

# Professional Scrum Facilitation Skills™

A Professional Scrum training course created by Ken Schwaber and Scrum.org



Professional Scrum Facilitation Skills™ is an interactive course designed to help Scrum practitioners develop a facilitator's mindset, proficiency in facilitation skills, and learn when and how to select effective techniques for various circumstances. Strong facilitation skills enable better problem-solving, more effective Scrum events and greater team alignment, all leading to better outcomes.

A key tenet of Scrum is to put problem-solving and decision-making in the hands of the Scrum Team. The Scrum Framework creates venues for this to happen and the Scrum Values help create an environment in which each Scrum Team member's voice can be heard. However, team interactions don't always go well. Sometimes team members lose sight of goals, don't fully engage and/or can't reach agreement. Effective facilitation can guide the team toward their desired outcomes.

## Course Overview

In this one-day\* skills-building course, participants will learn how to become better facilitators to improve interactions with their Scrum Teams, stakeholders and customers. They will focus on how to adopt facilitation as a stance and enable the Scrum Values. Students will address a series of common Scrum-related scenarios by applying several facilitation techniques that they can add to their collection of agile practices. They will create and leave with their own facilitation "plan" to improve their next team discussion or Scrum event.

*\* When offered in-person, this course is generally delivered in one day. When offered as a Live Virtual Class, the course may be broken up into more, shorter days.*

## Course Learning Objectives

- Develop facilitation skills and a facilitator's mindset
- Learn the facilitation principles that experienced facilitators fall back on when interactions are difficult
- Understand the roles that facilitation principles and the Scrum Values play in enhancing healthy collaboration in Scrum Teams
- Explore how facilitation can address challenging scenarios most Scrum Teams encounter
- Apply facilitation skills and techniques to improve the Scrum events and other interactions
- Understand how to encourage diverse perspectives, while bringing the team together to reach decisions
- Experience the elements of group dynamics and how they influence the decision-making process
- Leave class with a toolbox of facilitation techniques and understand how to apply them in different circumstances



## Who Should Attend



This course is ideal for:

- Scrum Masters and any Scrum Team member interested in learning how to use facilitation to enhance their team's success
- Scrum Coaches, Agile Coaches and Consultants

This course is not suitable for professionals with little Scrum knowledge or experience.

## Professional Scrum Certification

All participants completing the Professional Scrum Facilitation Skills course will receive a password to attempt the Professional Scrum Facilitation Skills assessment. PSF Skills class participants who attempt the PSF Skills assessment within 14 days of the class and do not score at least 85% will be granted a 2nd attempt at no additional cost.

## Why Scrum.org

Scrum.org training provides a hands-on, activity-based learning experience using a consistent set of materials around the world no matter which of our Professional Scrum Trainers (PSTs) is teaching the course. Each course explores real-world challenges to help students apply what they learn in their roles once back at work.

On their path to becoming a PST, they must have several years of Scrum experience. Once PST candidates apply, they then go through an extensive process that includes: interviews, validation of knowledge, training, peer reviews and more.

PSTs bring their own style and experiences with a consistent delivery of Scrum.org training around the world, so you know each course we teach is aligned with Professional Scrum, and all of your teammates are learning from the same course materials.

Find out more about what makes Scrum.org different.