

EMPATHIZE WITH AI



+91-8368865197

SUPPORT@AGILEWOW.COM

WWW.AGILEWOW.COM

Who am I?



Sanjay Saini

28 years, worked across different domains – healthcare, manufacturing, energy efficiency, banking etc.

Wanted to be a fighter pilot, dolphins in my pool and horses in my farm

Will be a co-learner along with you all during the session



Would like to develop teams and organizations where I can send my kids to work

Raise your hand if you've worked with AI in your team.

Keep your hand up if you “empathize” with the AI?



New Teammate Scenario

A new teammate joins your Scrum Team.
Think about what you want to know about him/her.
How would you make him/her feel included?
How are you going to start the conversation with him/her?

Now replace that person with AI.
Which answers still apply?
Which change?
Which new ones appear?

What do you need to empathize with AI?

Anthropomorphism

CASA

Trust



AI Trust Equation

$$\text{Trust} = (\text{Security} + \text{Ethics} + \text{Accuracy}) / \text{Control}$$

Security – protects data and privacy

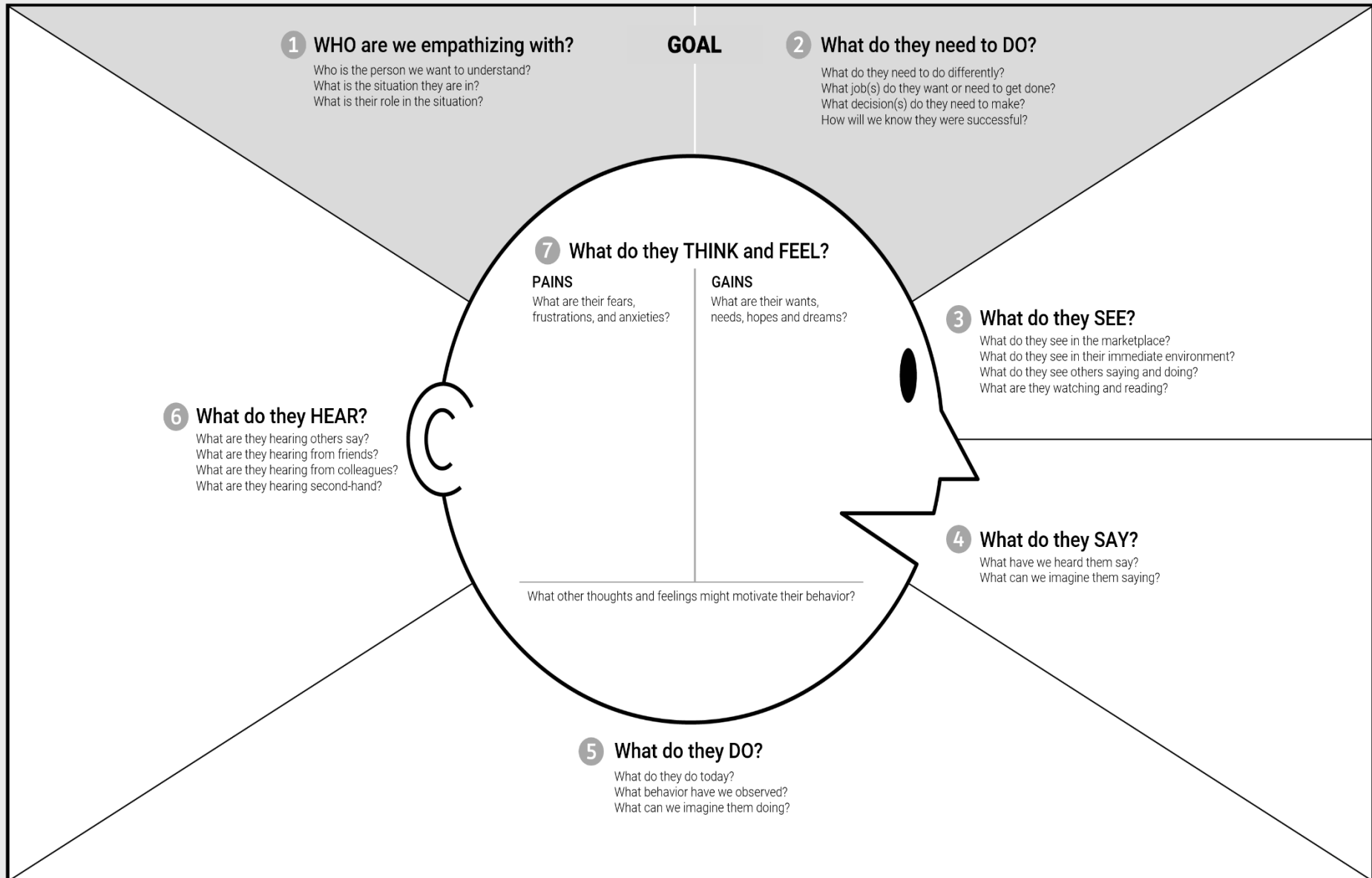
Ethics – *operates fairly and transparently*

Accuracy – *produces correct results consistently*

Control – *Autonomous and AI control*



Empathy Mapping with AI



Summary



The purpose is not to turn AI into a colleague with emotions.

But to transform humans into more mindful collaborators with AI

Self Promotion



SANJAY SAINI

Sanjay Saini is a globally recognized Agile coach, Product Management trainer, and founder of AgileWoW, an education platform dedicated to delivering high-impact training, consulting, and community-driven learning. With over two decades of experience in coaching Scrum teams, training thousands of professionals, and leading product transformations, Sanjay brings deep expertise in Agile frameworks, stakeholder engagement, and AI-powered agility. He is the creative mind behind initiatives like the Scrum Day India, Agile Leadership Day India, AI Dev Day India, and Product Leaders Day India.

When he's not coaching teams or speaking at global conferences, Sanjay is empowering the next generation of product leaders through highly practical and engaging workshops like AI Essentials for Product Owners, Professional Product Backlog Management, Professional Product Discovery & Validation, and Professional Scrum Product Owner.

The Product Backlog Management Guide

Principles, Practices, Tools, and Techniques



SANJAY SAINI

The Product Backlog Management Guide: ADAPTIVE
Principles, Practices, Tools, and Techniques Whether you're a new Product Owner, a seasoned Scrum Master, or an Agile enthusiast aiming to sharpen your skills, this guide offers practical, real-world insights to help you master Product Backlog Management (PBM). Written in simple, human language, this guide takes you step-by-step through the entire lifecycle of backlog management—from vision creation and backlog setup to refinement, prioritization, stakeholder engagement, and AI-powered practices. Packed with checklists, cheat sheets, and actionable templates, it simplifies even the most complex backlog scenarios and equips you with tools you can apply immediately in your work.

In this guide, you'll learn how to:

- Slice and split Product Backlog Items (PBIs) with clarity and purpose
- Use proven prioritization techniques like MoSCoW, WSJF, and the Kano Model
- Integrate AI tools such as ChatGPT, Miro AI, and Fireflies AI to optimize backlog workflows
- Identify and avoid common anti-patterns that undermine backlog quality
- Conduct stakeholder mapping, feedback loops, and value-driven backlog ordering
- Apply downloadable resources and workshop-ready templates to practice and teach backlog management

With insights drawn from training over 1,000+ professionals globally, this guide is your trusted companion for turning a chaotic backlog into a strategic product asset.



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AI Essentials for Scrum Masters Guide

Simplify your workflow, amplify your impact.

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