

Scrum Master Foundations and Practice

Framework, facilitation, coaching and team improvement

FA-0685 · 3 days

Others

Introduction

A three-day introduction to Scrum and Scrum Master practice through discussions, simulations and selected facilitation exercises. Examine the framework, team accountabilities, events, artifacts, impediments and organisational adoption.

The course is independent of any certification body. It does not confer a certification or guarantee effective team performance; certification pathways and assessment requirements are reviewed separately if relevant.

Learning outcomes

- Explain Scrum values, empirical pillars and team accountabilities.
- Describe the purposes of Scrum events, artifacts and their commitments.
- Practise selected facilitation and communication techniques in a simulation.
- Identify impediments and compare coaching, collaboration and escalation options.
- Evaluate a small improvement proposal and identify further learning or certification requirements.

Prerequisites

- Understanding of Project Management: Basic knowledge of project management principles is beneficial.
- Interest in Agile Methodologies: A keen interest in learning and applying agile practices in the workplace.

Training outline

1. Day 1 — Scrum Framework and Accountabilities

- Agile Methodologies: Principles and Values
- Overview of Scrum: History, Values, and Pillars
- Scrum accountabilities, events and artifacts

Roles and Responsibilities

- Product Owner, Scrum Master and Developers within a self-managing Scrum Team
- Responsibilities and Expectations of a Scrum Master
- Supporting self-management and cross-functional collaboration

Artifacts and Commitments

- Product Backlog ordering and refinement; Product Owner accountability
- Sprint Backlog Planning and Management
- Understanding the Increment and Definition of Done (DoD)

Relate the Product Backlog, Sprint Backlog and Increment to the Product Goal, Sprint Goal and Definition of Done. Distinguish Product Owner ordering from Developers' planning and the Scrum Master's support role.

2. Day 2 — Events, Facilitation and Impediments

- Planning and Facilitating Sprint Planning Meetings
- Daily Scrum purpose and Developers' ownership
- Sprint Review: inspect outcomes with stakeholders and adapt future work
- Sprint Retrospective: Fostering a Culture of Continuous Improvement
- Facilitation techniques appropriate to Scrum events
- Enhancing Team Collaboration and Communication
- Conflict Resolution and Building Team Cohesion

Removing Impediments

- Identifying Common Impediments in Scrum Teams
- Techniques for Removing Obstacles and Blockers

- Empowering Teams to Overcome Challenges

The Daily Scrum is a Developers' event, not a mandatory status report to a Scrum Master. Practise an appropriate event or conflict discussion and identify how to cause impediment removal without taking away team self-management.

3. Day 3 — Coaching, Adoption and Continuous Improvement

- Coaching Techniques for Scrum Masters
- Supporting Product Owners and Developers without replacing their accountabilities
- Supporting Agile Transformations in Organizations

Scaling Scrum

- Introduction to Scaling Scrum: Frameworks and Considerations
- Addressing Challenges in Scaling
- Selected scaling approaches and context-dependent trade-offs

Continuous Improvement and Advanced Topics

- Selected continuous-improvement techniques and feedback
- Metrics: purpose, limitations and avoidance of misleading performance proxies
- Reflecting on practices while preserving Scrum's essential framework

Learning and Certification Awareness

- Exam Preparation Tips and Resources
- Continuing Your Journey: Advanced Certifications and Learning Paths
- The Role of a Scrum Master in Evolving Agile Landscapes

Compare a bounded organisational-adoption scenario and metrics with their limitations. Additional scaling approaches are optional practices, not mandatory elements of the Scrum Guide. Review the specific requirements of any independently chosen certification rather than promise exam eligibility or success.