Requirements Elicitation and Review

1 Day | Virtual and Face-to-Face

It's not enough to merely take orders from business stakeholders. Getting the requirements right means not just documenting what stakeholders say but digging into their statements (or *eliciting*) to understand what they mean. This course supports those efforts by providing students the essential elicitation and review skills they need to identify the right solutions and drive significant value on their projects. Students learn repeatable steps and practice techniques to begin elicitation, stay organized, enable critical thinking, and confirm requirements.

An extensive list of requirements gathering techniques are covered in this course. Having a long list of techniques to choose from allows the analyst flexibility in their approach to gain maximum insight. Students will learn how to plan their elicitation within the scope of their analysis and determine which requirements elicitation techniques are appropriate based on stakeholders, project type, methodology, and complexity. A comprehensive job aid is provided as a quick reference to define each elicitation technique, suggestions for when to use it, and how to use the technique.

Participants also learn where AI may assist business analysis work, such as helping organize information, generate draft content, or review a work product. The emphasis is on using AI thoughtfully while building the judgment needed to evaluate and improve the results.

This course is taken as part of our 4-day Essential Skills for Business Analysis course and supports the standards outlined in both the *IIBA's BABOK®* and *PMI's PBA*.

Learning Objectives

- Define business analysis and requirements
- Elicit requirements from stakeholders using a variety of effective techniques
- Select the most appropriate elicitation technique for the desired results
- Use active listening skills to ensure you hear and verify what stakeholders are really trying to say
- Learn techniques to review and validate requirements
- Practice creative thinking skills to engage stakeholders, uncover needs, and identify new approaches and ideas

Intended Audience

This course is designed for individuals from any discipline who are performing elicitation activities; business analysts, project managers, business systems analysts, product managers, product owners, system architect, process engineers, requirements engineers, or any other project team member.

Prerequisites

None

Learning Topics

Introduction

- Define business analysis
- Discuss what requirements are and how they are utilized in analysis
- Discuss how AI tools may support selected business analysis activities
- Explain why analysts need to understand business analysis techniques in order to evaluate AI-assisted outputs
- Introduce the importance of analyst judgment, stakeholder validation, and review of AI-assisted work

Putting Requirements Elicitation into Practice

- Describe requirements elicitation and techniques available
- Learn how to use 13 different elicitation techniques to understand stakeholder requirements:
  - Interviews
  - Brainstorming
  - Requirements Workshops
  - Collaborative Games
  - Focus Groups
  - Prototypes
  - Document Analysis
  - Benchmarking
  - Market Analysis
  - Data Mining
  - Surveys
  - Observation
  - Visualization Techniques
- Improve your elicitation skills by:
  - Practicing several elicitation techniques
  - Utilizing active listening techniques
  - Enhancing critical thinking skills
  - Using various techniques for increased brainstorming results
- Use AI to help generate possible elicitation questions or organize notes from a scenario
- Review AI-assisted elicitation content for relevance, clarity, missing questions, and unsupported assumptions

Making Elicitation Work

- Describe the considerations for planning elicitation
- Choose the most appropriate elicitation technique(s) for your project
- Match elicitation techniques to your stakeholder's learning style
- Ensure the right people are involved in elicitation activities
- Validate your elicitation results
- Discuss where AI may assist with elicitation planning, preparation, and summarization

• Evaluate AI-assisted summaries for accuracy, missing context, and information that still requires stakeholder validation
Course Summary
• Bringing it all together • Develop an Action Plan with next steps on the student's current project
Appendix – Job Aids
• Elicitation Techniques – What, When, & How • Elicitation Planning Worksheets

This class is a part of the **B2T Training Business Analyst Certification Program**. For more information on the program, please see our Certification page.