

Certified Agile Facilitator™ (CAF)





Overview

Start here. Facilitation is a core skill for every Scrum Master, Product Owner and Agile Coach, and is extremely useful in almost any role. The Certified Agile Facilitator (CAF) course is recommended for anyone who wants to build their confidence and competence in facilitating groups or teams towards collaborative and meaningful workshop or meeting outcomes.

Facilitation plays a key role in supporting groups as they collaborate, create, and make decisions. This course provides training for individuals interested in developing their facilitation mindset and knowledge. It equips you with a toolbox of skills and exercises to maximise the productivity of your group sessions, whether they are conducted in person or virtually.

The course covers various learning objectives, including understanding the role and responsibilities of a facilitator, adopting a neutral facilitator mindset, effectively guiding teams through conflicts, recognising the unique needs of different teams, ensuring that all voices are heard, establishing psychological safety, applying facilitation skills before, during, and after an event, cultivating self-awareness as a facilitator, employing visual facilitation techniques to engage participants and make an impact, and practicing facilitation in real scenarios.

Overall, the CAF course is designed to help you become a proficient and effective facilitator, empowering you to lead groups and teams towards successful outcomes while embracing agile principles.

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
- Apply the skillset before, during, and after a facilitation event



Key Topics

Foundations of facilitation

- Definition and purpose of facilitation
- Characteristics and mindset of an effective facilitator
- When and how to adopt a facilitation stance

Understanding group context and needs

- Identifying session purpose and outcomes
- Assessing group dynamics and psychological safety
- Creating facilitation plans for different team scenarios

Facilitation techniques and approaches

- Designing and following facilitation agreements
- Techniques for fostering collaboration and engagement
- Establishing facilitation presence before, during, and after sessions

Managing conflict in facilitation

- Recognising the role of conflict in team dynamics
- Maintaining group safety and positivity
- Managing creative tension and difficult conversations

Continuous improvement and reflection

- Reflecting on facilitation effectiveness
- Seeking and incorporating feedback
- Improving facilitation skills through co-facilitation

Driving Agile facilitation in organisations

- Supporting group decision-making and follow-through
- The facilitator's role in Agile transformations
- Encouraging self-sustaining facilitation practices



Course delivery

2 days course

- **Materials:** A comprehensive participant workbook is provided.
- **Pre-course:** We encourage participants to complete the pre-course work before attending the course. This will help ensure you are well-prepared to fully engage in discussions and activities, maximising your learning experience and achieving the best possible outcomes.

Pre-course work will be sent out 2 weeks prior to course commencement. This includes:

- Articles to read (approx. 30 mins to complete)
- A list of items required for visual facilitation, these can be sourced from home or purchased.

If you choose to purchase items, you will need to allow approximately one week for delivery.

Exam & Certification

There is **no exam for this course**. To receive your certification badge, you must attend and actively participate in the full two-day course.

Who is this course for?

The CAF course is designed for individuals who have a passion for facilitation and want to make a real difference in their careers, industries, and teams.

Facilitation a crucial skill in today's modern world. The course is suitable for various types of individuals, including:

- Practicing or aspiring Scrum Masters
- Agilists working towards becoming an Agile Coach
- Individuals who want to enhance their career prospects through facilitation skills
- Anyone who believes in creating happier teams and improving meeting experiences

Why learn with PM-Partners?

Because we turn your career goals into reality.

Poor project skills are consistently quoted as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team. This means setting clear goals and making a commitment to continuous improvement.

Certification and training is a vital part of this journey. But you need to know which foot to put forward, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

Tell us where you want to go

At PM-Partners we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

Helping to develop professional capabilities for 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify more than 12,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All highly qualified practitioners in their field, they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications in multiple disciplines, including key products in PeopleCert's best practice portfolio, such as ITIL®, PRINCE2® Project Management, PRINCE2® Agile Project Management, PRINCE2® Programme Management, Prince2® Portfolio Management, and P3O®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To find out more about how we can help you or your organisation uplift their capability, contact the experts on 1300 70 13 14.



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Customer story

Listen to Dominic Cain speak about how he went from being a young Chef to a Programme Director.



vimeo.com/pmpartners/customer-story



This course provides you with the appropriate guidelines and tools to excel in the area of programme management. As a global standard I would highly recommend this course to anyone working in or aspiring to work in programme management.

- Claire Powell



Richard kept it interesting and was very knowledgeable and didn't rush ahead if someone had a question, he was attentive to their question and wouldn't move on without it being resolved, I really liked this and found it an uncommon practice in previous training courses (not with PMP).

- Ian Davie



Richard was attentive to the energy of the participants and gave students time needed to address queries. Thank you for the positive experience.

- Sue Ann McKenzie-Smith

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