MATURITY MODEL FOR
SCRUM MASTERS

By Agile Cockpit
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A Scrum Master acts as a Servant Leader for the Scrum Team and the organization. They are responsible for coaching and guiding the Scrum Team in becoming self-organizing and cross-functional. They have to proactively identify and remove the impediments for the Scrum Team to deliver high value products. A Scrum Master needs to ensure that all the Agile and Scrum theories, rules, practices and values are understood well and followed by the Scrum Team and the organization at all times. They strive to identify opportunities to ensure continuous improvement of the Scrum Team and the organization, and also to ensure effective product development. A Scrum Master must have a specific set of competencies in order to be successful in their role as Scrum Master.

**Maturity Model**

This maturity model will show you the different stages of Agility for the Scrum Master. Every competency knows five different stages: Discovering, Striver, Trailblazer, Catalyst and Synergist.

A Certified State of Agility Consultant can help you to determine your own personal State of Agility and to define the measures you must take to develop your self to the next stage. You can find our Certified State of Agility Consultants via [https://www.stateofagility.com/certified-state-of-agility-consultant/](https://www.stateofagility.com/certified-state-of-agility-consultant/)
OVERVIEW OF THE COMPETENCIES

**Personal Agility**
Personal agility shows the ability to be self-aware and have a realistic view of one’s own strengths, weaknesses and areas of improvement.

**People Agility**
People agility shows the ability to understand and relate to other people and collaboratively work with them in dynamic situations to harness and multiply collective performance.

**Stakeholder Agility**
Stakeholder/customer agility shows the ability to leverage data to understand and validate stakeholder’s/customer’s assumptions and hypotheses and ensure complete stakeholder/customer satisfaction.

**Results Agility**
Results agility shows the ability to deliver valuable results in short iterations by inspiring teams and enabling the organization to execute long-range strategic plans.

**Mental Agility**
Mental agility shows the ability to think critically to deal with complex problems and expand possibilities.

**Change Agility**
Change agility shows the ability to identify and seize opportunities in a consistently changing environment and enabling teams to contribute to change.

**Innovation Agility**
Innovation agility shows the ability to focus on untested hypotheses and validate their relevance through continuous experimentation to trigger creative discovery and innovation.

**Systems Agility**
System agility shows the ability to embrace, encourage and follow systems thinking, Agile values, principles and practices.
PERSONAL AGILITY

Discovering

▶ You are learning to become aware of your own emotions and their impact on others in a consistently changing environment. You try to understand others’ feelings and emotions. You try to be attentive and considerate while communicating with others. You are learning how to empathetically understand others and are exploring ways to use verbal and non-verbal cues appropriately. You are figuring out ways to ensure that the individuals are able to communicate openly within the Scrum Team and to provide effective feedback.

Striver

▶ You are putting a conscious effort to become aware of your emotions and their impact on others in a consistently changing environment. You attempt to understand others’ feelings and emotions. You work towards being attentive and considerate while communicating with others. You know how to understand others and try to use verbal and non-verbal cues. You discern ways to ensure that the individuals are able to communicate openly within the Scrum Team and to provide effective feedback.

Trailblazer

▶ You are better aware of your own emotions and work towards managing their impact on others in a consistently changing environment. You endeavor to understand others’ feelings and emotions. You strive to be attentive and considerate while communicating with others. You endeavor to empathetically understand others and use verbal and non-verbal cues. You strive to ensure that the individuals are able to communicate openly within the Scrum Team and to provide effective feedback.

Catalyst

▶ You are aware of your own emotions and their impact on others in a consistently changing environment. You understand others’ feelings and emotions. You are attentive and considerate while communicating with others. You empathetically understand others and use verbal and non-verbal cues. You ensure that the individuals are able to communicate openly within the Scrum Team and provide effective feedback.
Synergist

▶ You are fully aware of your own emotions and its impact on others in a consistently changing environment. You efficiently understand others’ feelings and emotions. You are highly empathetic towards others and effectively use verbal and non-verbal cues. You are committed to ensure that the individuals are able to communicate openly within the Scrum Team and to provide effective feedback.
PEOPLE AGILITY

Discovering

► You are discovering how to prioritize personal and professional growth of the members of the Scrum Team while finding ways to coach and guide the Scrum Team in becoming self-organizing and cross-functional. You are exploring ways to transfer knowledge of Agile and Scrum theory, practices, rules and values and try to help the Scrum Team and the organization in understanding and adopting the same in an empirical environment. You are exploring ways to identify and remove impediments that may hinder the effective development of a releasable working product. You are discovering your potential to facilitate effective, transparent and regular communication with the Scrum Team. You help the organization to understand the workflow of the Scrum Team and to give constructive feedback.

