

Agile Coaching Workshop

Duration: 3 Days

WHAT YOU WILL LEARN

The certification focuses primarily on the mindset, roles, and responsibilities of an Agile Coach. After finishing the certification, the learner will be able to differentiate between and among mentoring, facilitating, consulting, teaching and coaching, and will gain the skills needed to create a safe environment for meaningful collaboration and healthy conflict resolution within an agile team.

AUDIENCE

Current or aspiring Agile Coaches, Product Owners, Program Managers, Agile Consultants and anyone with the desire to harness the power of Agile Coaching to build hyper productive teams.

METHODOLOGY

This program will be conducted with interactive lectures, PowerPoint presentation, discussion and practical exercise.

COURSE OBJECTIVES

- The Agile Coaching Mindset
- Responsibilities and Skills of the Coach
- Setting Boundaries for Coaching
- The Coaching Stance
- The Coaching Conversation – Coaching for Action
- Professional Coaching Skills
- Conducting the Coaching Conversation
- Mentoring Agile Roles & Transitions
- Mentoring vs. Coaching
- Teaching the Agile Basics & Mindset Shift
- Understanding Team Development
- Setting up the Team Environment
- Creating a Team Kickoff/Startup Agenda
- Characteristics of an Agile Team
- Coaching the Journey toward High Performance
- Handling Conflict and Dysfunction within the Team

- Handling Organizational Impediments
- Planning to facilitate a conflict in a team

OUTLINE

Module 1: Agile Self-Diagnostic

This exercise helps participants quickly and visually understand their level of alignment with the Agile Manifesto. Good for self-discovery and uncovering Agile misunderstandings. Individual activity on self-awareness, social-awareness and self-management.

Module 2: Scrum Master and Agile Coach overview

Overview of the skillset, roles and responsibilities of a Scrum Master and Agile Coach. Agile coaches guide individuals and teams to get clear about the change they desire, identify places where current reality does not match desired reality and then act to close the gap all in service of delivering business results that matter. Along the way coaches hold the bigger view of desired change, even when others may have lost sight. Agile coaches support, guide, coach, teach, mentor and facilitate change without colluding with the current reality.

Module 3: Wearing the many hats of an Agile Coach

An Agile coach must be able to teach, mentor, consult, and coach as well as know when to use each approach. Purpose is to help people to shift from fixed mindset to growth mindset.

Module 4: Agile vital signs

What to look for in a healthy team and a healthy Agile adoption. Leveraging information radiators; physical and electronic, tracking progress, and providing transparency to all stakeholders.

Module 5: Introduction to Agile Maturity

Gain a greater understanding of what Agile maturity looks like and what it takes to achieve it. Includes introduction to the Enterprise Agility Maturity Matrix tool, a set of Agile indicators at the team and organizational level.

Module 6: Personal canvas

High performance Agile teams know each other's skills and understand their perspective. A typical way to head down that path is to do team building activities. That helps, but a personal canvas provides a much more comprehensive view of each team member and where they fit in to the team. Combination individual and group activity.

Module 7: Facilitation, Emotional Intelligence, and Active Listening practice

In this workshop you'll have lots of opportunities to practice and deepen your understanding of these core Agile coaching skills. For instance, many of the exercises involve a facilitator and are noted as such.

Module 8: Organizational Introspection

What does "Agile" mean in your organization?
Facilitated activity.

Module 9: Team room setup and Coaching Agreements

How to effectively design an Agile team room optimized for the specific needs of each team. A facilitated activity. A set of agreements for working with a client, working with other coaches, and working with a team. A facilitated activity.

Module 10: Starting a coaching assignment

The start of a coaching assignment is one of the most crucial and delicate parts of an assignment. You will learn some basic ground rules for starting an engagement and then work as a group to design an approach for starting an engagement. A facilitated activity.

Module 11: Shared Visioning

High performance teams have a shared vision. This exercise helps each individual discover and describe their own vision for the team, express that vision to the team, and then work as a team to synthesize a shared vision.

Module 12: Open Space

One of the primary issues in taking Agile to the next level in an organization is wide-spread dissemination of Agile knowledge to all levels and all areas of the organization. Running an Agile Open Space event within an organization can rapidly spread Agile knowledge while simultaneously building or re-kindling excitement for Agile. You will learn this tool by participating in a real Open Space during the workshop.

Module 13: Coaching phrases

Part of coaching is helping a person or group solve a problem or get unstuck by asking the right question or saying the right thing at the right time. This section will introduce example questions and phrases as well as provide criteria for determining if a question is a coaching question or not.

Module 14: Coaching Practice

One of the hardest parts of being an Agile Coach is coaching a person or group towards their own solution. In addition to practicing your coaching skills throughout the workshop, there will be multiple structured practice sessions. In these sessions you will rotate through the roles of coach, coachee, and observer. Using a mix of situations gathered from the class and hypothetical situations with no clear single solution, the coach will help the coachee come to their own decision as to how to solve the problem.

Module 15: Conflict management

In any high-performance team there are bound to be conflicts. Instructor guided activity to discover and create a framework for surfacing and resolving conflicts. Also includes the Thomas-Kilmann Conflict Mode Instrument and information on de-escalating emotional conflicts.

Module 16: Commitment, accountability, & responsibility

These concepts are often used in ways that create unintended consequences. Learn how focusing on responsibility simplifies many management issues.

Module 17: Change at the individual level

Change at the organizational and team level comes through change at the individual level. See how the ADKAR, Sitir, and Tuckman models work together with Agile Coaching tools to provide a straightforward and effective way to discover and implement the optimum amount of change for any individual, team, and organization.

Module 18: "Agile Sounds Interesting... but,"

This is a technique to uncover objections, hidden or otherwise, and turn them into part of the solution.

Module 19: Creating a safe environment

Going Agile means learning, trying new things, and taking risks. Environments that can't cope with the potential failure associated with change; people will resist making changes. Learn how to create a safe environment that supports change.

Module 20: Coach self-awareness

The self-awareness of emotional intelligence is just the start of the self-awareness needed for high levels of coaching effectiveness. Gain a deeper appreciation of the importance of self-awareness through the Johari Window and other methods. There are activities and feedback opportunities throughout the workshop designed to provide an honest view of you as an Agile Coach.

Module 21: Mentoring

As an Agile Coach you will be called on to mentor Scrum Masters, Product Owners, Managers, other Agile Coaches, Agile team members, and various other parties involved in the success of an Agile team. This material will provide guidance on mentoring in general as well as role and situation specific mentoring guidance. Includes facilitated group activities.

Module 22: Building trust

The Agile Manifesto says, "and trust them to get the job done." Trust is an integral part of a high-performance Agile team. This material will be introducing you to the ABCD model of trust and

provide tools for assessing and building the trust level of team members and external stakeholders.

Module 23: Creating an effective coaching plan

A coaching plan is a simple way to make it clear to all parties what services you provide, how and when you provide them, and whether you are getting stretched too thin to help increase Agile maturity or have extra capacity.

Module 24: Been there, done that

Although every situation is different, there are many symptoms and situations that pop up like clockwork at various stages of Agile maturity. This material reviews the greatest hits and their common remedies.

Module 25: Open practice

Practice organized within an open space environment that allows participants to practice teaching, mentoring, and coaching each other based on the situations and interests of the participants. An amazing way to learn and grow from and with your peers.