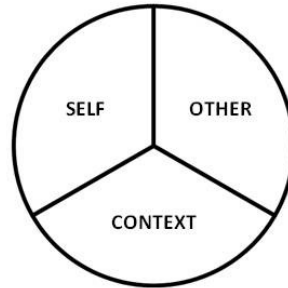
What's 'Congruence'?



“Congruence (geometry) means exactly the same size and shape”

- Wikipedia

What's 'Congruence'?

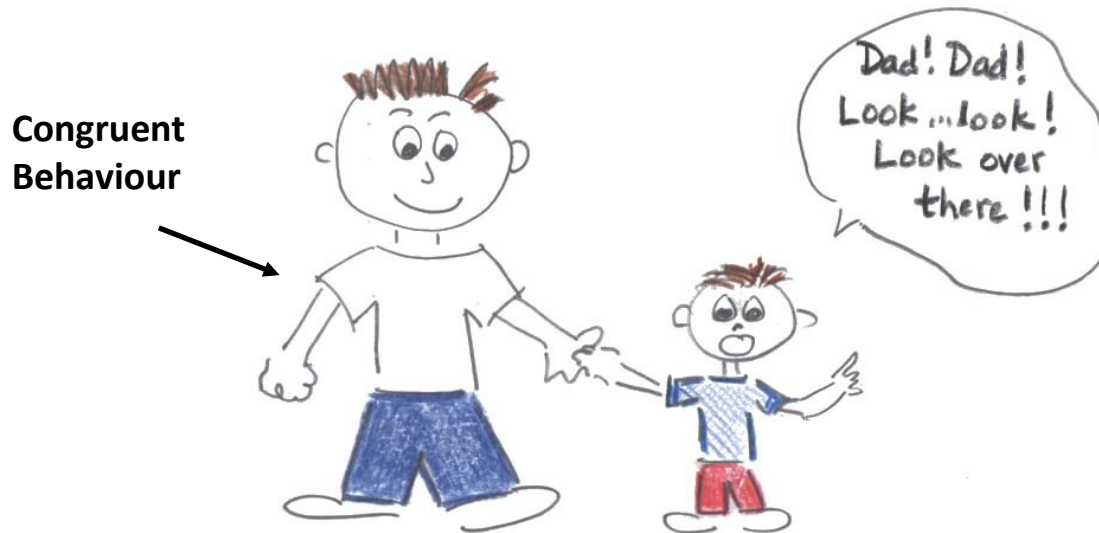


“Congruence is the state achieved by coming together, the state of agreement”