Striver

► You work towards prioritizing personal and professional growth of the members of the Scrum Team. You coach and guide the Scrum Team in becoming self-organizing and cross-functional. You work towards transferring knowledge of Agile and Scrum theory, practices, rules and values and helping the Scrum Team and the organization in understanding and adopting the same in an empirical environment. You attempt to identify and remove impediments that may hinder the effective development of a releasable working product. You try to ensure effective, transparent and regular communication with the Scrum Team. You help the organization to understand the workflow of the Scrum Team and to give constructive feedback.
Catalyst

▶ You are better able to prioritize personal and professional growth of the members of the Scrum Team. You coach and guide the Scrum Team in becoming self-organizing and cross-functional. You make a significant effort to effectively transfer knowledge of Agile and Scrum theory, practices, rules and values and help the Scrum Team and the organization in understanding and adopting the same in an empirical environment. You strive to constantly identify and remove impediments that may hinder the effective development of a releasable working product. You strive to ensure effective, transparent and regular communication with the Scrum Team. You help the organization to understand the workflow of the team and to give constructive feedback.

Synergist

▶ You are committed to prioritize personal and professional growth of the members of the Scrum Team. You coach and guide the Scrum Team in becoming self-organizing and cross-functional. You effectively transfer knowledge of Agile and Scrum theory, practices, rules and values and help the Scrum Team and the organization in understanding and adopting the same in an empirical environment. You proactively identify and remove impediments that may hinder the effective development of a releasable working product. You are committed to ensure effective, transparent and regular communication with the Scrum Team. You help the organization to understand the workflow of the team and to give constructive feedback.
Discovering

► You are exploring ways to help the employees and the organization to understand and enact Scrum. You are discovering your potential to lead and coach them in the adoption of Scrum and to help them in the planning of the Scrum implementation within the organization. You are figuring out ways to work with other Scrum Masters to ensure effective application of Scrum in the organization.

Striver

► You try to help the employees and the organization in understanding and enacting Scrum. You work towards leading and coaching them in the adoption of Scrum and helping them in the planning of the Scrum implementation within the organization. You discern ways to work with the other Scrum Masters to ensure effective application of Scrum in the organization.

Trailblazer

► You strive to help the employees and the organization in effectively understanding and enacting Scrum. You undertake leading and coaching them in the adoption of Scrum and constantly try to help them in the planning of the Scrum implementation within the organization. You undertake working with the other Scrum Masters to ensure effective application of Scrum in the organization.

Catalyst

► You help the employees and the organization understand and enact Scrum. You lead and coach them in the adoption of Scrum and help them in the planning of the Scrum implementation within the organization. You work with the other Scrum Masters to ensure effective application of Scrum in the organization.
Synergist

▸ You effectively help the employees and the organization understand and enact Scrum. You systematically lead and coach them in the adoption of Scrum and help them in the planning of the Scrum implementation within the organization. You proactively work with the other Scrum Masters to ensure effective application of Scrum in the organization.
Discovering

- You are figuring out how to help the Product Owner in understanding how to effectively manage the Product Backlog to maximize the value. You are establishing ways to help the Scrum Team in creating high-value products by learning how to coach the Agile Team in self-organization and methods to constantly removing impediments. You are learning to identify opportunities and ways to iteratively introduce changes in the practices and processes followed by the Scrum Team. You are discovering how to use your Agile and Scrum expertise to increase the productivity and morale of the Scrum Team.

Striver

- You work towards helping the Product Owner in understanding how to effectively manage the Product Backlog to maximize the value. You seek to help the Scrum Team in creating high-value products by coaching the Agile Team in self-organization and constantly removing impediments. You attempt to identify opportunities and iteratively introduce changes in the practices and processes followed by the Scrum Team. You discern ways to use your Agile and Scrum expertise to increase the productivity and morale of the Scrum Team.

Trailblazer

- You endeavor to help the Product Owner in understanding how to effectively manage the Product Backlog to maximize the value. You diligently strive to help the Scrum Team in creating high-value products by coaching them in self-organization and constantly removing impediments. You make every effort to identify opportunities and iteratively introduce changes in the practices and processes followed by the Scrum Team. You undertake using your Agile and Scrum expertise to increase the productivity and morale of the Scrum Team.
Catalyst

▶ You help the Product Owner in understanding how to effectively manage the Product Backlog to maximize the value. You make sure to help the Scrum Team in creating high-value products by coaching them in self-organization and constantly removing impediments. You identify opportunities and iteratively introduce changes in the practices and processes followed by the Scrum Team. You use your Agile and Scrum expertise to increase the productivity and morale of the Scrum Team.

