



Navigating life together

Gaining C-Suite Support for SAFe Enterprise Agility

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MetLife – Building a More Protected World

150+

year heritage



40+

Countries

Across the Americas,
Asia, Europe, Middle
East and Africa



One MetLife. Digital. Simplified.

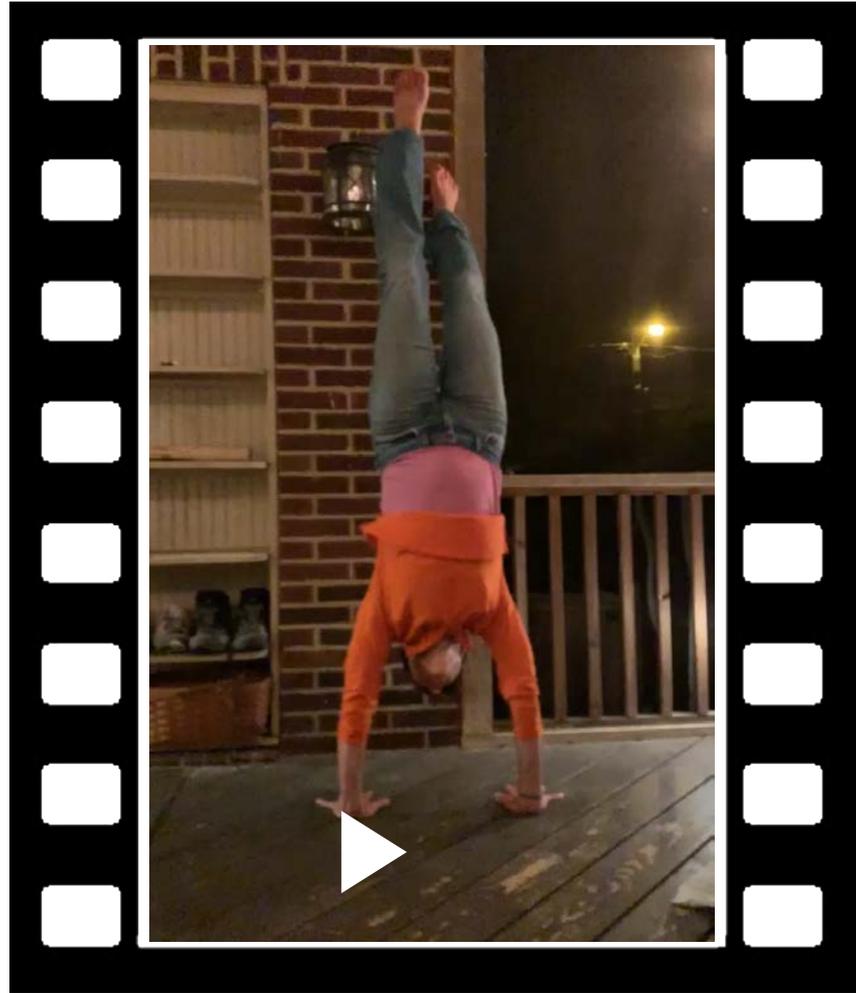
Leading global provider of insurance,
annuities, employee benefits programs
and asset management



1 of 12 Fortune 500
companies to thrive
over 150 years

**Disrupting a 150 year old
company by disrupting
ourselves**

What am
I doing?

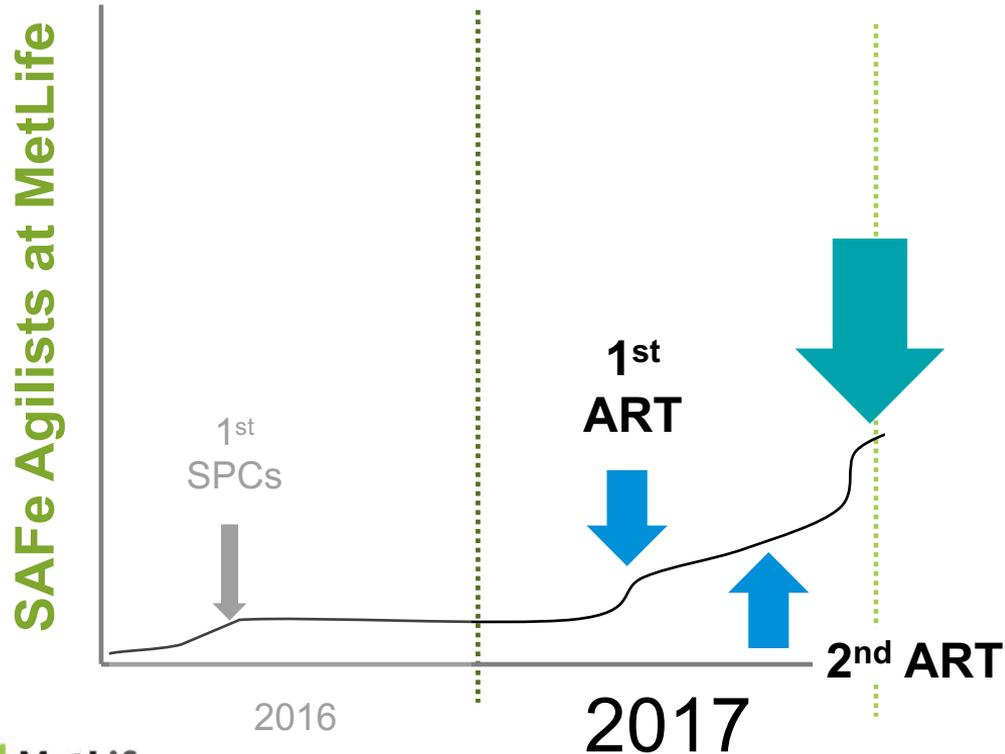


Let's start at the beginning ...



