



## **BA002 – Facilitating Skills for Business Analysts**

**Course Duration:** 3 days

Business Analysts as facilitators play a key role in today's complex organizations, especially in empowering groups of people to work effectively together to achieve their task. Business Analysts needs to understand group dynamics, help clarify what's to be achieved, assist in overcoming obstacles and enable the group to succeed.

**PDU Earned:** 14 IIBA™ Continuing Development Units™ (CDUs)

### **Intended Audience:**

- New and experienced Business Analysts who strive to maximize their potential

### **Prerequisites**

- General prerequisites include basic business level proficiency in verbal and written English.

### **Course Outline:**

#### **Day 1**

##### **Introduction**

- What is Facilitation?
- What is the role of and responsibilities of a facilitator and the key skills required?
- Discuss what you need to get the most out of groups
- Effective team working; purpose, goals, roles and procedures
- Discuss different group dynamics and individual behavior
- The importance of building rapport with different groups

##### **Basics of Communications**

- What are Communications components
- Discuss Verbal and Nonverbal communication
- Importance of Active listening
- Understanding Cultural differences

#### **Day 2**

##### **Individual Elicitation Techniques**

- Project Stakeholders
- Interviews
- Questionnaires
- Marketing surveys (paper, phone, email, web)
- Observation
- Wearing someone's shoes
- Prototyping
- Secondary data



## **Group Elicitation Techniques**

- General meeting
- Requirements workshops
- JAD
- Focus groups
- Project Life Cycle Approach to Impact on Meetings

### **Day 3**

## **Meeting Management**

- Facilitator role and skills Preparing the meeting
- Running the meeting
- Brainstorming
- Prioritization techniques
- Resolving conflict Achieving consensus
- Decision analysis
- Documenting results
- Obtaining buy-in and sign-off
- Meeting evaluation

## **Presentation Skills**

- Types of presentations for business analysts
- Audience, goals, focus
- Location and equipment issues
- Mechanics
- Organization
- Text and graphics, including maps, clipart, charts
- Presentation delivery
- Handling Q & A

## **Course Summary**

- Review Business Analysts tasks and skills
- Student questions and answers

This course aligns with and provides topical coverage for all knowledge areas within version 2.0 of the IIBA® Business Analysis Body of Knowledge®.