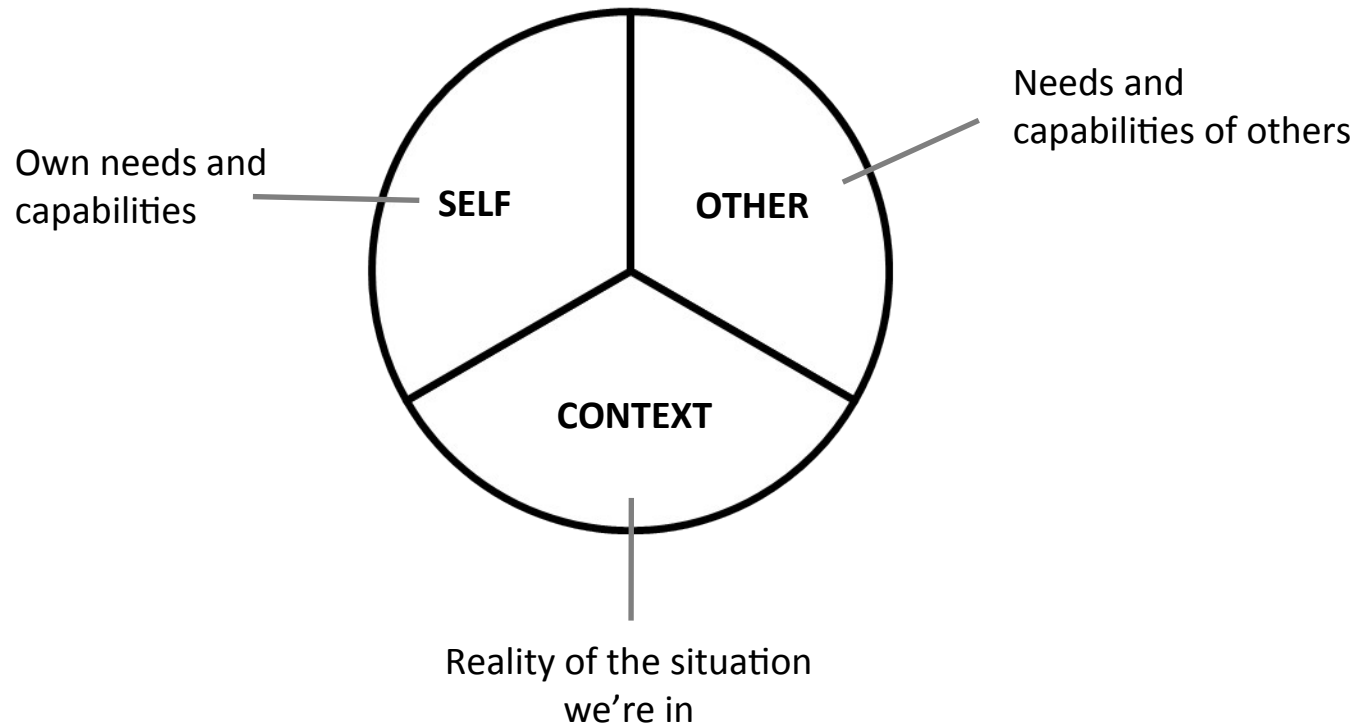
- Wikipedia

Definition of 'Congruence'

- Say what you mean and mean what you say
- You appear on the outside as you feel on the inside
- Believe in having choices

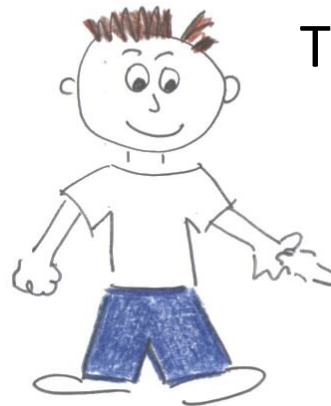


Take all 3 factors into consideration

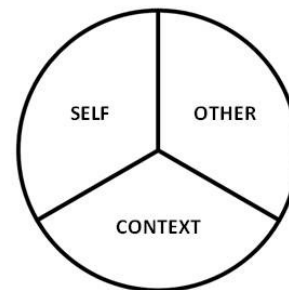


Being Congruent

“I am self-aware, aware of others and the situation we’re in.”



The Adult



Congruent Communication means...

“I’m OK, you’re OK,
the situation we’re in is OK.”

On Your Own

Come up with some concrete ideas on how to behave congruently.

Exercise #2

Stay in the same group of 5.

You are still faced with the same problem.

Behave in a congruent way.

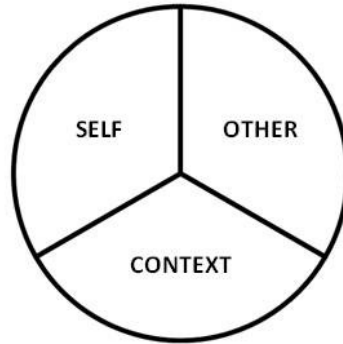
Debrief

1. What happened?

2. When you were in your Coping stance:

- How did you feel?
- What did you think?
- What did you see?
- What did you hear?