First
MetLife SPCs

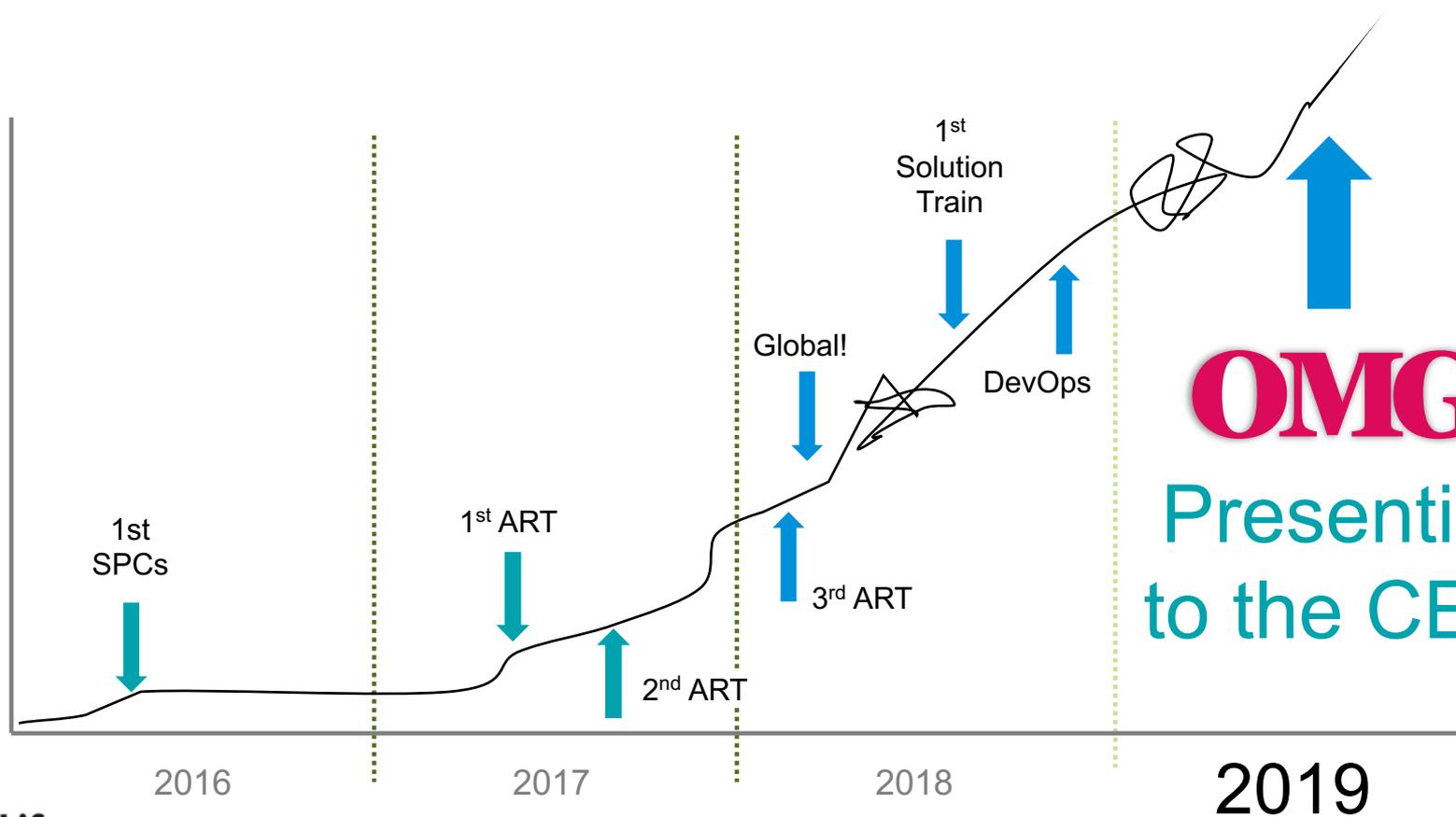
Launching ARTs ... this fun!



OMIG!
We're a
LACE

Years of work make the opportunity

SAFe Agilists at MetLife



OMG!
Presenting
to the CEO!

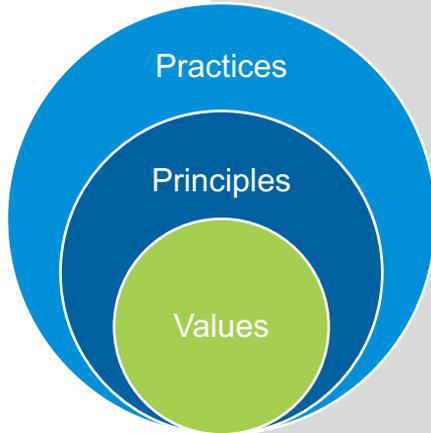
Why?

