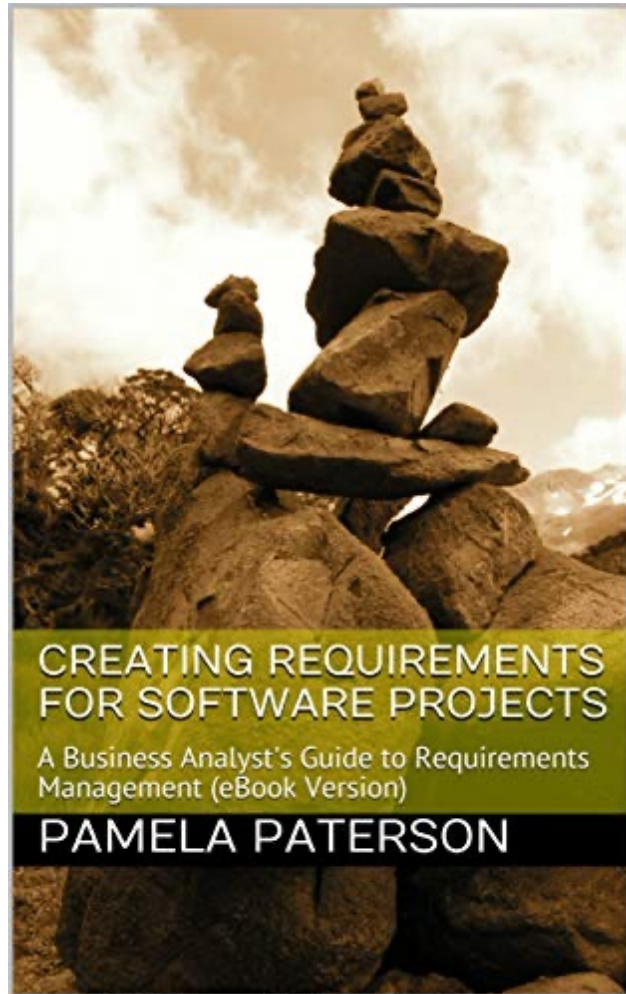




Creating Requirements During Times of Constant Change

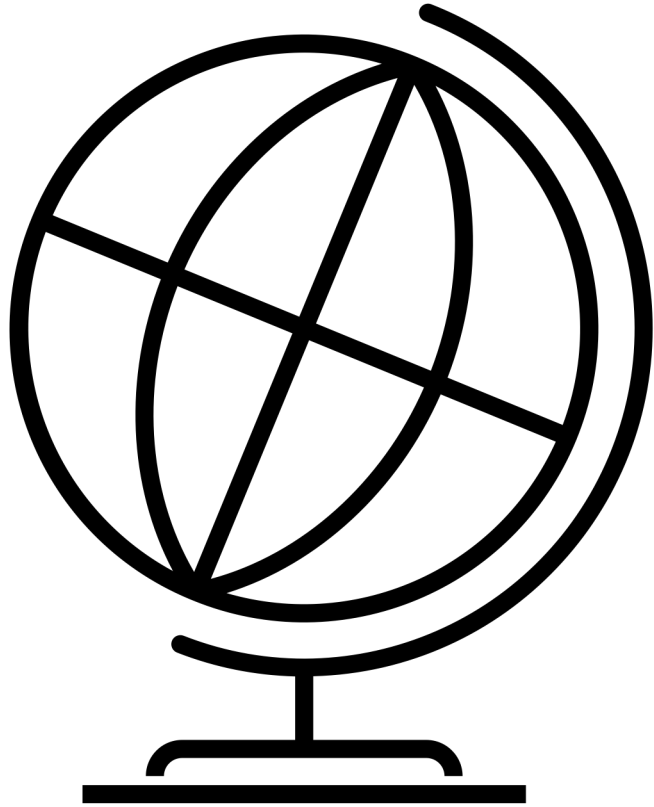
Pamela Paterson, BJ, MS, CBAP®

PamelaPaterson.com

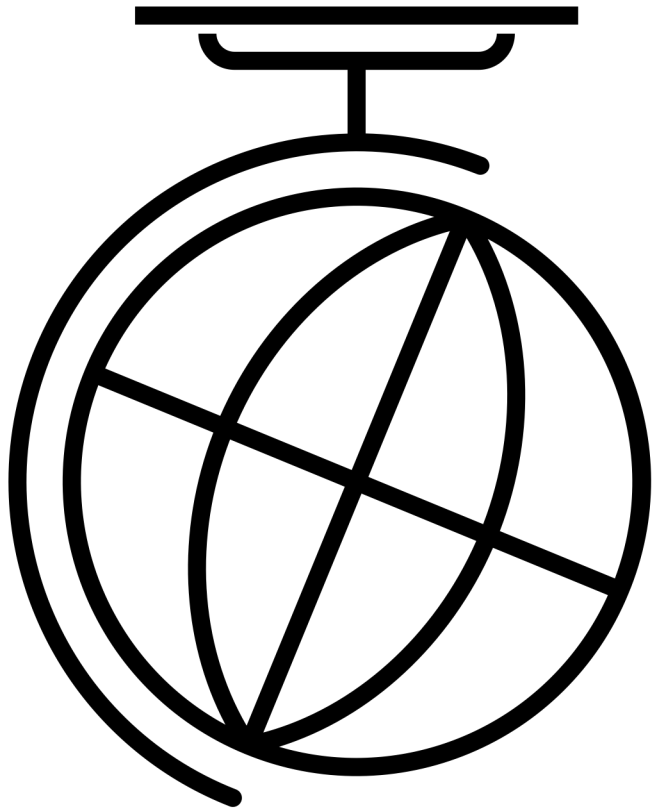
*A webinar for IIBA® Montreal Chapter
June 16, 2021*