Synergist

▶ You are committed to help the Product Owner in understanding how to effectively manage the Product Backlog to maximize the value. You also put in your maximum effort to help the Scrum Team in creating high-value products by effectively coaching them in self-organization and constantly removing impediments. You proactively identify opportunities and iteratively introduce changes in the practices and processes followed by the Scrum Team. You masterly use your Agile and Scrum expertise to increase the productivity and morale of the Scrum Team.
MENTAL AGILITY

Discovering

► You are discovering ways to ensure that the Scrum Team uses its time and capacity in an effective manner. You are learning how to reduce activities of the Scrum Team that do not add any value to the work to be done. You are exploring how to simplify the existing processes to ensure continuous improvement in a dynamic environment. You are also exploring ways to encourage the Scrum Team to continuously visualize and control the flow of work. You are learning to identify and resolve the problems relating to promoting and supporting Scrum, situations that may thwart the Scrum Team in becoming self-organized and cross functional and challenges of being a servant leader for the Scrum Team and the organization.

Striver

► You work towards ensuring that the Scrum Team uses its time and capacity in an effective manner. You try to reduce activities that do not add any value to the work to be done. You attempt to simplify the existing processes to ensure continuous improvement in a dynamic environment. You discern ways to encourage the Scrum Team to continuously visualize and control the flow of work. You work towards identifying and resolving the problems relating to promoting and supporting Scrum, situations that may thwart the Scrum Team in becoming self-organized and cross functional and challenges of being a servant leader for the Scrum Team and the organization.

Trailblazer

► You make every effort to ensure that the Scrum Team uses its time and capacity in an effective manner. You undertake reducing the activities that do not add any value to the work to be done. You strive to simplify the existing processes to ensure continuous improvement in a dynamic environment. You endeavor to encourage the Scrum Team to continuously visualize and control the flow of work. You strive to identify and resolve the problems relating to promoting and supporting Scrum, situations that may thwart the Scrum Team in becoming self-organized and cross functional and challenges of being a servant leader for the Scrum Team and the organization.
Catalyst

- You ensure that the Scrum Team uses its time and capacity in an effective manner. You reduce activities that do not add any value to the work to be done. You simplify the existing processes to ensure continuous improvement in a dynamic environment. You encourage the Scrum Team to continuously visualize and control the flow of work. You identify and resolve the problems relating to promoting and supporting Scrum, situations that may thwart the Scrum Team in becoming self-organized and cross functional, challenges of being a servant leader for the Scrum Team and the organization.

Synergist

- You systematically ensure that the Scrum Team uses its time and capacity in an effective manner. You are able to completely reduce the activities that do not add any value to the work to be done. You constantly simplify the existing processes to ensure continuous improvement in a dynamic environment. You proactively encourage the Scrum Team to continuously visualize and control the flow of work. You are committed to identify and resolve the problems relating to promoting and supporting Scrum, situations that may thwart the Scrum Team in becoming self-organized and cross functional, challenges of being a servant leader for the Scrum Team and the organization.
Discovering

► You are learning how to facilitate consistent change in the processes and practices followed by the Scrum Team to ensure continuous improvement and development. You are discovering ways to coach and motivate the Scrum Team to believe in and enact the Agile mindset. You are exploring ways to help the Scrum Team and the organization in adapting to the consistent changes through iterative discovery. You are also figuring ways to help the Product Owner understand how to effectively reprioritize the Product Backlog in dynamic situations.

Striver

► You attempt to facilitate consistent changes in the processes and practices followed by the Scrum Team to ensure continuous improvement and development. You work towards coaching and motivating the Scrum Team to believe in and enact the Agile mindset. You determine ways to help the Scrum Team and the organization in adapting to the consistent changes through iterative discovery. You also attempt to help the Product Owner to understand how to effectively reprioritize the Product Backlog in dynamic situations.

Trailblazer

► You undertake facilitation of consistent changes in the processes and practices followed by the Scrum Team to ensure continuous improvement and development. You strive to coach and motivate the Scrum Team in believing in and enacting the Agile mindset. You do your best to help the Scrum Team and the organization in adapting to the consistent changes through iterative discovery. You endeavor to help the Product Owner to better understand how to effectively reprioritize the Product Backlog in dynamic situations.
**Catalyst**

- You facilitate consistent changes in the processes and practices followed by the Scrum Team to ensure continuous improvement and development. You coach and motivate the Scrum Team in believing in and enacting the Agile mindset. You help the Scrum Team and the organization in adapting to the consistent changes through iterative discovery. You also help the Product Owner to understand how to effectively reprioritize the Product Backlog in dynamic situations.