Delivering Value | Evidence within 2 or 3 PIs



See scaledagile.com/case-studies

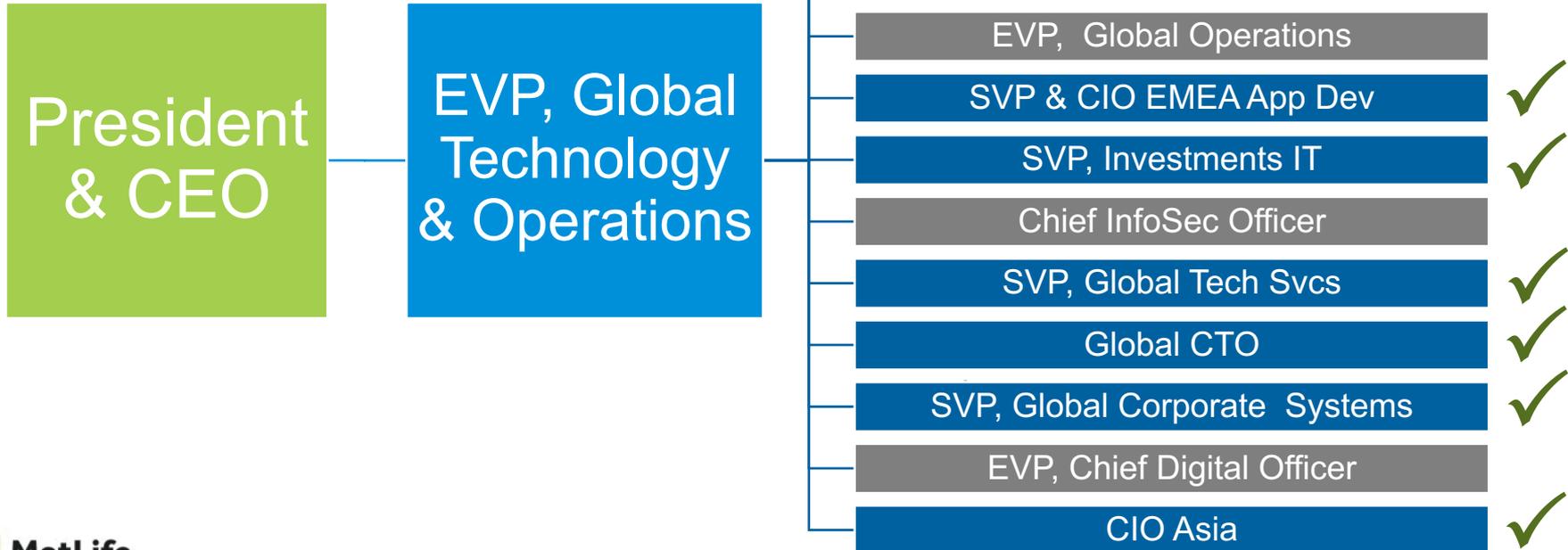
Focus on the Big Picture - agility (little 'a')



Agile values, principles and behaviors across the company

- *Organize around value*
- *Adapt to change*
- *Ability to learn and pivot*
- *Deliver at speed to thrive in a competitive market*

