

## FACILITATION SKILLS FOR THE BUSINESS ANALYST (BUS6012)

2 DAYS

A key competency of the business analyst is effective facilitation; an essential set of skills for working with a group of stakeholders to elicit, document, analyze, validate and achieve consensus on requirements. Participants develop the ability to elicit requirements in a workshop setting while managing the group dynamics. Participants build confidence facilitating requirements workshops and dealing with difficult stakeholders. Through interactive role play, participants learn and practice the unique facilitation challenges facing business analysts today.

### How You Will Benefit

Improve your ability to elicit requirements in a workshop setting while managing the group dynamics. Build confidence facilitating requirements workshops and dealing with difficult stakeholders.

#### In this course, you will learn to:

1. Plan and lead a requirements workshop
2. Apply active listening skills
3. Elicit requirements while managing the dynamics of the group
4. Deal with difficult stakeholders and conflict.
5. Lead a group to a consensus agreement

Students will practice their new skills in a variety of requirements gathering sessions, including interviews, small group sessions, larger, formal group sessions, virtual meetings and on-site observation.

Students provide constructive feedback to one another throughout the workshop.

### Course Description

#### Facilitation and Business Analysis

- Explain what facilitation is, and how it fits within the context of business analysis.
- Recognize the challenges facing the business analyst who is also the facilitator.

#### The Facilitator's Toolkit

- Agenda, parking lot, ground rules.
- Establish your authority to facilitate the session.

#### Preparation

- Explain the 5 key steps in any facilitated session.
- Plan a workshop.

#### Brainstorming and Other Structured Facilitation Techniques

- Apply a variety of structured approaches to brainstorming:
  - Root cause analysis
  - SWOT analysis
  - Force Field analysis.

#### Active Listening

- Become more aware of your non-verbal communication.
- Use paraphrasing to achieve a shared understanding of requirements.

#### Time Management

- Recognize and deal with the time challenges facing team members.
- Plan and manage meeting time effectively.

#### Task Management

- Apply a structured approach to analysis.
- Use business analysis artifacts to help guide the process.

#### Consensus Building

- Ensure the participation of all, and handle the "dominator".
- Understand negotiation strategies.
- Apply a variety of voting techniques to achieve consensus.
- Apply prioritization techniques.

### Attend This Course If You

Intend to lead or participate in requirements elicitation workshops or structured walkthroughs to validate requirements.

ALGONQUIN COLLEGE CORPORATE TRAINING specializes in industry-focused training solutions that equip employees with the knowledge, skills and expertise needed to succeed in their day-to-day work, to advance in their careers and to build organizational capacity.

For more information, contact us at (613) 727-7729 or visit [www.algonquincollege.com/corporate](http://www.algonquincollege.com/corporate)

## Key Topics Covered

1. Design and plan a requirements workshop
2. Moderate discussions among participants
3. Control the agenda ensuring the group's objectives are achieved
4. Apply and promote active listening skills and lead a group to a consensus
5. Recognize and address dysfunctional behaviour in a group
6. Elicit project requirements while managing the group dynamics

## How to Register

Call **(613) 727-7729**

Email [training@algonquincollege.com](mailto:training@algonquincollege.com)

Each course is held at Algonquin College Learning Centre, 700 Sussex Drive, 2nd Floor, Ottawa ON K1N 1K4

Dedicated sessions are available at our site or at your location.

## About BA Essentials

- Each course in the program includes practical exercises that allow you to build knowledge and skills.
- Our instructors are skilled business analysts with many years of experience in the field.
- Students successfully completing the 7 courses in three years will receive an Algonquin College certificate in Business Analysis Essentials

Courses in the **Business Analysis Essentials** program include:

1. Fundamentals of Business Analysis
2. Accelerated Requirements Elicitation and Analysis
3. Facilitation Techniques for Business Analysts
4. Modeling Business Processes and Workflows
5. Use Case Modeling
6. Validating and Testing Requirements
7. Business Analysis in an Agile Environment

Most of the courses can be taken in or out of sequence to complete the full program, although we strongly recommend that you take the Fundamentals of Business Analysis course first, even if you are an experienced business analyst.

You can also take individual courses to fill knowledge and skills gaps.

Algonquin College is an Endorsed Education Provider™ (EEP™) of IIBA. Courses in the BA Essential program are eligible for Professional Development hours (PD hours) for certification and Continuing Development Units (CDUs) for recertification. This course is eligible for 16 PD Hours/CDUs.

Algonquin College is a Global Registered Education Provider (R.E.P.) of the Project Management Institute. Courses in the BA Essentials program are eligible for PMI® Professional Development Units (PDUs). This course is eligible for: 16 PMP® Technical PDUs or 16 PMI-Professional in Business Analysis (PMI-PBA)® PDUs.

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