

Course BA210: Facilitating Requirements for Business Analysis

Course Duration: 2 days

Prerequisite Courses: none

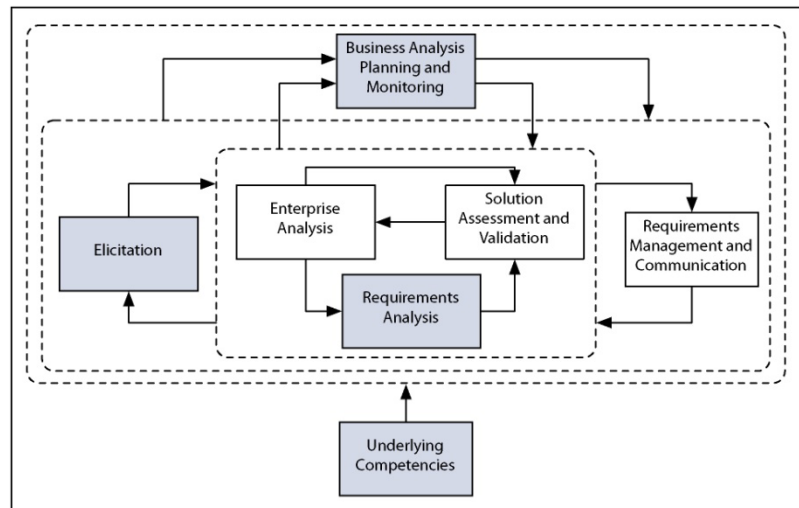
Certification: Earn 14 IIBA™ Continuing Development Units™ (CDUs).



Achieveblue™ is an Endorsed Education Provider™ with the International Institute of Business Analysis™. This course has been officially endorsed as part of Achieveblue’s business analysis curriculum within that program.

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

- Elicitation
- Requirements Analysis
- Business Analysis Planning and Monitoring
- Underlying Competencies.



Course Overview

Intended Audience:

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

Prerequisites:

We recommend that students first attend our **Essential Skills for the Business Analyst** class or have experience in project scope definition, gathering requirements from subject matter experts, and understanding how business requirements fit into the entire systems development effort.

Positioning:

The art of bringing people together, face-to-face or remotely, to gather requirements and gain consensus on solutions is a critical success factor for all business analysts. This course teaches facilitation techniques that can be used for structured sessions and “facilitation-on-the-fly.” This course goes beyond traditional facilitation training by focusing on facilitation techniques specific to gathering business and functional requirements.

Students will spend 60% of class time participating in interactive, real-world business case studies and performing each key role in at least one session. The workshops in this course require students to plan the requirements gathering session, develop the correct questions to ask the group, and facilitate the group to a consensus on the requirements using one of the learned techniques. Students will conduct a requirements gathering session for at least one requirement deliverable (i.e., context level dataflow diagram, workflow diagram).

In this course students will learn to:

- Facilitate using proven techniques for business requirements gathering.
- Identify when and how to use each technique.
- Develop confidence and a skill set to conduct facilitated sessions.
- Actively practice learned skills and techniques.
- Use a requirements planning session template.
- Prepare the participants for the requirements gathering session.
- Perform each facilitation role through role playing each session.
- Conduct the session to stay focused on the core requirement that was planned as a deliverable.
- Select which facilitation technique to use for each core requirement being gathered.
- Complete checklists for managing and conducting the session.
- Facilitate a requirements gathering session.

Topical Outline

Introduction to Facilitating Requirements for Business Analysis: 1 hour

- Learn guidelines for requirements facilitators.
- Set session rules and manage the session.
- Learn reactive techniques to use during the session:
 - Encourage participation.
 - Manage group focus.
 - Manage group conflict.
 - Consider remote facilitation techniques.

Student Workshop: 1.5 hours

- Conduct a mini-facilitated session.
- Practice techniques used for facilitated sessions.

Session Feasibility: 1 hour

- Determine when facilitated sessions are appropriate:
 - Determine need/requirements deliverable desired.
 - Determine commitment level.
 - Determine risks.

- Practice determining session need using real-world scenarios.
- Review the core requirements components and discuss how they are best gathered.
- Learn when *not* to use facilitated sessions.

Planning and Preparing for a Facilitated Session: 4 hours

- Plan the session:
 - Determine the number session(s) needed and the length of the session(s).
 - Document the purpose of the session.
 - Identify potential participants.
 - Define session requirements deliverables.
 - Document the plan using session planning templates.
- Prepare for a session:
 - Outline the goals and requirements deliverables.
 - Select session participants and determine if pre-session interviews are appropriate.
 - Learn facilitation techniques:
 - Brainstorming
 - Consensus building
 - Flowcharting
 - Force field analysis
 - Hip pocket techniques
 - Nominal group
 - Root cause analysis
 - Storyboarding
 - Facilitating across distance
 - Develop focused questions to gather requirements:
 - Direct
 - Open-ended
 - Clarifying
 - Leading
 - Re-focusing
 - Create a detailed agenda for the facilitation team.
 - Learn group-oriented facilitation techniques.
 - Create a formal agenda for the session participant.
 - Orient the facilitation team.
 - Prepare the facilities.

Student Workshop: 3.5 hours

Each student will practice elicitation techniques in a facilitated session. Personal feedback will be provided to drive skill development.

Conducting the Session: 1 hour

- Learn the stages of group development/productivity.
- Facilitate decision making – work toward consensus.
- Conducting the session:
 - Introducing the session.
 - Managing the session.
 - Creating a follow-up action plan.
- Review/approve requirements deliverables.

Student Workshop: 7 hours

- Plan and conduct a requirements gathering facilitated session.
- Use one or more of the learned facilitation techniques.
- Produce the requirements deliverable using one of the facilitation techniques.
- Personal feedback will be provided to drive skill development.

Session Follow-Up: 1 hour

- Produce the final requirements document.
- Share session feedback.
- Determine the next steps to finalize the requirements.

Contact us for more information at 416-236-3005 or info@achieveblue.com



www.achieveblue.com | 1 Kingsmill Road, Suite 200, Toronto, Ontario, Canada M8X 2N7