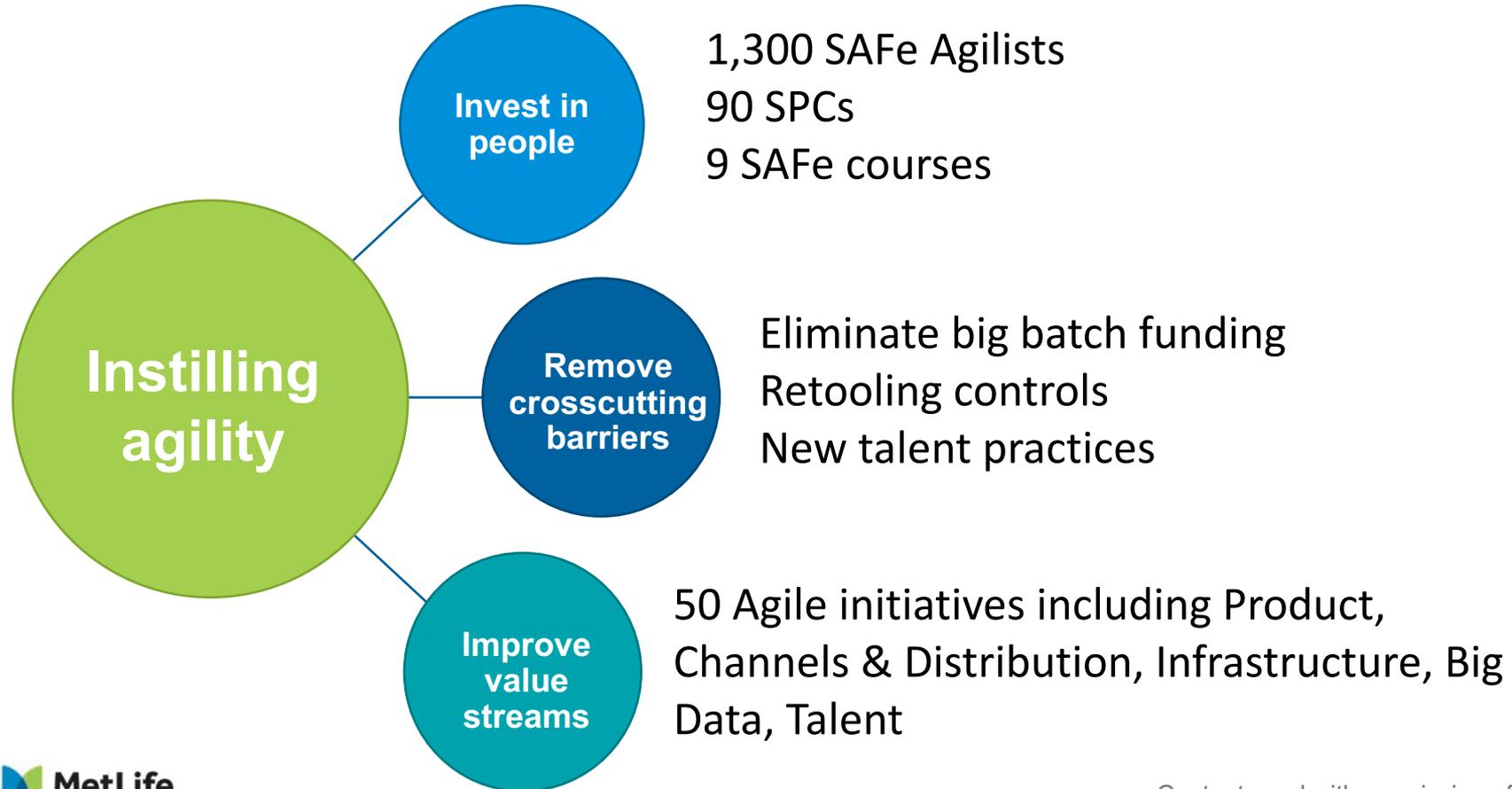
Strong foundation of advocates



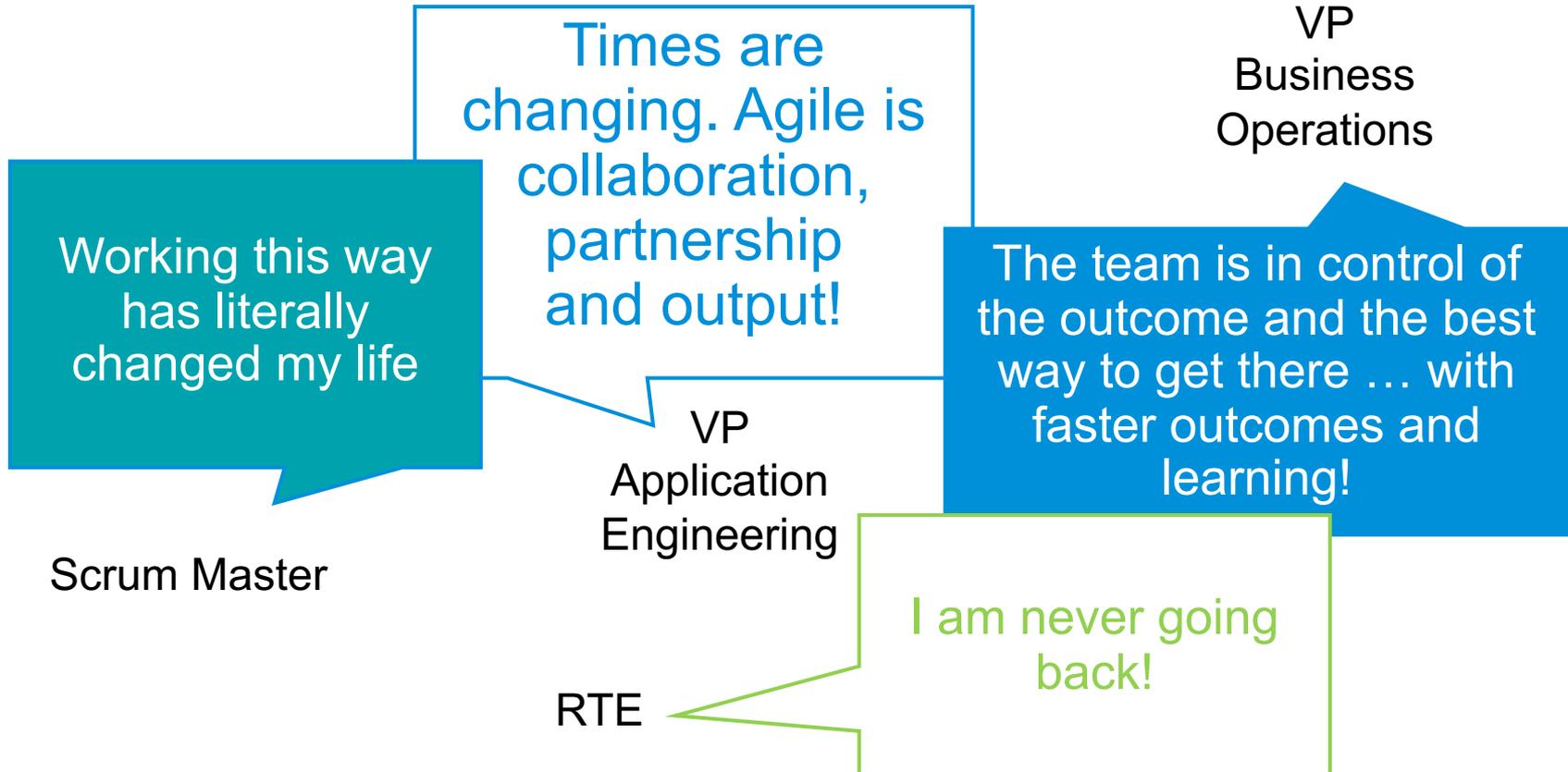
Focus on the right things



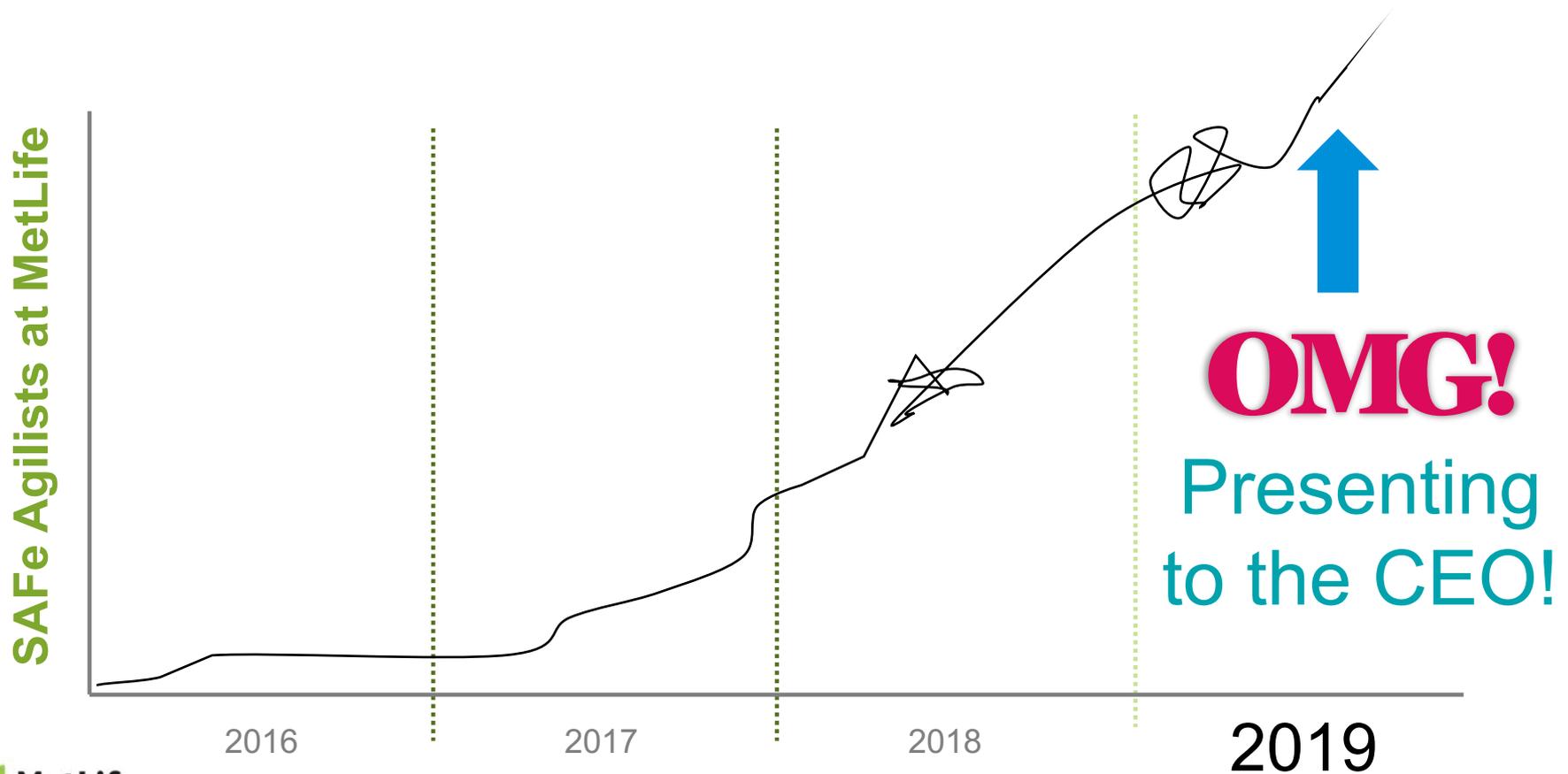
SAFe Today at MetLife



Feedback from the field makes the case!



Back to our story ...



The Challenge!

Teach your c-suite leaders
everything they need to know
about Agile in **45 min!**

Our Answer!

Apply proven SAFe[®]
principles and practices
to the challenge!