Contents

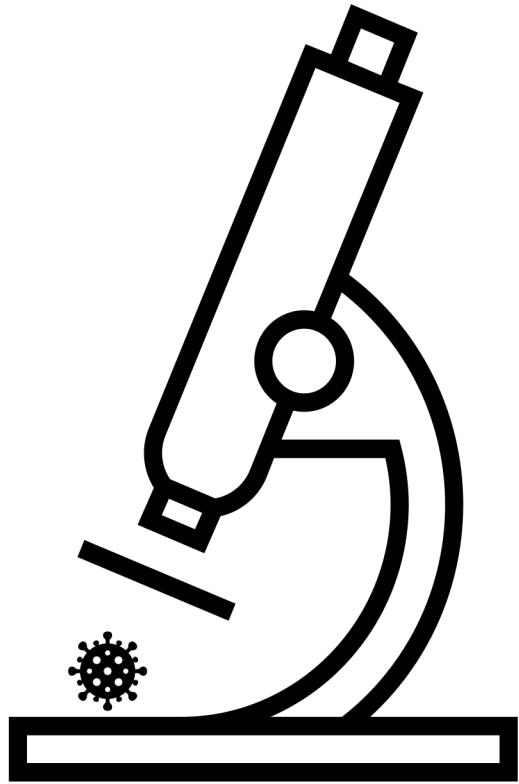
- 2020 to now—what changed?
- Challenges in remote working/creating requirements
- Example stakeholder interview (with and without top 10 tips)
- Top 10 tips
- Closing remarks



2020-2021 ...
WT ... ?



... the world
turned upside
down ...



