Qualified Scrum Master-II

Strengthen your facilitation, coaching, and conflict resolution skills and learn to support teams across boundaries. Ideal for Scrum Masters with initial practical experience who want to increase their impact within the organisation.

Thematically, the course is geared towards people who ideally already have a year of experience working in the Scrum Master role, as in addition to the prescribed content, the programme consists of a series of reflections and discussion on what participants have already seen in the field. We will learn together how to be more effective in the Scrum Master role.

Prerequisites:
- Qualified Scrum Master-I certificate (or equivalent prior achievement)
- One year of professional experience as a Scrum Master

Preparatory reading and pre-course exercises will be provided over our online learning platform.

To gain the Qualified Scrum Master-II certificate, participants will need to pass an online test after the course. All related details and information will be provided during the course.

Your Take-Aways

- know how to actively embed Scrum values within your team
- know how to facilitate complex meetings and manage conflicts
- effectively coach teams towards self-organisation
- know how to shape continuous improvement processes – even across multiple teams
- support teams on their journey to high performance
- your own toolkit of facilitation and coaching techniques
- be ready and well prepared to take the Society for Adaptive Organisations certification exam
- understand how artificial intelligence tools could help you in the role

Course Organisation

The course with a total contact time of 24 hours is delivered in presence or in interactive online mode. The course is split in various modules, none of which exceeds two hours, with short breaks as needed and sufficiently long breaks between the sessions. The actual times for breaks are agreed upon in the group at the beginning of the course.

Pre-course and post-course activities are part of the training and are presented via our interactive online learning platform in various formats (video, text, quizzes, worksheets, further reading, ...).

Course Agenda

- the importance of Scrum Values for high-performing teams and cross-team collaboration
- understanding Scrum Values as the basis for collaboration and problem-solving
- effectiveness of the Scrum Values in scaled environments
- measures to promote Scrum Values in daily work and multi-team contexts
- how to successfully guide teams and individuals in applying the Scrum Values in their specific environment
- elements of facilitation for meetings, events and workshops
- advanced facilitation in complex, potentially cross-team situations
- facilitation techniques for decision-making in scaled environments
- Scrum Team dynamics: within the team as well in cross-team settings
- appropriate interventions for collaboration among multiple teams
- the mechanisms, challenges and potential of conflict
- elements of coaching: fundamentals of Solution Focused Coaching
- use of artificial intelligence tools to support the team dynamics and in team coaching
- re-cap of principles and prerequisites for self-organisation
- self-organisation & coaching in multi-team settings
- typical obstacles (impediments) in large-scale environments and how to deal with them
- continuous improvement processes and backlog refinement across teams
- agile metrics and feedback systems for coordination and improvement in a scaled environment
- how to create a quality Definition of Done
- identification and assessment of stakeholder interests – in more complex, scaled settings
- basic principles of agile scaling
- how to initiate the first practical steps towards scaling
- using artificial intelligence to support your growth as a Scrum Master

Certification Process

After successful participation in the course, participants are granted access to the respective exam to gain the certification issued by the Society for Adaptive Organisations.

https://adaptive-organisations.org/en/certifications/