Activate Your Guiding Coalition

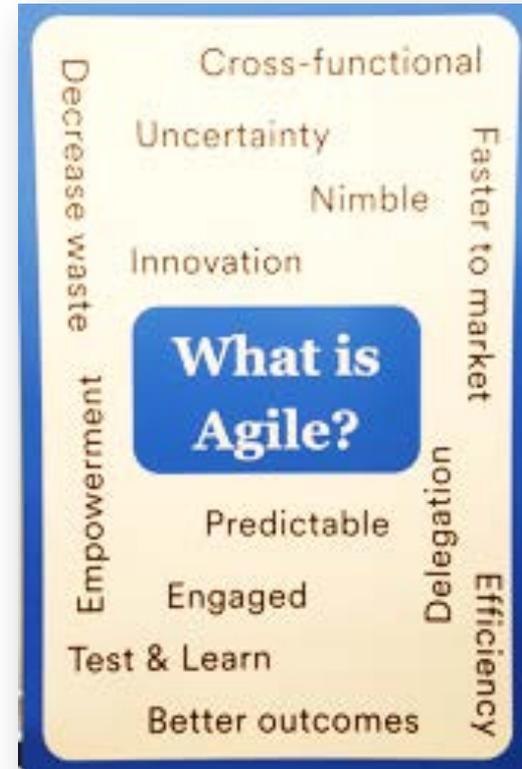
Pivot without Mercy or Guilt

Ignore Sunk Costs

Build in Quality

Research your audience - empathy interviews

- Based on what you've heard her/him say, what is the definition of Agile?
- What excitement have you heard your leader express around the concept of Agile?
- What fears have you heard your leader express around the concept of Agile?
- What is the single most important takeaway for your leader from this event?



Activate your guiding coalition

I have two asks of you:

- 10 min to get your input on content
- 1hr for you to participate in a “dress rehearsal”

Cheryl
Crupi

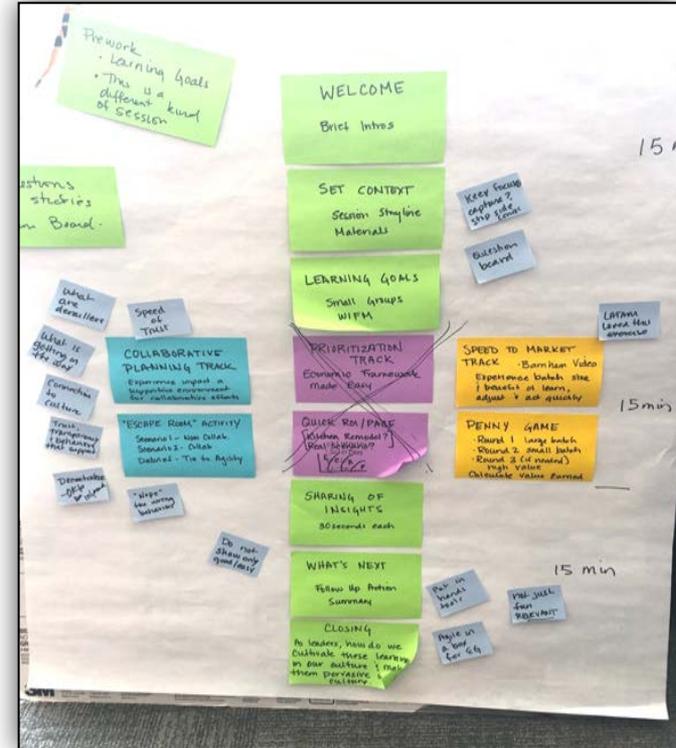
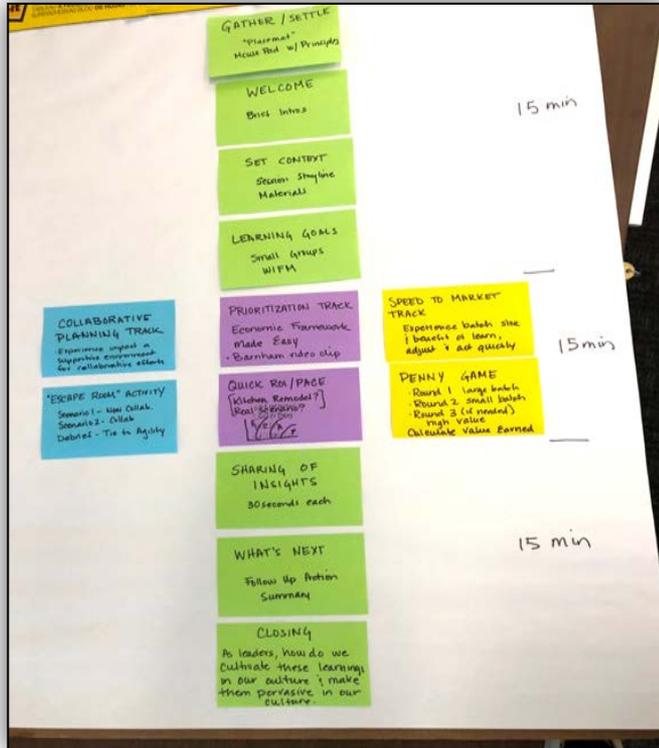
For sure ... [I] will make myself available ... to help ensure this is a smashing success. Congrats! Big win for Agile.

Global
CTO

MetLife
Chief
Architect &
LATAM CIO

Happy to do it, Cheryl...