... because of
something we
can't see

Remote working became reality



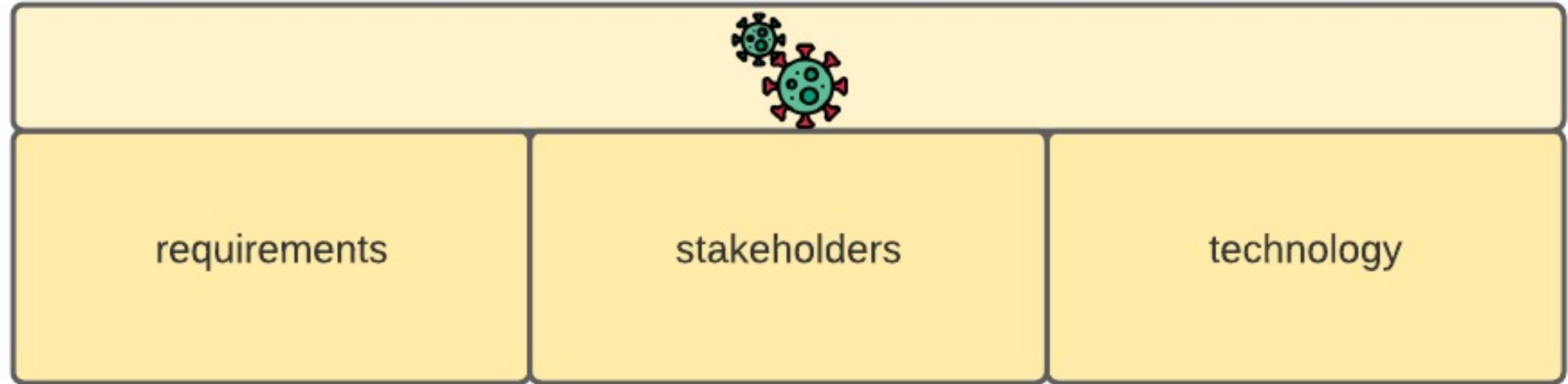
What 2020 really changed

requirements

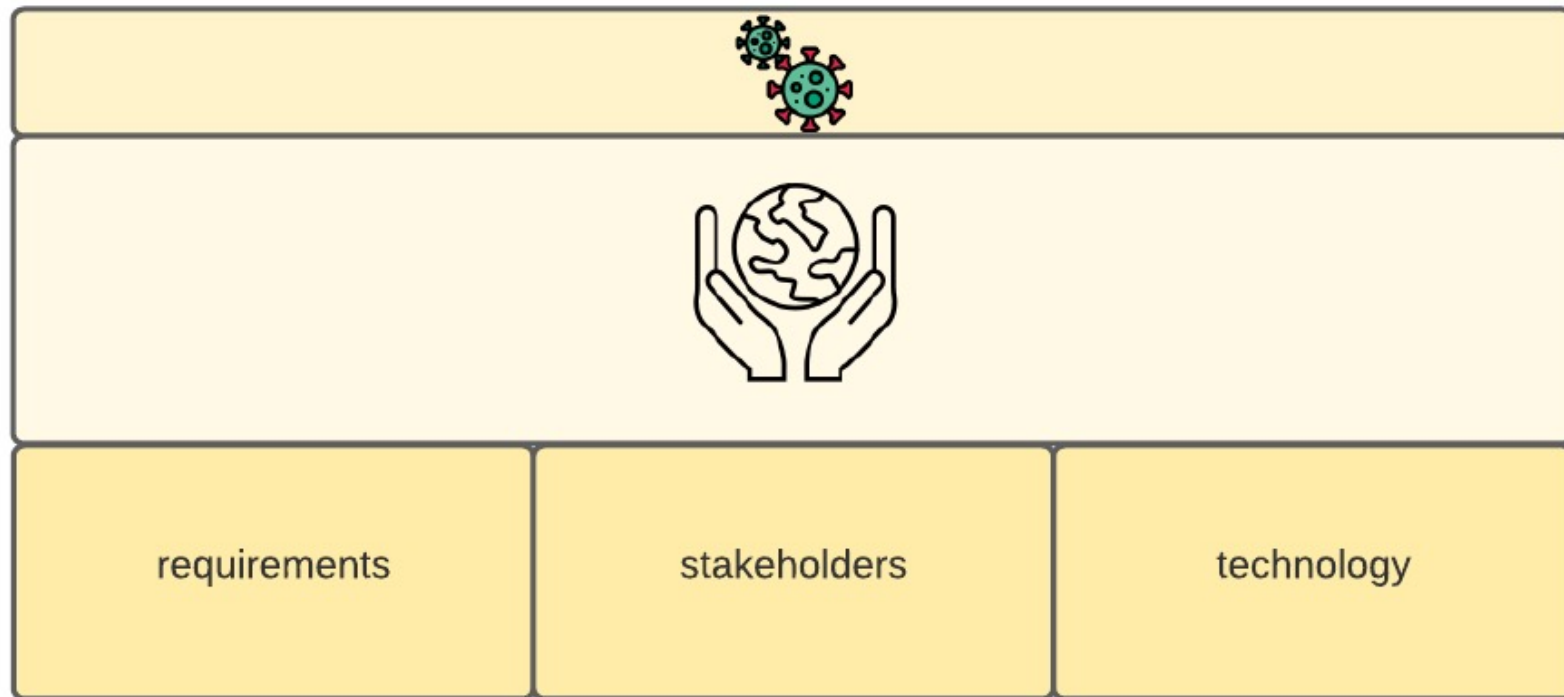
stakeholders

technology

What 2020 really changed



What 2020 really changed

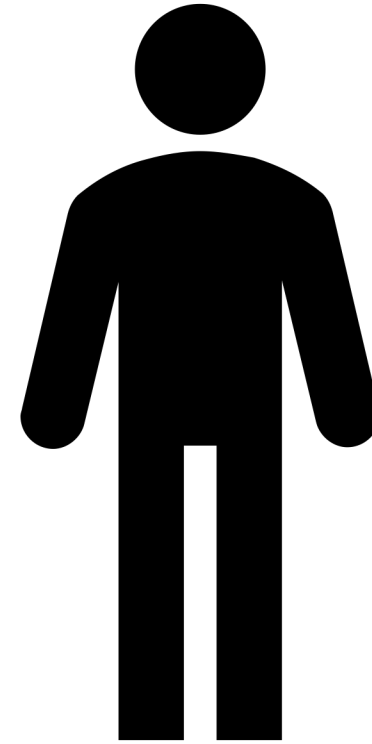


Forbes reported

Forbes reported in 2020 that:

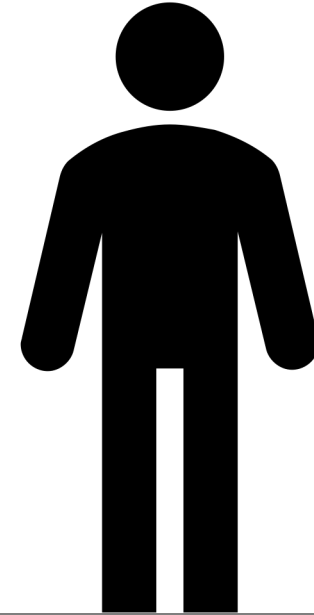
- 45% of us are attending more meetings now, then before the pandemic
- 40% of employees have experienced mental exhaustion from video calls
- 38% of us feel exhausted after a virtual meeting, 30% stressed
- 52% said background noise and/or poor audio quality disrupts focus, while 23% said it leads to miscommunication with stakeholders

What hasn't
changed

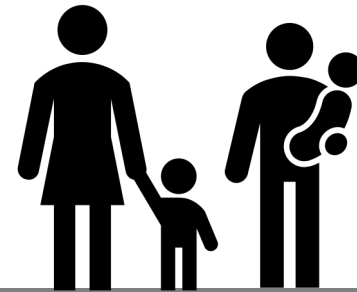


Stakeholder

What hasn't
changed ... and
what has



Stakeholder



Stakeholder's family

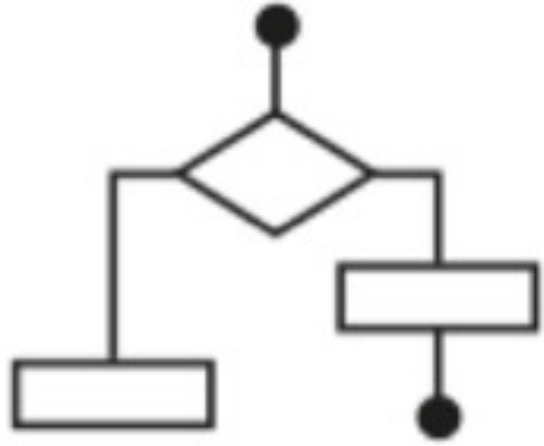
Challenges

- S-T-R-E-S-S
- ISOLATION
- Decreased employee visibility and face time with others
- Decreased work/life balance
- Affected relationships
- Increased distractions

<https://www.mseap.com/disadvantages-remote-work/>

Switching gears





A business analyst at work remotely

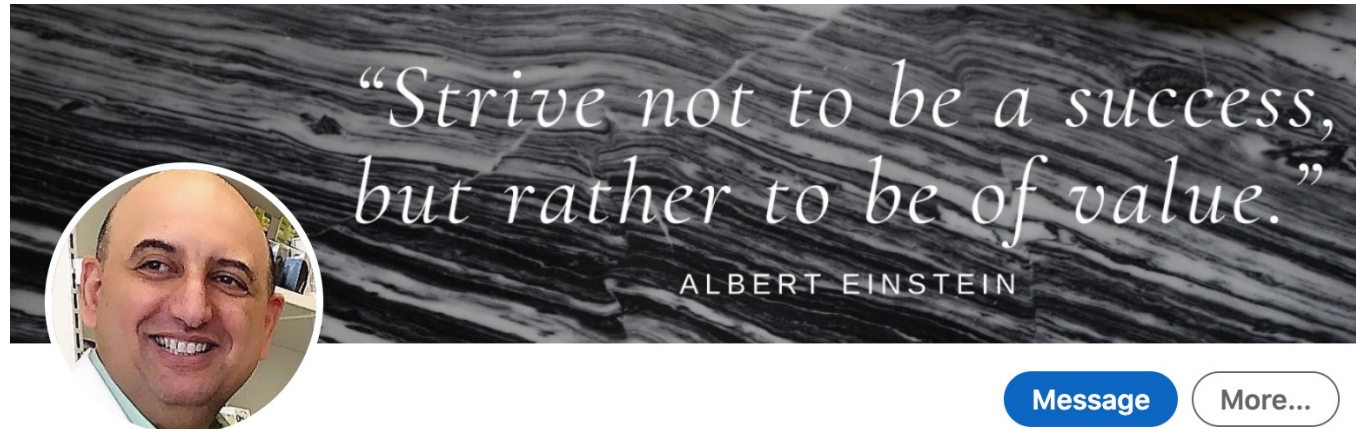
Scenario: A business analyst, working remotely, has been asked to create a process about dropping off prescriptions at a pharmacy.



You will see 2 different demos with different interview approaches: “no tips” and “with tips”.



Let's hear from Tarek



Tarek Hussein, BScPhm, MBA, RPh,
C.Mgr.

· 1st 



Weller Pharmacy



University of Toronto

Frontline Community, Clinical & Compounding Pharmacist -
Chair Of The Board Of Directors at the Greater Kingston
Chamber of Commerce - Healthcare Management
Consultant - Author

[1st interview \("no tips"\)](#)

[2nd interview \("with tips"\)](#)

[3rd interview \(stakeholder Tarek's feedback\)](#)



Top 10 tips for BAs for remote work

Tip #10: Do a mini-stakeholder analysis

Who?

Level of interest?

Level of influence?

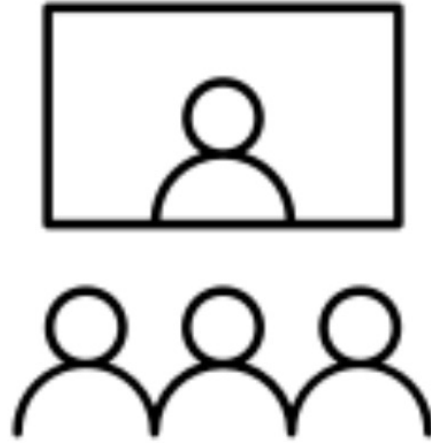
Impacted by change?

Attitudes or beliefs?

What do they want or need?



Tip #9: Incorporate learning styles



Visual



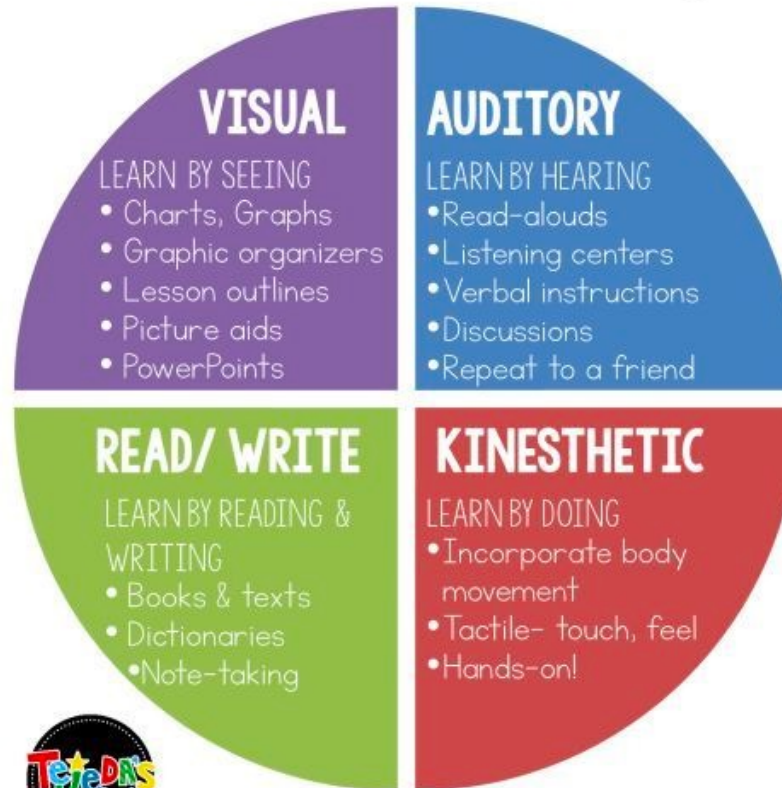
Verbal



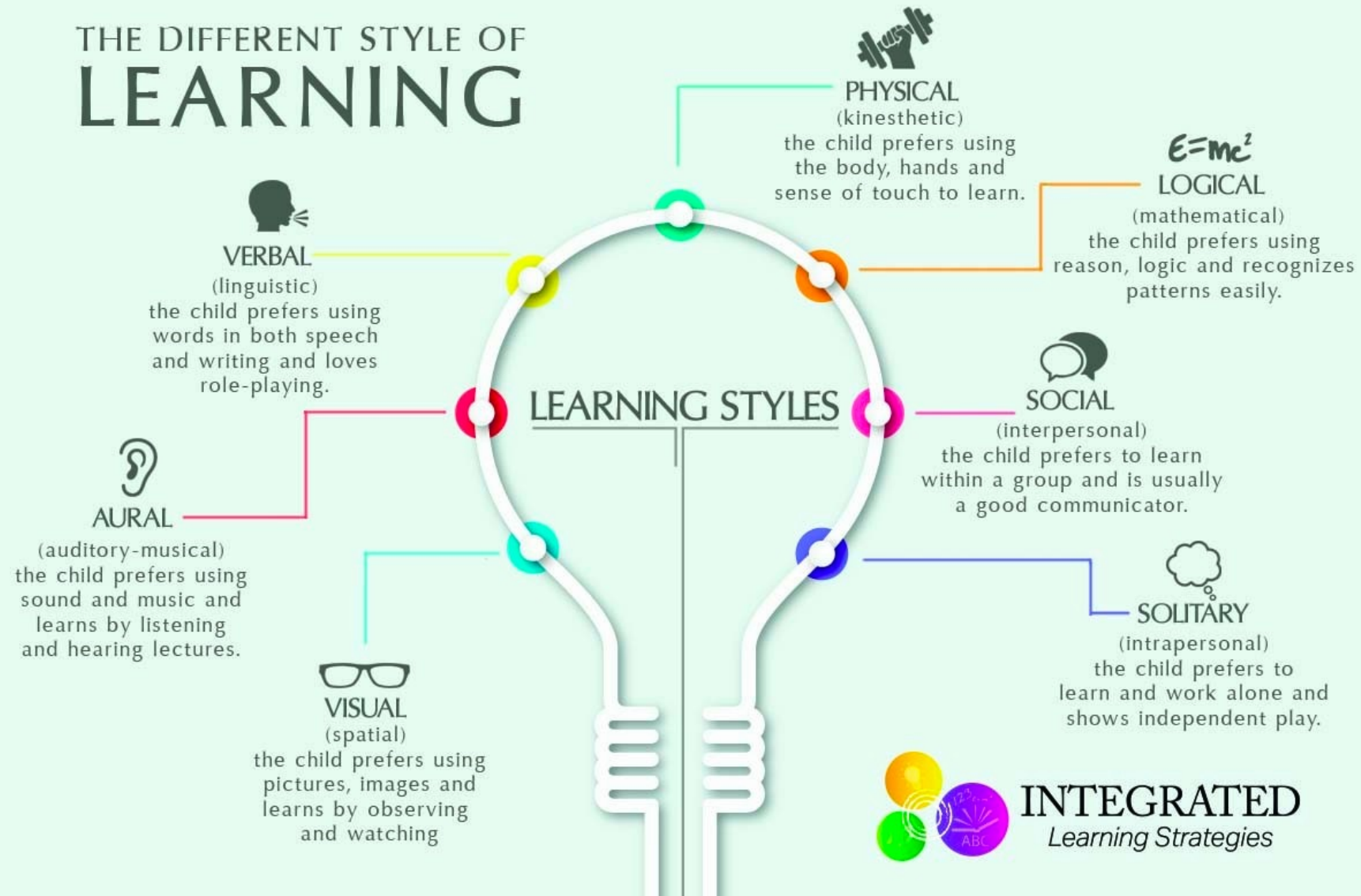
Kinesthetic

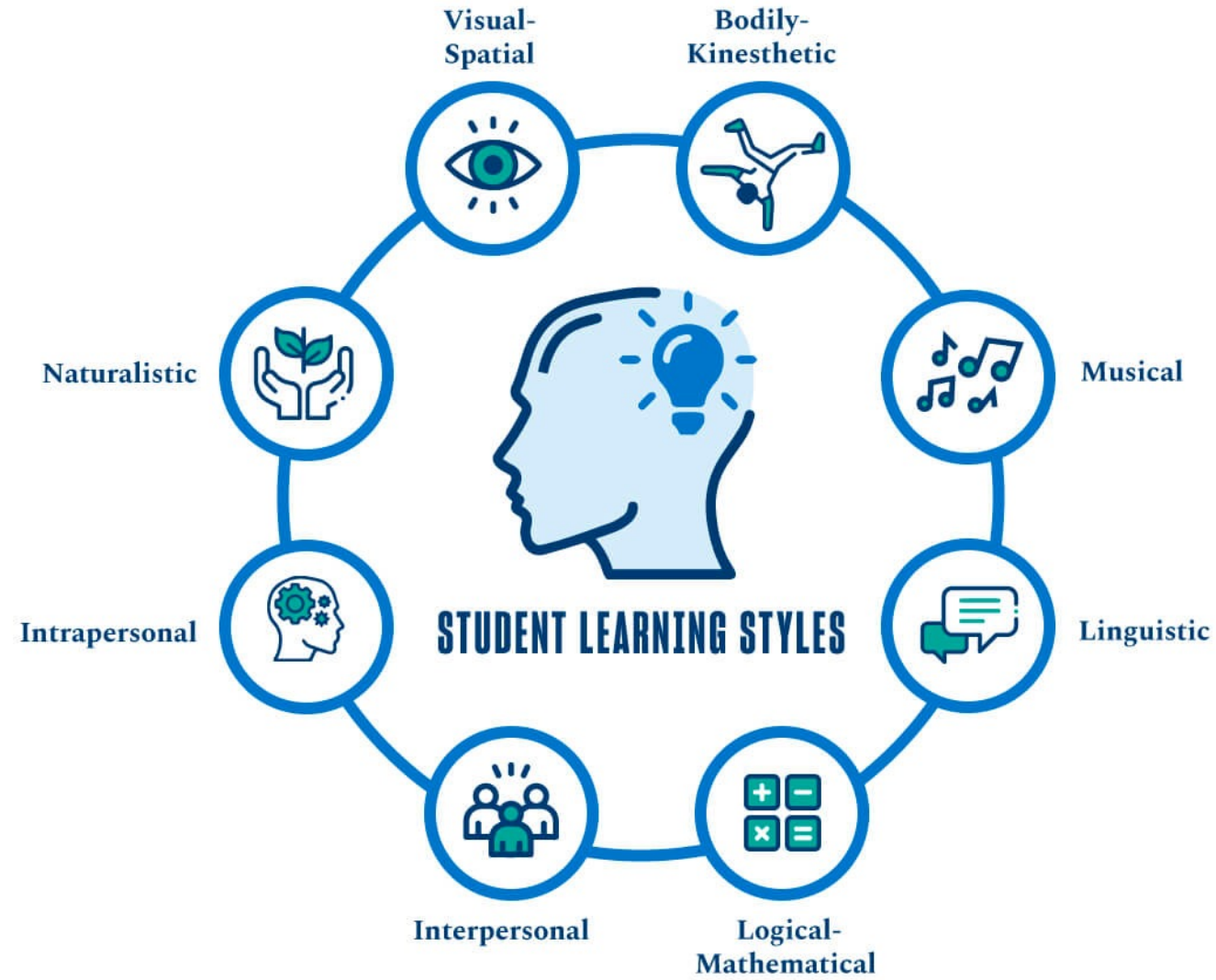
DIFFERENT LEARNING STYLES

& tips for teaching



THE DIFFERENT STYLE OF LEARNING





Tip #8: Come to meetings prepared



Tip #7 Practice ahead of time



PRACTICE MAKES BETTER.



Know workshop
structure



Prepare for
risks/mitigations



Recognize that online
environments add
complexity

Tip #6: Interview like a pro



- LISTEN AND CLARIFY
- SLOW IT DOWN
- BE DETAILED

Tip #5: Take notes well



Good interviewing needs good notetaking
Create your own shorthand

Snippet with stakeholder in online shorthand:

req wkps w b main source of info for proj

Dan fu with Mike re dead and fut req

Linda has e.g. of soln s/w

R&R table - Pam do

Dis re if need mgmt approval. TBD

Online Shorthand Examples

ACT = action needed (by somebody)

