# Tips to address recurring problems in retrospectives?

In last nights "Ask a Professional Scrum Trainer" episode I got a question that was not answered during the session. BTW: Here you find all podcasts.
So here are my thoughts:

Question:
*What is the best way to address recurrent problems that are identified at retros?*
*Those ones that you actually spend a lot of time trying to overcome but eventually come up again.*

What helps in my experience is to **define Acceptance Criteria for your problem**s.

That means, with some coaching questions you might be able to get a better and clear picture of the problem, and 2nd how do we learn that it is gone.

What you might ask and note down for the problem:

- How do we know the problem has gone?
- What effect do we see if the problem is gone?
- Which metric would show us that the problem is away?
- What would be a better state to be in?
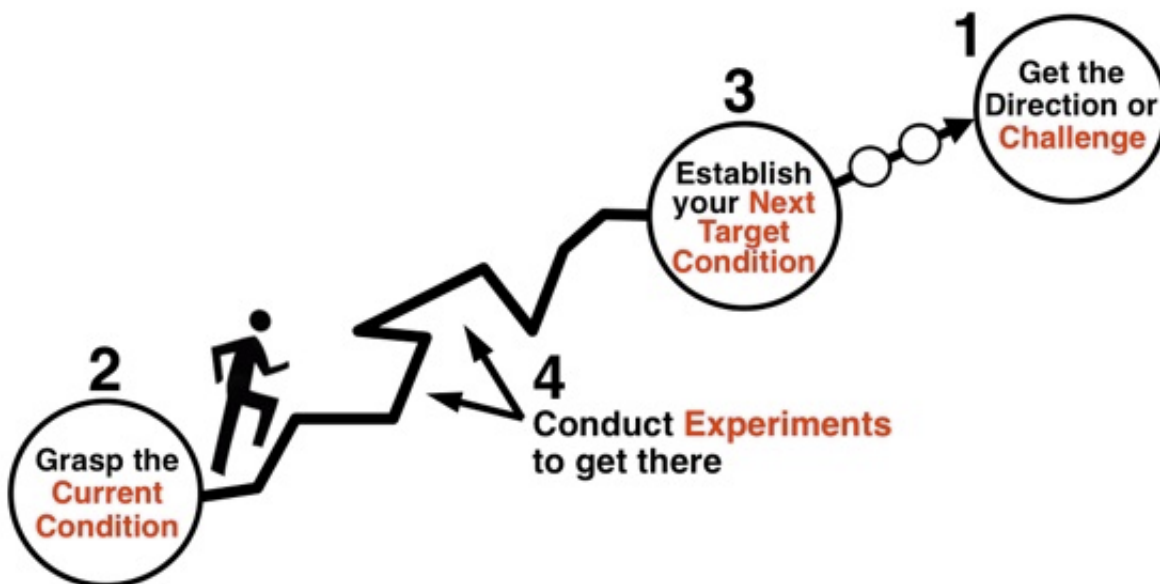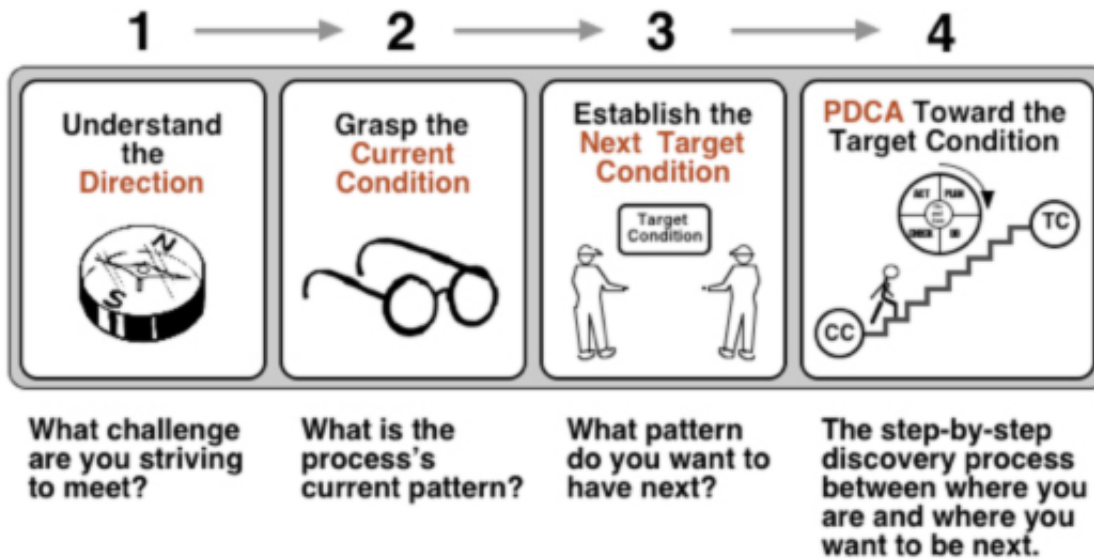- What is the next target condition?

and then:

- What is the minimal experiment we run to get as closer to a better state?
- What is an action we can take that bring us close to the target condition?

A great thinking model is the **Toyota Kata** for this:

Please buy the book "Toyota Kata" to support this great thinking tool from Mike Rother.

In the Ask a PST podcast on scrum.org I answer the following 8 questions:

Minute 3:50 – Why is pair programming so hard?
Minute 11:00 – What techniques can you recommend to make Backlog refinements more interactive and effective?

Minute 19:00 – How do you handle errors from Production during a Sprint
Minute 25:00 – How do you measure the team? State/mood/Happiness?
Improve the team's working?
Minute 31:00 – #NoEstimates what do you think about? Would the project outcome better / same if no estimation?
Minute 41:00 – How do you balance workload between team members to achieve Goals? Is that the job of a Scrum Master?
Minute 46:00 – How do you coach teams to see the Scrum events as valuable sessions of work?
Minute 50:20 – What techniques help if the organization is reluctant to adopt Scrum? How to enable/embrace/change?

Check it out and let me know of more questions ?

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