



Greetings,
Booshoo,
Tansi,
Bonjour!

Facilitation Techniques and Tools for Requirements Development

Overview

The business analyst spends a significant amount of time facilitating sessions to gather requirements. Yet, many business analysts lack formal training on this vital skill. A successful facilitation session will result in requirements that you can begin to analyze and work with once the session is complete. Facilitation Techniques for Requirements Development focuses on teaching the facilitation skills necessary to elicit and analyze requirements on a project.

Knowing what to ask, how to ask it and how to help the business subject matter experts discover their requirements are all critical skills for the analyst role.

In this highly interactive course, you will learn how to effectively help stakeholders define their needs and form these needs into quantifiable requirements through facilitation. You will be exposed not only to several facilitator techniques such as brainstorming, guided dialogues, WOW workshops and focus groups. Most importantly, you will have the opportunity to practice these skills in a safe environment with a trained facilitator to guide you through various activities. You will leave the course with the confidence to incorporate and conduct facilitation techniques and tools in a requirements session with the goal of motivating a group's participation, building consensus, managing conflict, maintaining session focus and evaluating results for lessons learned.

Learning Outcomes and Objectives

After Taking This Two Day Course You Will Have the Knowledge and Skills To:

- Identify the use of facilitation in business analysis
- Explain the role and responsibilities of a BA facilitator
- Conduct various facilitation techniques including brainstorming, guided dialogues, WOW workshops and focus groups
- Use facilitation practices to create an environment which enhances participation
- Use the appropriate facilitation techniques for a given session
- Conduct a facilitation session using best practices

Topics:

Facilitation Is?

The Facilitation Process

Collaborative Facilitation Techniques

Guided Dialogue

WOW Workshop Method

Force-Field Analysis

Multi-Voting

Criteria-Based Grid

Facilitation Practices

Generating Participation

Paraphrasing

Maintain Focus

Questions

Types of Questions

Questions to Ask Stakeholders

The Facilitator's Toolkit

Techniques

Engagement Strategies

Creating Participation

Generating and Organizing Data

Initiating Reflection

Mobilizing Energy

Ignite Action

Recording Techniques

Tools

Flipcharts

The Question Wheel

Checklists

Templates

Facilitator Script Worksheet

Basic Action Planning Worksheet

SWOT Analysis Worksheet

T-Charts Worksheet

Parking Lot Worksheet

Tools

Knowledge Café

Brainstorming

Managing Conflicts Tips Sheet

Focus Group Framework

Process Templates for Brainstorming, analysis, decision making.

Target Audience

The course material is developed at foundational competency skill level for someone who wishes to successfully design and facilitate an agenda item and or short (1 to 1 ½ hr) meetings of existing groups. It will be of interest to: Business Analysts, Business Managers, Project Managers, Requirements Engineers and Systems Analysts.

Learning Facilitator

Helen Wythe is a Certified Professional Facilitator (CPF) designation through the International Association of Facilitators and a Certified Technology of Participation Facilitator (CTF) through ICA Associates. She is also a Certified One Smart World trainer and facilitator. Helen is qualified both through academic recognition and 'real world' experience.

What's Included

- Guaranteed Small Interactive Sessions
- Specialized Manual with detailed agendas, checklists, techniques, templates, and practical examples.
- Spring Forward - We encourage you to implement your learning by providing a 15 and 30 day check-in to confirm your progress.
- One of Coaching Support
- Suggested Reading List
- Personalized Certificate of Completion
- We reinforce your learning by sending you Hints from Helen, a monthly refresher on various facilitation techniques.
- Snacks and Refreshments.

Length

This is a two day workshop starting at 9:00 AM and ending by 4:30 PM with 2 scheduled 15 minute nourishment breaks and a 1 hour lunch break.

Course Registration Detail

- Your registration will be confirmed once payment is received.
- Participant course cancellation fee: \$50 per course.
- Participant rescheduling fee is \$25 [for each occurrence].
- Course fee is not refundable if Participant cancels within two weeks of the course.
- Participant substitutions may be made at anytime by calling or e-mailing our office.
- A confirmation letter will be mailed to you indicating workshop location, time, plus tips on how to get the most from your professional development workshop.
- Ask about our special rates – for multi-participation in one course, or several courses.

We reserve the right to reschedule our workshops due to low registrations.

** Your fees will be reimbursed or registration rescheduled at no charge to you.**

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