

## Agile Coaching Skills - Certified Facilitator (ACS-CF)

**Duration: 2 Days**    **Course Code: CAPACSCF**

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### Overview:

Do you have the facilitation skills needed to support a working group to collaborate effectively and reach their desired outcomes? By attending the Agile Coaching Skills - Certified Facilitator (ACS-CF) course you will explore what it means to embrace a facilitation mindset and how you can foster the perfect conditions for creativity, collaboration and innovation. Attendees will discover a diverse range of models, tools, and visual techniques aimed at enriching their facilitation skills. Through engaging in fun, interactive exercises, participants will gain hands-on experience and receive valuable feedback to further refine their facilitation stance. Completing this course is also a way forward on the path for those who want to become Certified Agile Coaches.

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### Target Audience:

The ACS-CF course is right for:

- Anyone who wants to be an empowering and impactful facilitator
  - Scrum masters on the path to Certified Scrum Professional® – ScrumMaster (CSP®-SM)
  - Agilists on the path to Certified Agile Coach® (CEC or CTC)
  - Anyone interested in growing their career with facilitation skills
  - Anyone who believes in happier teams and better meetings
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### Objectives:

- Discover what a facilitator is and what they do
  - Practice the mindset of a neutral facilitator
  - Learn how to facilitate teams through conflict
  - Understand the needs of different teams
  - Gain social and self-awareness by exploring Emotional Intelligence
  - Gain visual thinking, active listening and storytelling skills
  - Apply the skillset before, during, and after a facilitation event
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### Prerequisites:

This course does not have any prerequisites

### Testing and Certification

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### Follow-on-Courses:

Certified Scrum Professional - ScrumMaster (CSP-SM)

Certified Agile Coach (CEC, CTC)

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## Content:

Throughout the course all participants will have the opportunity to demonstrate their facilitation skills in a safe and fun environment, offering opportunities for feedback and growth.

Part 1: Setting the stage and defining facilitation- You will explore the purpose of facilitation, the facilitation mindset and core competencies.

Part 2: Understanding Group's Context and Needs – You will be introduced to the process of facilitation and how to set conditions that foster Psychological Safety.

Part 3: Agile Framework Values and Principles- You will explore the Scrum Events and how effective facilitation can lead to successful outcomes.

Part 4: The Orientation of the Facilitator-From the Front- You will discover the benefits of divergent, emergent and convergent techniques before embarking on visual thinking and storytelling exercises designed to enhance your communication skills.

Part 5: The Orientation of the Facilitator-From the Back- You will be introduced to active listening techniques that will enhance your ability to understand and respond to the needs of a group, as well as how to receive and deliver feedback constructively.

Part 6: The Orientation of the Facilitator-From the Inside- You will be presented with the 4 dimensions of Emotional Intelligence, how to reflect on your emotions, as well as recognize and influence the emotions of those around you.

Part 7: Co-Facilitation- You will be introduced to the blend of practical and learning-enriching benefits co-facilitation can offer in the delivery of effective facilitation.

Part 8: Facilitating through Conflict- You will gain insight into group dynamics and learn strategies to constructively manage conflicts that may arise during facilitation sessions.

Part 9: Forwarding the action- You will identify effective ways to act on and implement agreed-upon outcomes, including the need to retrospect and identify measures for success

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## Further Information:

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

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