Agile Teams Coaching (ICP-ACC Certification)

3 Days | Virtual and Face-to-Face

An effective Agile coach helps guide teams on their journey to agile maturity. They oversee the progression of an agile team to ensure the team's delivery of value to the organization. An effective Agile coach guides a team through the implementation of agile processes and is charged with encouraging teams and leadership to embrace the agile mindset. The Agile Coach's goal is to give agile teams the knowledge, tools, and training so that they'll be able to leverage agile to its full potential. They ask the right questions, provide mental and growth models, and challenge teams to deliver valuable solutions to the customer.

Students who demonstrate understanding and application of the course materials will receive the ICAgile Agile Coaching (ICP-ACC) certification.

Learning Objectives

- Perform key professional coaching skills and know when to use them
- Practice mentoring by offering their knowledge and sharing their experience while keeping accountability for taking action
- Utilize insights from adult learning to amplify teaching, whether it's teaching the agile basics or teaching an advanced agile technique
- Properly use many facilitation techniques with teams and emulate the expert modeling offered throughout the class
- Understand team culture and relationships, the evolution of team development, how to move teams toward health and high performance, and practice designing a team start-up or reset
- Articulate the key role of the Coach and understand how to help people change, specifically related to their agile role transition. Prepare yourself to conduct a pivotal conversation
- Use different perspectives and determine ways to actively work with what they discover
- Change the relationship with conflict and help the team learn to handle conflict well
- Consciously "design" coaching/mentoring relationships
- Craft their personal coaching stance

Intended Audience

People with previous experience in agile frameworks who are interested in the practice of coaching.

Prerequisites

Participants should have previous knowledge and experience in applying agile frameworks such as Scrum, Kanban, or SAFe.

Learning Topics

Topic
Professional Coaching

• What is an Agile coach?
• The Agile Coaching Framework
• Understanding servant-leadership
• The coaching stance
• Coach abilities and mindset
• The coach as a professional coach
• Eleven core competencies of coaching
    o Set the foundation
    o Co-create the relationship
    o Communicate effectively
    o Facilitate learning and results
• A coaching competency model – GROW
• The coach profile
• Coaching learning principles

Coach as a Team Coach and High-Performance Teams
• Systemic Thinking • Team comprehension • Integral theory • Handling dysfunction in a team • Management 3.0 basics • Root cause analysis • Handling GroupThink • The Coaching Conversation Arc
Coach as a Mentor
• Mentor attitude • Coach versus Mentor • Dealing with resistance • Successful change management • Conducting the mentoring conversation
Coach as a Teacher – Facilitator
• Teaching skills • Learning styles • Effective teaching approaches • Chunking your content

Understanding Yourself and the Team
• Emotional intelligence
• Intrapersonal intelligence
• Empathy
• Non-violent communication
• Agile role transitions and the Agile Coach
Defining the Coaching Alliance/Contract
• Establishing the coaching process
• Defining the goals
Closing
• Review
• Retrospective
• Class closing