Towards Congruence



- ✓ Recognise incongruence
- ✓ Make adjustments to your own behaviour
- ✓ Connect with the other person
- ✓ Wait for the other person to respond
- ✓ Repeat this process as required
- ✓ Use each encounter as an opportunity to learn

Learn to recognise the stances



Stance #1
Blaming



Stance #2
Placating



Stance #3
Super-reasonable



Stance #4
Loving/Hating



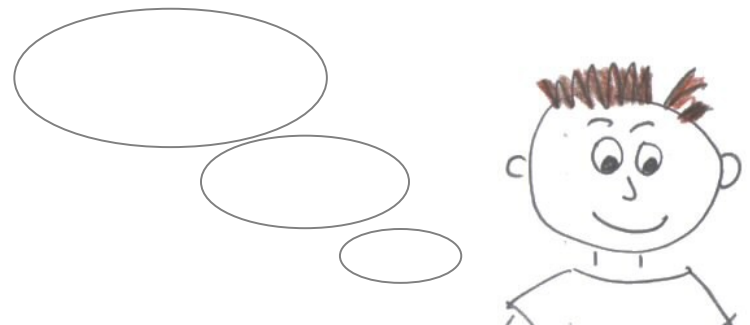
Stance #5
Irrelevant
(aka Distracting)

Look out for behaviours that remind you of the Coping Stances.

Ask yourself why you behave the way you do

- What's happening? What do I see / hear?
- How does it make me feel?
- Why am I thinking what I am thinking?
- What does it really mean?
- What's my responsibility?

Ask yourself Clarifying Questions.



Recognise your preferred stance



Stance #1
Blaming



Stance #2
Placating



Stance #3
Super-reasonable



Stance #4
Loving/Hating



Stance #5
Irrelevant
(aka Distracting)

Learn to recognise when you adopt your “goto” Coping Stance.

What's your “goto” stance?

Exercise #3

In small groups:

Identify your “goto” stance when under stress at work.
Identify your “goto” stance when under stress at home.

For each of your “goto” stances:

- In what circumstances do you adopt your “goto” stance?
- What did you? How did you behave?
- How could you have acted congruently?

Tips for Recognising Incongruence

Watch soap operas

- The really stressful kind full of drama all the time - call out the name of each stance as they appear

Role-play for fun

- Act out each stance. The more exaggerated and ridiculous the better. This will help you better recognise it when you see it
- Do this with colleagues, friends and/or family



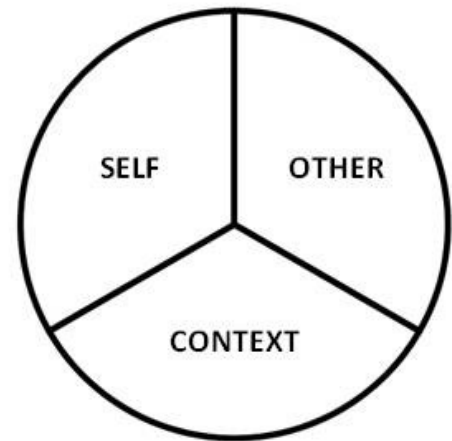
Tips for Practicing Congruence

Actively recall S.O.C.

- Say to yourself: 'Self-Other-Context'
- Ask yourself: 'Am I OK? Are you OK? Is the situation we're in OK?'
- Follow up with congruent behaviour

Practice S.O.C. anytime, anywhere

- Practice on your commute
- Practice with your colleagues, friends and/or family



Mental rehearsal

- Before a scheduled meeting or encounter, play out the scenario in your head and visualise yourself behaving congruently

The Bare Essentials



Rule #1: Focus on being congruent yourself

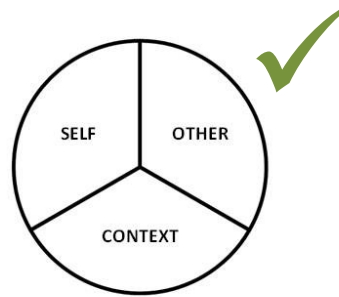
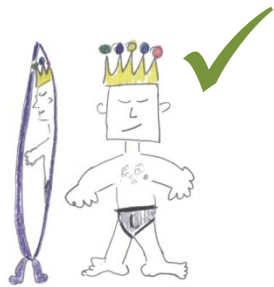
Rule #2: Practice the Agile Values

