Professional Scrum Facilitation Skills (PSF) Training

Duration: **1 Day**

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Overview

Professional Scrum Facilitation Skills™ (PSF) is an interactive workshop designed to help Scrum practitioners strengthen their facilitation capabilities and develop the mindset required to guide effective collaboration within Scrum Teams.

Scrum encourages teams to take ownership of decision-making and problem-solving. However, achieving productive collaboration is not always straightforward. Teams may encounter challenges such as low participation, conflicting opinions, unclear goals, or difficulty reaching consensus. Strong facilitation skills help teams navigate these situations and achieve better outcomes.

Throughout this course, participants learn how to apply facilitation principles, select appropriate techniques for different scenarios, and create environments where collaboration, engagement, and effective decision-making can thrive.

Prerequisites

Participants should already possess a solid understanding of Scrum principles and practices.

This course is not recommended for individuals who are new to Scrum or have limited Scrum experience.

Who Should Attend

This course is ideal for:

- Scrum Masters
- Scrum Team Members
- Agile Coaches
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- Agile Consultants
- Professionals seeking to improve team collaboration and engagement

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What You Will Learn

By the end of this course, participants will be able to:

- Develop a facilitative mindset
- Apply core facilitation principles in challenging situations
- Understand the relationship between Scrum Values and effective collaboration
- Select appropriate facilitation techniques for different team scenarios
- Improve Scrum events and team interactions
- Encourage participation and diverse viewpoints
- Support teams in reaching shared decisions
- Understand how group dynamics influence outcomes
- Build a practical toolkit of facilitation techniques for real-world use

Outline

Introduction to Facilitation

Topics Covered

- What facilitation means in Agile environments
- The role of facilitation in Scrum
- Facilitator responsibilities
- Enabling collaborative decision-making

Developing a Facilitative Mindset

Topics Covered

- Facilitation as a leadership stance
- Neutrality and guidance
- Supporting self-managing teams
- Creating psychological safety

Scrum Values and Collaboration

Topics Covered

- Applying Scrum Values in team interactions
- Building openness and transparency
- Encouraging participation
- Strengthening trust within teams

Addressing Common Scrum Challenges

Participants explore real-world Scrum scenarios and practice selecting effective facilitation approaches.

Example Scenarios

- Low engagement during meetings

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- Teams struggling to reach agreement
- Discussions drifting away from objectives
- Conflict within Scrum Teams
- Difficult decision-making situations

Facilitating Scrum Events

Supporting Scrum Events

- Sprint Planning
- Daily Scrum
- Sprint Review
- Sprint Retrospective

Facilitation Techniques

- Structured discussions
- Decision-making frameworks
- Participation techniques
- Visual collaboration tools

Encouraging Diverse Perspectives

Topics Covered

- Leveraging diversity of thought
- Creating inclusive discussions
- Managing differing viewpoints
- Building consensus effectively

Group Dynamics and Decision-Making

Topics Covered

- Understanding team behavior
- Group dynamics and influence
- Collaborative decision-making
- Strengthening team alignment

Facilitation Toolkit

Participants leave with a collection of practical facilitation methods that can be applied in a variety of Agile situations.

Techniques Include

- Meeting opening and closing activities
- Brainstorming methods
- Prioritization techniques
- Decision-making frameworks
- Engagement and participation tools

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Personal Facilitation Action Plan

Throughout the course, participants develop a personal facilitation plan designed to improve their next Scrum event, workshop, or team discussion.

Certification and Assessment

All participants who complete the course receive access to the Professional Scrum Facilitation Skills assessment.

Assessment Details

- Passing Score: 85%
- Duration: 30 Minutes
- Number of Questions: 20
- Format: Multiple Choice
- Language: English

Participants who attempt the assessment within 14 days of the course and do not achieve a passing score may be eligible for a second attempt at no additional cost.