



Facilitating a Requirements Workshop

3 Days | Virtual and Face-to-Face

Facilitating conversations—whether in person or remote—is essential for helping teams define requirements, make decisions, and reach consensus. This course introduces practical facilitation techniques you can use in structured workshops or smaller group discussions.

Participants will practice facilitation techniques specific to gaining a shared understanding of requirements. 60% of class time is spent in interactive, real-world business case studies. Each student will have the opportunity to practice facilitating multiple requirements sessions in a "safe" environment with personalized feedback.

The hands-on exercises in this course require students to plan a requirements workshop, identify the correct techniques and questions to use with the group, and facilitate the group to consensus using one of the learned techniques. This course supports and expands on techniques in the IIBA BABOK® *Guide*.

Learning Objectives

- Facilitate using proven techniques for eliciting detailed business, functional, and non-functional requirements
- Identify when and how to use each technique
- Develop confidence and a skill set to conduct requirements workshops, whether face-to-face or with remote participants
- Actively practice learned skills and techniques
- Use a requirements planning session template
- Prepare the participants for the requirements session
- Perform each facilitation role through role playing each session
- Conduct the session, staying focused on the core requirement that was planned as a deliverable
- Select which facilitation technique to use for each core requirement(s) being gathered
- Complete checklists for managing and conducting the session
- Facilitate a requirements workshop including remote participants (if desired)

Intended Audience

This course is designed for experienced business analysts involved with requirements elicitation and analysis. Students are expected to understand the purpose of business and functional requirements.

Prerequisites

We recommend that students first attend our [Essential Skills for Business Analysis](#) class or have experience in project scope definition, eliciting requirements from subject matter experts, and understanding how business requirements fit into the entire systems development effort.

Learning Topics

Topic
Introduction
<ul style="list-style-type: none">• Understand the definition of and purpose for a facilitated session• Review each role in a facilitated session, including acceptable and unacceptable behaviors• Learn guidelines for requirements facilitators
Tools & Techniques
<ul style="list-style-type: none">• Review presentation skills• Learn facilitation techniques for both in-person and virtual sessions, including:<ul style="list-style-type: none">◦ Brainstorming◦ Decision-making and consensus building◦ Models, graphics, and other visualizations◦ Root Cause Analysis◦ Flowcharting• Explore techniques for managing group interactions:<ul style="list-style-type: none">◦ Encouraging participation◦ Maintaining focus◦ Responding to issues during sessions• Adapt facilitation techniques to the stages of group development/productivity
Student Workshop
<ul style="list-style-type: none">• Conduct a mini-requirements workshop• Practice techniques used for requirements workshops
Session Feasibility
<ul style="list-style-type: none">• Determine when requirements workshops are appropriate• Review the core requirements components and discuss how they are best gathered• Learn when not to use requirements workshops• Practice determining session need using real-world scenarios

Student Workshop
<ul style="list-style-type: none"> • Lead a session to teach and utilize various facilitation techniques as assigned by the instructor • Observe and give feedback for each session
Planning and Preparing for a Facilitated Session
<ul style="list-style-type: none"> • Develop a plan for one or more facilitated sessions to elicit needed requirements • Prepare for a session: <ul style="list-style-type: none"> ◦ Outline the goals and requirements deliverables ◦ Select session participants and determine if pre-session interviews are appropriate • Student Workshop: <ul style="list-style-type: none"> ◦ Utilize the Session Plan Summary Template, Session Plan Template, and Session Agenda Template to plan and prepare for a facilitated session
Conducting the Session
<ul style="list-style-type: none"> • Learn tools for conducting a session: <ul style="list-style-type: none"> ◦ Utilize a checklist for managing the session ◦ Create a follow-up action plan • Understand how to follow up on a session: <ul style="list-style-type: none"> ◦ Produce the final requirements document ◦ Share session feedback ◦ Determine the next steps to finalize the requirements
Student Workshop
<ul style="list-style-type: none"> • Conduct a requirements workshop using the plans developed in the prior student workshop • Produce a requirements deliverable using one or more of the facilitation techniques learned in class • Personal feedback will be provided to drive skill development
Course Summary
<ul style="list-style-type: none"> • Course retrospective • Develop a Post Class “Go Do It!” Plan with next steps for the student’s current project



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