**Synergist**

- You systematically facilitate consistent change in the processes and practices followed by the Scrum Team to ensure continuous improvement and development. You constantly and successfully coach and motivate the Scrum Team in believing in and enacting the Agile mindset. You proactively help the Scrum Team and the organization in adapting to the consistent changes through iterative discovery. You are also committed to help the Product Owner to understand how to effectively reprioritizes the Product Backlog in dynamic situations.
Discovering

► You are discovering ways to ensure continuous improvement and learning in each Sprint. You are exploring your potential to have an experimental mindset with a focus on innovation and creativity. You are figuring out ways to empower the Scrum Team to be creative in their ways to maximize the value of the product. You are learning how to remove impediments and ways to help the Scrum Team to creatively experiment for effective product development.

Striver

► You focus on ways to ensure continuous improvement and learning in each Sprint. You work towards having an experimental mindset with a focus on innovation and creativity. You establish ways to empower the Scrum Team to be creative in their ways to maximize the value of the product. You attempt to remove impediments and help the Scrum Team to creatively experiment for effective product development.

Trailblazer

► You strive to ensure continuous improvement and learning in each Sprint. You endeavor to have an experimental mindset with a focus on innovation and creativity. You do your best to empower the Scrum Team to be creative in their ways to maximize the value of the product. You undertake removing impediments and helping the Scrum Team to creatively experiment for effective product development.

Catalyst

► You ensure continuous improvement and learning in each Sprint. You have an experimental mindset with a focus on innovation and creativity. You empower the Scrum Team to be creative in their ways to maximize the value of the product. You remove impediments and help the Scrum Team to creatively experiment for effective product development.
Synergist

- You are committed to ensure continuous improvement and learning in each Sprint. You have an experimental mindset and consistently focus on and encourage innovation and creativity. You masterly empower the Scrum Team to be creative in their ways to maximize the value of the product. You proactively remove impediments and help the Scrum Team to creatively experiment for effective product development.
Discovering

▶ You are learning about the Agile Principles and the Scrum values and are developing yourself. You are guiding the Scrum Team to consistently reflect in the day to day behavior. You are discovering ways to plan the implementation of Agile and Scrum adoption within the organization and the steps to be taken to help the Scrum Team and the organization in continuously learning and growing. You are discovering ways to ensure that the Scrum events happen regularly and in a timeboxed manner. You are learning about the cause and effect of any situation and are developing yourself to focus on the whole situation rather than its parts.

Striver

▶ You work towards understanding and following the Agile Principles and the Scrum values and try to consistently reflect them in your day to day behavior. You guide the Scrum Team in doing the same. You attempt to plan the implementation of Agile and Scrum adoption within the organization and the steps to be taken to help the Scrum Team and the organization in continuous learning and growing. You work towards ensuring that the Scrum events happen regularly and in a timeboxed manner. You attempt to understand the cause and effect of any situation and focus on the whole situation rather than its parts.

Trailblazer

▶ You understand the Agile Principles and the Scrum values and strive to reflect them in your day to day behavior. You guide the Scrum Team in doing the same. You undertake planning the implementation of Agile and Scrum adoption within the organization and the steps to be taken to help the Scrum Team and the organization in continuously learning and growing. You undertake ensuring that the Scrum events happen regularly and in a timeboxed manner. You strive to understand the cause and effect of any situation and try to focus on the whole situation rather than its parts.
Catalyst

▶ You understand, believe in and follow the Agile Principles and the Scrum values and it is reflected in your day to day behavior. You guide the Scrum Team in doing the same too. You plan the implementation of Agile and Scrum adoption within the organization and the steps to be taken to help the Scrum Team and the organization in continuously learning and growing. You ensure that the Scrum events happen regularly and in a timeboxed manner. You understand the cause and effect of any situation and focus on the whole situation rather than its parts.

Synergist

▶ You strongly believe in, fully understand and follow the Agile Principles and the Scrum values and it is consistently reflected in your day to day behavior. You masterly guide the Scrum Team in doing the same. You systematically plan the implementation of Agile and Scrum adoption within the organization and the steps to be taken to help the Scrum Team and the organization in continuously learning and growing. You are committed to ensure that the Scrum events happen regularly and in a timeboxed manner. You fully understand the cause and effect of any situation and focus on the whole situation rather than its parts.
ABOUT US

Agile Cockpit is a Dutch Software & Consulting firm with its offices in the Netherlands, UK, US and India and provides its services across the globe. Our mission is to create high performing digital enterprises and to achieve this, we offer - Software, Consulting and Training services. Discover our global data-driven experience and increase the impact of your Agile journey today!

For questions or more information you can contact us at info@agilecockpit.com

Request your demo

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