Communication, Simplicity, Feedback, Courage and Respect

Rule #3: Work at a sustainable pace

Session Summary

The Magic Formula

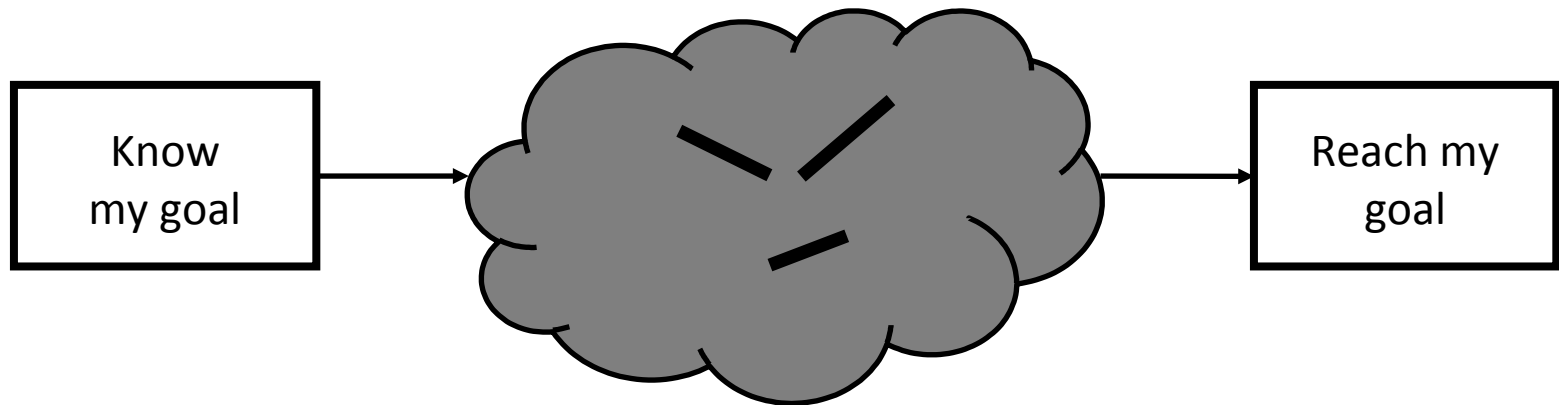


1 Fairytale + 1 Model + Applied Theory =

Happy Ending

(at least heading in the right direction)

What happens when we get stressed?



We lose our cool.

The 5 Coping Stances



Stance #1
Blaming



Stance #2
Placating



Stance #3
Super-reasonable



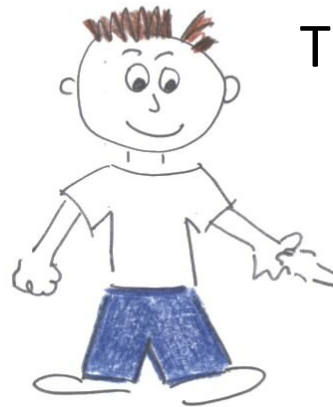
Stance #4
Loving/Hating



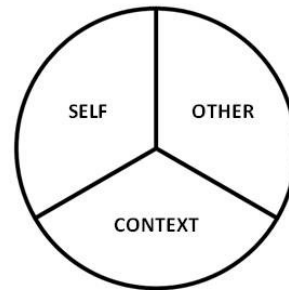
Stance #5
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Practice Congruence

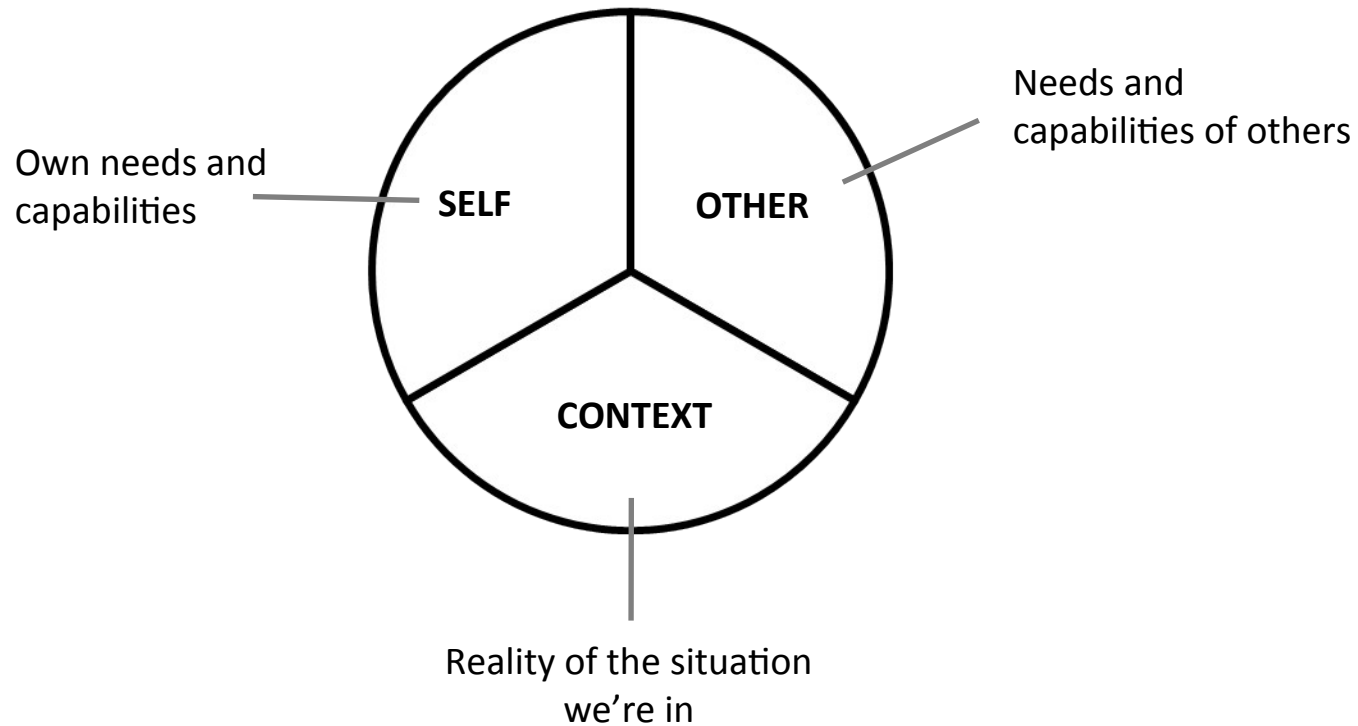
“I must be self-aware, aware of others and the situation we’re in.”



The Adult



Take all 3 factors into consideration



Session Success Criteria

- ☐ Understand what Congruence is.
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- ☐ Recognise incongruent behaviour in others.
- ☐ Be aware that you can move from incongruent behaviour to congruent behaviour in stressful situations.
- ☐ Understand that it's possible to prevent many stressful situations by making congruence a habit.

Wishing you a Happily Ever After

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Recommended Resources:

- Agile Fairytales: www.agilefairytale.com
- Quality Software Management Vol. 3 Congruent Action by Gerald Weinberg
- The Satir Model by Virginia Satir
- New Peoplemaking by Virginia Satir



Session Retrospective

What Went Well ?



What Went Wrong?



Puzzles



Lessons Learnt





For More Happy Endings

Share your Gift of Feedback

portia@agilefairytale.com

jenni@agilefairytale.com

Session Timetable

00.00 - 00.05 – Introduction

05.00 - 00.15 - Agile re-telling of 'The Emperor's New Clothes'

00.15 - 00.25 - Coping Stances - theory and practice

00.25 - 00.30 - Exercise 1 - Practice Coping Stances

00.30 - 00.40 - Exercise 1 - group debrief

00.40 - 00.50 - Congruence - Theory and practice

00.50 - 00.55 - Exercise 2 - Practice Congruence

00.55 - 00.65 - Exercise 2 - Group debrief

00.65 - 00.70 - Use of stances to increase self-awareness

00.70 - 00.80 - Exercise 3 - Identify your goto stance at work and at home

00.80 - 00.85 - Tips on how to become more congruent

00.85 - 00.90 - Session summary