

The right level of interaction within the team and between the team and its stakeholders ensures effective collaboration and creates focus.

Group focus

To achieve goals, all noses must be set and kept into the same direction. This can only be achieved by regular and proper group interaction. When everybody is constantly involved in the decision making proces, commitment grows and the risk of sidetracking is reduced.

Open and transparent

Open and transparent collaboration creates focus in teams. Transparency increases insight and control over the team activities. Insight in goals, status, decisions and risks makes that the group can align its activities and can decide on the best way forward to achieve the team goals.

Increased speed

Interaction is a facilitator for colaboration and efficient collaboration increases the speed with which tasks can be completed. The open and transparent environment makes that it is more easy to ask and offer support.

Less need for documentation

Intensive interaction within the team and between the team and its stakeholders reduces the need for creating progress reports and other, “status and decision making” related documents. All required knowledge is obtained from the planned and ad-hoc interaction moments. This saves time and reduces the risk of misinterpretation of text.

Levels and check points for interaction

The levels for *Interaction* are typified as follows:

- **Forming:** *Traceable decisions*
- **Norming:** *Focussed meetings*
- **Performing:** *Ad-hoc, when needed*

Please find the checkpoints below.

Forming

1. It is possible to trace back points of action, agreements and decisions
2. Progress, product quality and risks are communicated
3. Meetings are only attended by relevant people
4. Tooling to support the necessary communication within the project is supplied

Norming

1. The stand-up meeting is used to actively monitor progress and adjust the planning accordingly
2. The planning meeting is used to discuss and identify risks
3. The retrospective deals with positive points and improvement suggestions
4. Documentation reflects the current state of the product

Performing

1. People use ad-hoc meetings to obtain or communicate relevant information
2. Testers share their test ideas as soon as possible
3. Documentation is fit for purpose (just enough)
4. Good practices are shared over the teams (and projects)

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