Pivot without mercy or guilt



Escape
Room

Lego
Build

Candy Land
Transformation
Journey

Waterfall
vs. Agile
Race

Agile
Storyboard
Tour

Enhanced
Penny
Game

Prioritization
Simulation

Collaboration
Simulation

Sprinting daily to the idea that worked



Lego
Build

Build in quality

Practice, practice and then practice more

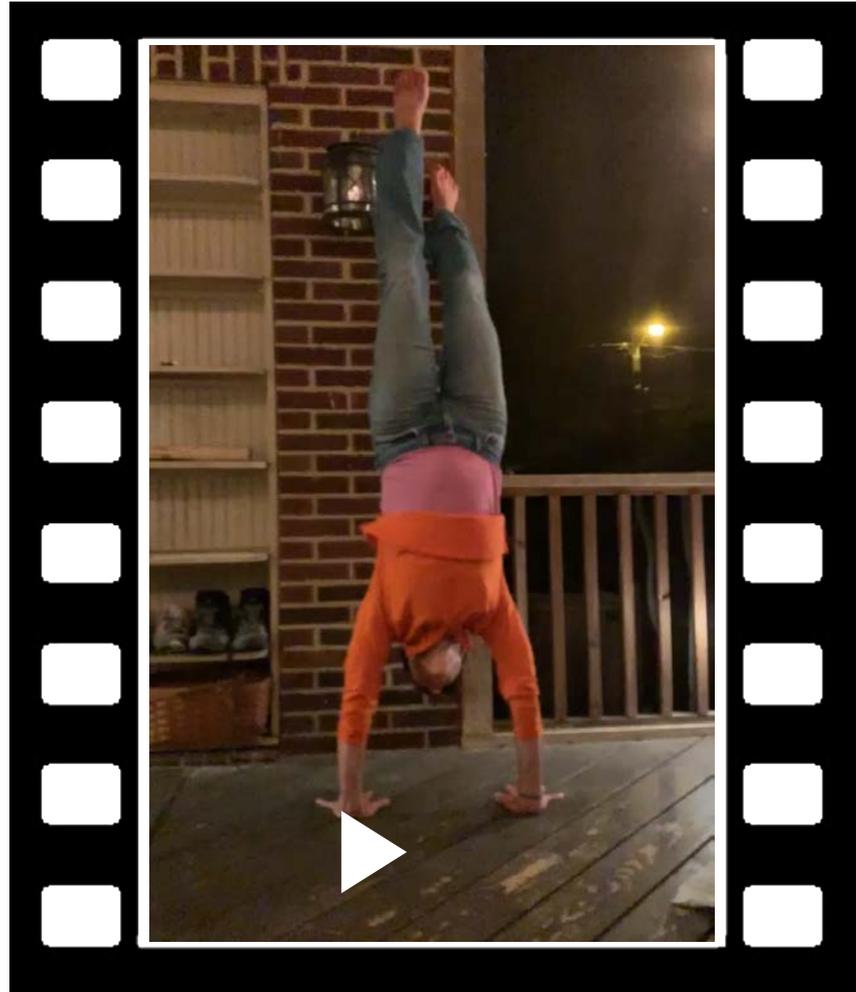


We ran the simulation 10x with real participants

We retro-ed and adapted every time



Really Practice!