·dead = deadline

·dep = depends or dependency

·diff = different

·dis = discussion occurring

·eg = for example

·F = functional requirement

·fu = follow-up

·fut = future

·IT = IT department or person in room

·NB = important

·NF = non-functional requirement

·proj = project

·R = risk

·req = requirement

·sol = solution

·U = you

·UR = you are

Tip #4:
Adapt for the
online
experience



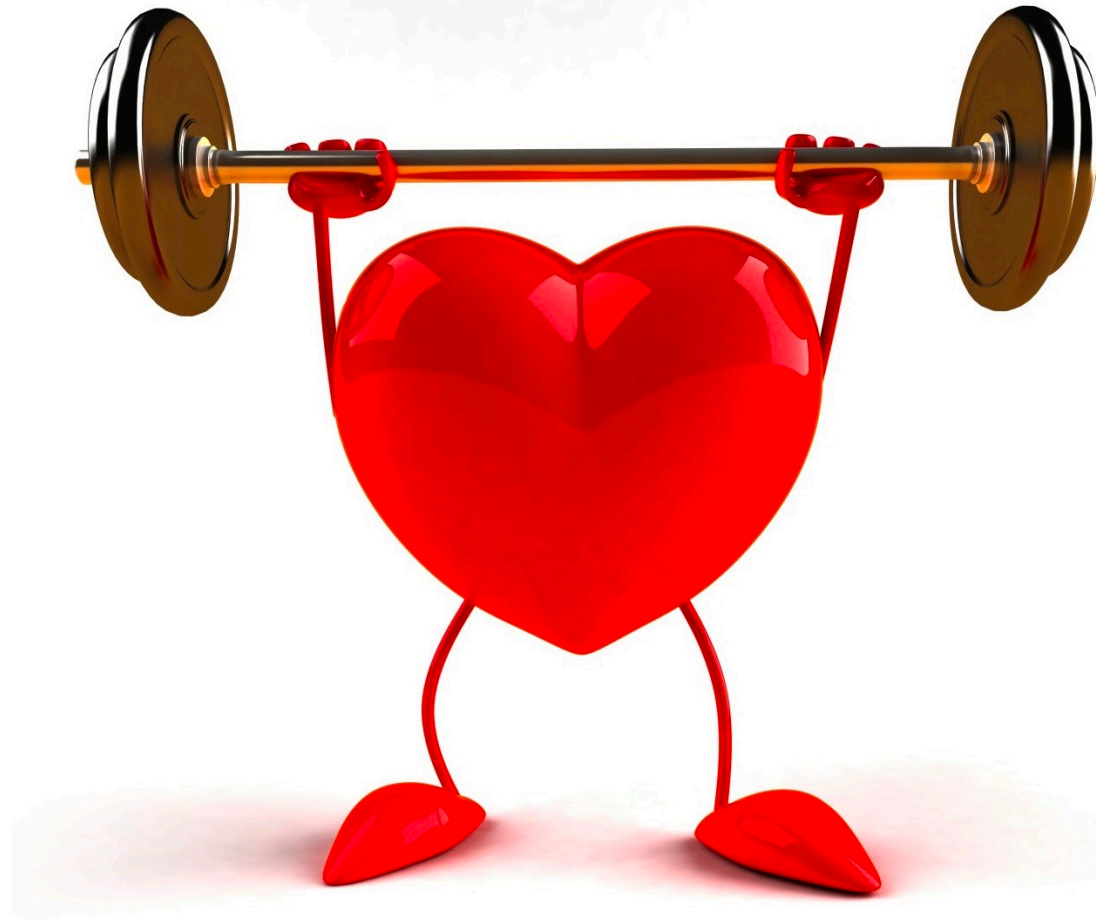
NAVIGATE YOUR STAKEHOLDERS ONLINE

Tip #3: Make
stakeholders'
lives easier

EASIER FOR THEM = EASIER FOR US



Tip #2: Take care of yourself



<https://sites.psu.edu/siowfa13/2013/09/20/its-time-to-get-heart-healthy/>



Tip #1: Be
kind

KINDNESS IS FREE
SPRINKLE
THAT STUFF
EVERYWHERE



Questions?

Resources

5 Ways To Stop Negative Thoughts

1



Notice thoughts

that are ruminating, increasing distressed, and/or feel out of control.

2



Stop the thought.

It may sound odd, but say stop LOUDLY in your head or out loud. Another way to do this is to picture a stop sign, Heisman hand - whatever works.

3



Challenge the thought.

This is your reality check.

- Are you using words like never, always, all, or none?
- Are you over generalizing or exaggerating?
- Are you replaying a negative thought from your past?

4



Change the thought.

- Make certain it's realistic. Often these dysfunctional thoughts escalate out of control.
- Replace a dysfunctional thought with one that is realistic and empowering.
- Listen to music, meditate, etc.
- Find a part of your fear that you can problem-solve to increase feeling in control.

5



Talk to someone.

If you need help reframing thoughts that are interfering with your quality of life, seek assistance.

Source: "Stop Negative Thoughts: Getting Started," Michigan Medicine - University of Michigan, <https://www.uofmhealth.org/health-library/uf9938>

Health Tips

American Academy of Ophthalmology:

- Avoid eye strain
- Eyes have to work harder to see close up, so try to keep screen arm's length away
- Practice 20-20-20 rule: Take a break every 20 minutes by looking at an object 20 feet away for 20 seconds
- Increased screen time linked to increased inactivity

<https://www.aao.org/newsroom/news-releases/detail/protect-your-eyes-from-too-much-screen-time>

American Society of Regional Anesthesia and Pain Medicine (ASRA)

<https://www.asra.com/page/2915/take-care-of-yourself-during-covid>



Find more wellness resources at:
members.asra.com/pain-resource/wellness/

Resources/Links

- <https://www.camh.ca/en/health-info/mental-health-and-covid-19/coping-with-stress-and-anxiety>
- <https://www.camh.ca/en/health-info/mental-health-and-covid-19/coping-with-covid-19>
- <https://www.asra.com/page/2915/take-care-of-yourself-during-covid>
- <https://www.yalemedicine.org/news/mindfulness-covid>
- <https://www.aao.org/newsroom/news-releases/detail/protect-your-eyes-from-too-much-screen-time>
- <https://www.camh.ca/en/health-info/mental-health-and-covid-19/coping-with-covid-19>
- <https://www.forbes.com/sites/hvmacarthur/2019/04/22/nice-people-finish-first-how-being-kind-is-a-recipe-for-success-in-business/?sh=72a0ff444540>
- <https://www.entrepreneur.com/article/251025>
- <https://www.camh.ca/en/health-info/mental-health-and-covid-19/coping-with-covid-19>

Products (referred to but not endorsed)

- Exercise ball chair—any brand
- Bamboo adjustable desk laptop stand—JIIKOOAI Store on Amazon
- Air filter—Levoit brand on Amazon
- Sound-deadening door—solid core not hollow
- Sacral cushion—Everlasting Comfort brand (for coccyx and tailbone pain relief) on Amazon
- Recliner/beach chair
- Free timer app—called “Be Focused”

END

PamelaPaterson.com