Professional Scrum Facilitation Skills™

1-day training (7 hours) / Exam voucher included

Become a Better Facilitator to Improve Scrum Team Interactions

Our Professional Scrum Facilitation Skills™ course is a highly interactive one-day course designed to help Scrum practitioners develop a facilitator's mindset and skills, to improve interactions with their Scrum teams, stakeholders and customers.

• **Learn** when and how to choose effective techniques for different circumstances

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Develop strong facilitation skills to enable better problem solving, more effective Scrum events and better team alignment

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Hands-on experience: participants will address a number of common Scrum-related scenarios using various facilitation techniques that they can add to their collection of agile practices

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Certification: an attempt at the Professional Scrum Facilitation Skills (PSFS) assessment is included

The course will be given in English by a Professional Scrum Trainer (PST).

LEARNING OBJECTIVES

Upon completion of this course, learners will:

- Develop facilitation skills and a facilitator's mindset.
- Be challenged to think about **how to apply the facilitation principles** that experienced facilitators draw on when interactions are difficult.
- Have a clear understanding of the role that facilitation principles and Scrum values play in promoting **healthy collaboration in Scrum teams**.
- Explore how facilitation can address challenging scenarios that most Scrum teams encounter.
- Apply facilitation skills and techniques to improve Scrum events and other interactions.
- Understand how to **encourage different perspectives** while bringing the team together to make decisions.
- Experience the elements of group dynamics and how they influence the decision making process.
- Leave the course with **a toolbox of facilitation techniques** and understand how to apply them in different circumstances.

TRAINING PROGRAM

Putting problem solving and decision making in the hands of the Scrum Team is a core principle of Scrum. The Scrum framework creates places for this to happen, and the Scrum values help to create an environment in which the voice of each Scrum team member can be heard. However, getting the Team to work together doesn't always work out. Sometimes team members get distracted, don't get fully involved and/or can't agree. Effective facilitation can be the guide to the team's desired results.

Module 1 - Facilitation Principles and Scrum
Module 2 - Using facilitation skills and techniques
Module 3 - Improving Facilitation Skills

Be ready to challenge and be challenged! You will work in teams and learn through team assignments, discussions and hands-on exercises.

The course also includes a free attempt at the globally recognized **Professional Scrum Facilitation Skills (PSFS) certification exam.**

TARGET AUDIENCE

Any industry where teams work to solve complex problems will benefit from the Professional Scrum Facilitation Skills course. It is particularly useful for **Scrum Masters, Product Owners, Managers and Scrum Team Members** within an organisation who want to learn how to use facilitation to improve the success of their team.

It is important that all Scrum Team members, including the Scrum Master and Product Owner, **understand how to facilitate and have a set of techniques and practices** at their disposal to support the team and its stakeholders, as collaboration is a key factor in the success of any initiative and each individual can step in when needed.

PREREQUISITES

This will allow you to maximise your course:

- Have studied the Scrum Guide (required), available at https://scrumguides.org/scrum-guide.html
- Took the Scrum Open assessment, available at https://www.scrum.org/open-assessments/scrum-open
- Already have an understanding of Scrum, either by working in a Scrum team or by attending a Professional Scrum Foundations or similar course.
- Have been or are closely involved in solving complex problems such as (but not limited to) building or improving a product or service.
- **Important:** there is no time during the course to explain basic Scrum concepts such as Scrum Events, Artifacts or Accountabilities. These are assumed to be known.

CERTIFICATION

- Participants who complete the Professional Scrum Facilitation Skills course will receive a password to take the Professional Scrum Facilitation Skills (PSFS) exam. The PSFS certification requires a minimum pass mark of 85%. PSFS course participants who attempt the PSFS assessment within 14 days of receiving their free password and do not score at least 85% will be granted a second attempt at no additional cost.
- Learners are eligible for Project Management Institute (PMI) PDU credits: 7 PDUs after attending a one-day Professional Scrum Facilitation Skills (PSFS) course. Please note that PMI PDUs are earned for attending the course and not for passing a PSFS exam. Participants can claim PDUs under the PMI category of "Other third party education courses".