Deliver with poise and confidence

Know your
levers to
land key
messages

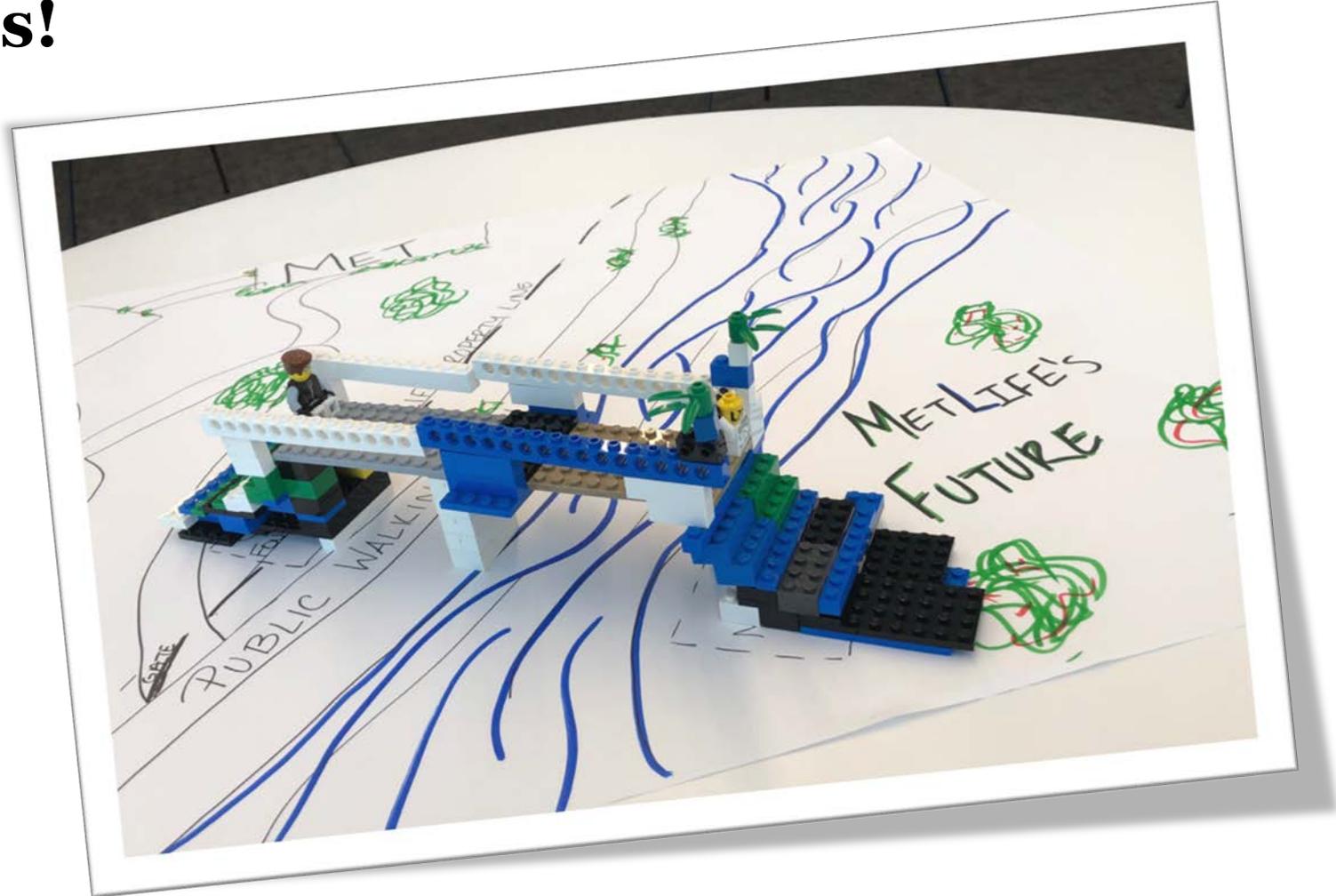


**Build a bridge to
MetLife's future in three
5-minute sprints**

45 Minutes with impact

1. Welcome and Intro (**2 min**)
2. Think Differently (**2 min**)
3. What is Agile? (**3 min**)
4. Experience and Discover Agile (**25 min**)
5. Discussion (**10 min**)
6. Invitation and Retro (**2 min**)

Success!



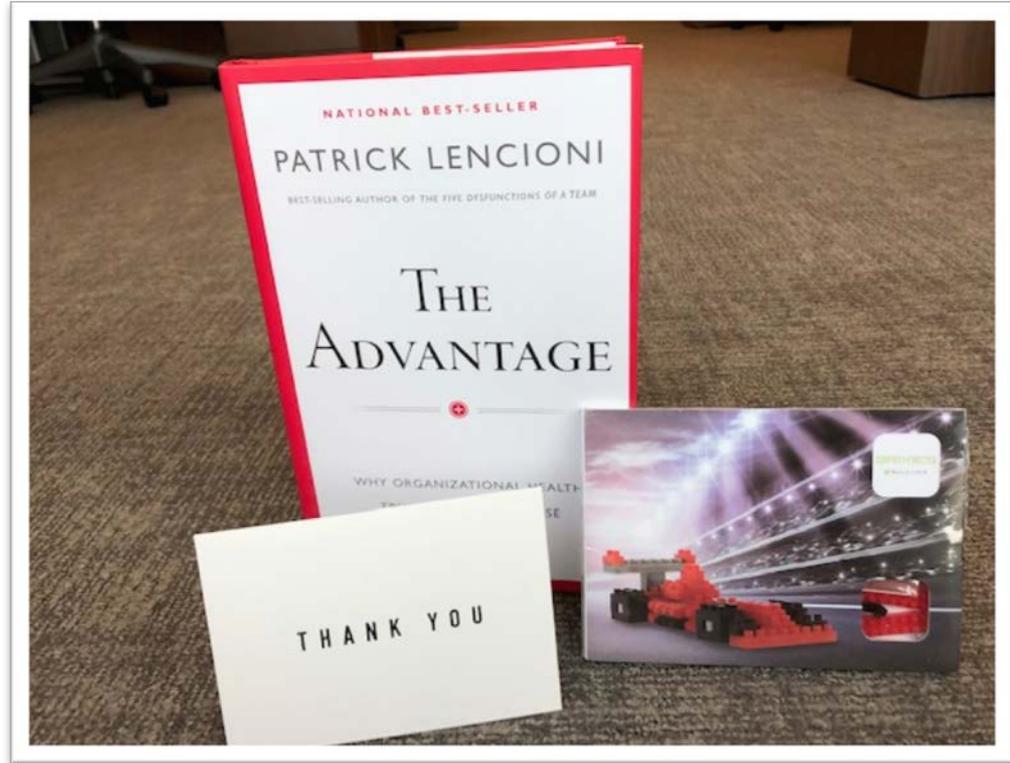
Exit retro results!



After the MetLife CEO and his executive group immersive Agile learning session

Invitation to continue the conversation

Don't stop
with the
end of
your
session



What we gained

- ✓ Subsequent executive sessions
- ✓ Full HR support
- ✓ Agile global communication campaign
- ✓ Support to tackle our impediments
- ✓ Top priority non-IT Agile initiatives
- ✓ Refreshed Agile training for 100 people!
- ✓ SVPs first Scrum team

Your Take-a-way | 30 Day Investment

Build a Guiding Coalition

- Make the opportunity
 - Rally your support
-

Pivot Without Mercy or Guilt

- Build incrementally with fast learning cycles
 - Research your audience
-

Quality is a Core Value

- Practice, practice and practice more
- Know your levers

**You Need Your C-Suite
... Go Get 'Em!**