

Collaborating for Success: Facilitation Skills for Agile Teams (Instructor-Led Classroom)

Course Description

Effective collaboration is the foundation of healthy, thriving, successful agile teams. For effective collaboration, all members of a group or team must share a common purpose, enjoy mutual trust, and use agreed-upon approaches for their work. Facilitation skills help you engineer and sustain healthy collaboration.

This practical, in-depth course teaches effective facilitation skills and collaboration patterns that enable agile teams to succeed. You'll learn how to recognize, reward, and leverage collaboration to enhance the quality and efficiency of your agile development efforts. You'll learn techniques and obtain supporting materials to promote collaboration on your agile team—from planning to delivery.

In this carefully designed and executed learning environment you'll actively learn through lecture, examples, discussions, exercises, review sessions, and workshop simulations.

This course is endorsed by the IIBA™, and you'll earn 21 **CDUs** (Continuing Development Units) for attending this course.

Who Should Attend

This course will benefit everyone who is a facilitative leader on an agile team. This role can be played by any member of an agile development team: business analysts, product owners, customers and users, scrum masters/project leaders/facilitators, subject matter experts, data analysts, data architects and administrators, developers and designers, user interface/experience experts, agile project advisers, and coaches.

Course Length

3 days

Course Objectives

- Describe unique collaboration opportunities within agile teams
- Specify core skills needed to support agile teams in successfully collaborating to deliver business value
- Understand the types of agile workshops: product roadmapping, release planning, iteration planning, requirements modeling, team chartering, retrospectives

- Use the essential “6 P’s”—purpose, participants, principles, products, place, and process—of effective agile workshops
 - Plan workshops
 - Define your agile workshop products
 - Design an agenda for agile workshops
 - Design an iteration retrospective workshop
 - Facilitate collaborative events
 - Use openers, closers, and “energizers” to keep people relaxed and productive
 - Ask excellent focus questions
 - Lead a group toward closure using explicit decision-making techniques
 - Evaluate agile workshops
 - Demonstrate how to critique the results of agile workshops
 - Assess the value of agile workshops
 - Summarize ways to adjust the facilitation process

Course Materials

The participant's manual includes detailed text, illustrations, and practice exercises. The rich, reusable facilitation toolkit is brimming with techniques, templates, sample agendas, questionnaires, checklists, and references. Links are provided to additional, related assets on the EBG Consulting website.

Course Outline

Part I Collaboration Foundations

1. Group Dynamics on Agile Teams

- Traditional versus collaborating teams
- Self-organization on agile teams
- Team formation and sustenance
- Definition of a facilitative leader

2. Facilitation skills and techniques for powerful collaboration

- Opening and closing
- Analyzing and problem solving
- Filtering and deciding
- Envisioning and planning
- Managing relationships
- Reviewing and evaluating
- Attending to time and space
- Using tools and materials

3. Ingredients for Designing Collaborative Interactions

- The 6 P's in agile projects
- Agenda-building patterns and tips
- Collaboration patterns

Part II Putting Collaboration to Work on Agile Projects: Design and Facilitation

1. Product Roadmapping

- Elements and design of a roadmapping workshop

2. Release Planning

- Elements and design of a release planning workshop

3. Iteration Planning

- Elements and design of an iteration planning workshop

4. Lightweight Requirements Modeling Workshops

- Elements and design of a lightweight requirements workshop
- Multi-modeling and supplemental requirements

5. Team Chartering

- Elements and design of a team chartering workshop

6. Iteration Retrospectives

- Whats and whys of retrospectives
- Iteration retrospective planning, design, and activities

7. End-of-Project Retrospectives

- Structuring an end-of-project retrospective
- End-of-project retrospective planning, design, and activities

Part III Collaboration Process Improvement

- Evaluating feedback inside and outside your organization
- Using facilitator resources
- Proven ways to become a skilled facilitator