AI Empowered SAFe® Scrum Master (SSM) - Including Exam

Duration: 2 Days Course Code: SAFE-SM

Overview:

The AI Empowered SAFe® Scrum Master course offers hands-on learning and certification based on proven Agile principles. It equips learners with job-ready skills and a renewable certification to deepen their Agile expertise.
Over the course of this two-day Certified SAFe® Scrum Master course, you will gain a comprehensive understanding of the Scrum Master role within a SAFe enterprise. You will learn how Scrum Masters empower and lead Agile teams, and how to effectively facilitate key Agile events such as iteration planning, team syncs, and iteration retrospectives. The course also covers how to help teams plan, execute, and deliver value using SAFe Scrum and SAFe Kanban practices.
In addition, you will explore the principles of servant leadership to foster high performing, engaged, and continuously improving teams within your organization. The training incorporates responsible AI frameworks to ensure the protection of sensitive team data while maintaining compliance and ethical standards. You will learn how to leverage AI tools for high-impact activities, including facilitation, retrospectives, coaching conversations, metrics analysis, and stakeholder communication—accelerating agility and effectiveness across your team.
Real-World Exercises: Learners will reinforce course concepts through hands-on, scenario-based exercises completed in small groups. Activities include applying AI foundations and prompting to enhance facilitation, coaching, and team effectiveness.
**As a SAFe Scrum Master, you will be required to earn a minimum of 24 Continuing Education Units (CEUs) within your two-year certification cycle. This amounts to 12 CEUs annually.*
Updated 04/2026

Target Audience:

If you have skills in leadership, problem-solving, team dynamics, and guiding others, then youre well-positioned to lead Agile team members and help them thrive and grow. The SAFe Scrum Master training is ideal for:
- Project Management Professional
- HR Professional
- Engineer or Developer
- Customer Support Professional
- Consultant

The SAFe Scrum training program is ideal if you want to excel in Agile environments and contribute effectively to high-performing teams.

Objectives:

- Upon completion of this training, you will be equipped to:
- Empower and lead an Agile team
- Facilitate Agile events such as iteration planning, team syncs, and iteration retrospectives
- Help teams plan, track, and complete their work effectively
- Facilitate Scrum events and foster collaboration and transparency
- Support and enable successful PI execution
- Coach teams to continuously improve performance and outcomes
- Implement DevOps practices for continuous flow and delivery
- Leverage AI-powered insights to improve team planning, predict risks, and optimize delivery outcomes
- Apply AI tools to enhance decision-making, automate routine Agile tasks, and support continuous improvement

Prerequisites:

- There are no formal prerequisites for this course; however, basic knowledge of Agile or Scrum concepts and experience working with Agile teams is recommended.

Testing and Certification

SAFe Scrum Master (SSM) Certification

Exam Duration: 90 Minutes

- of questions: 45
- Passing Score: 73% to pass

Maintaining Your Credential:

As a SAFe Scrum Master, you will be required to earn a minimum of

24 Continuing Education Units (CEUs) within your two-year certification cycle. This amounts to 12 CEUs annually.

The first two exam attempts are included in the course registration fee when taken within 60 days of course completion; if a third attempt is required, a retake fee will be applied. Please refer to the Retake Policy below:

First retake (third attempt overall): Available immediately after the second failed attempt

Second retake (fourth attempt overall): Available 10 days after the first retake

Third retake (fifth attempt overall): Available 30 days after the second retake

Additional retakes: Each requires a 30-day waiting period between attempts

Content:

Module 1: Introducing Scrum in SAFe

- Basic Agile Development Concepts
- Scrum Basics
- The Agile Team in SAFe

Module 2: Characterizing the role of the Scrum Master

- Defining the role of the Scrum Master
- Coaching execution with effective events
- Cultivating high performing teams

Module 3: Experiencing PI planning

- PI Planning Basics
- Draft PI Plans
- Final Plans and Business Value
- Final Plan Review and PI Objectives
- Facilitating PI Planning

Module 4: Facilitating Iteration Execution

- Plan the Iteration
- Track the Iteration Progress
- Refine the Backlog
- Facilitate the Iteration Review
- Facilitate Relentless improvement
- Support DevOps and Release on Demand

Module 5: Finishing the PI

- Coach the IP Iteration
- Prepare the Team for the Inspect and Adapt Event

Module 6: Coaching the Agile team

- AI Foundations ; Prompting
- Responsible AI
- Building an AI-augmented Scrum Master Workflow

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK