

Survival Skills for Analysts

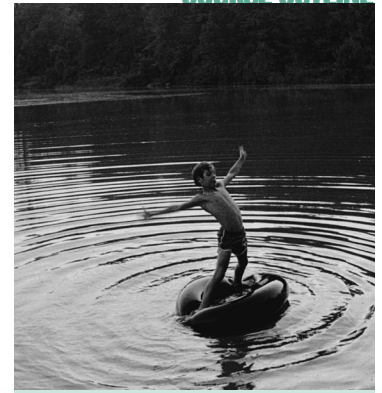
This comprehensive workshop helps business analysts complement their practical systems thinking with a thorough understanding of effective people skills. A few of the many important topics covered in Survival Skills for Analysts include understanding team dynamics and resolving interpersonal conflicts; improving communication skills; planning and managing meetings more effectively and achieving greater consensus and commitment. To help ensure students continue to cultivate these critical skills after completion of the workshop, an action plan is developed for ongoing personal development in the workplace environment.

FEATURES

- Our facilitators bring real-world experience to every workshop.
- Participants will be led, not lectured, through a combination of presentations and hands-on exercises.
- Our workshops provide an experiential environment where participants can take risks and make adjustments based on their results before approaching large projects.
- Our workshop is consistent with the International Institute of Business Analysis' *Guide to the Business Analysis Body of Knowledge (BABOK® Guide)*.

DISCOVER HOW TO

- Appraise group dynamics and effectively manage group situations.
- Identify individual and other stakeholder's Social Styles™ to improve relationships.
- Improve team dynamics and facilitate conflict resolution
- Communicate more effectively and actively listen
- Gain consensus and commitment from team members and other project stakeholders.
- Ask a variety of structured questioning techniques to gather information.
- Conduct an effective interview to gather stakeholder requirements.
- Apply various tools and techniques for problem solving.
- Make a specific plan for ongoing development.



DURATION:
Traditional - 2 days.
Virtual - 16 hours.

CAPACITY: 20 people.

WHO SHOULD ATTEND: those who need to learn practical interpersonal techniques for analysis: business systems analysts, managers, IT professionals, or other business professionals.

PREREQUISITES: Fast Start® in Business Analysis.

PDU: 16 credits.

CDU: 14 credits.

COMPETENCIES

Business Analysis Planning and Monitoring

- Plan Stakeholder Engagement
- Plan Business Analysis Governance
- Plan Business Analysis Information Management
- Identify Business Analysis Performance Improvements

Elicitation & Collaboration

- Prepare for Elicitation
- Conduct Elicitation

Underlying Competencies

- Analytical Thinking & Problem Solving
- Behavioral Characteristics
- Business Knowledge
- Communication Skills
- Interaction Skills
- Tools & Technology

OUTLINE SUMMARY

Introduction

- Overview exercise
- Workshop objectives
- Workshop agenda
- Case study exercise project kick off

Interpersonal Style and Stakeholder Analysis

- Social Style self assessment
- Social Style model
- Versatility and working more effectively with others
- Stakeholder analysis
- Analysis of stakeholder groups
- Case study exercise stakeholder analysis

Team Development

- Importance of relationships
- Team development model
- Team member roles
- 5 dysfunctions of a team
- Virtual teams
- Case study team assessment

Effective Communication

- Communication process and breakdown
- Nonverbal communication
- Communication filters
- Listening
- Planning communication
- Case study listening practice

Questioning and Interviewing

- Types of questions
- B-PER questioning model
- Preparing and conducting interviews
- Case study exercise questions and interviews

Problem Solving

- 5 step problem solving process
- Determine problem, analyze root cause
- Generate ideas for future state
- Choose the solution
- Implement the solution
- Evaluate solution performance
- Case study exercise problem solving and root cause analysis

Conflict Management

- Conflict styles
- Conflict management
- Gaining consensus
- Achieving commitment
- Case study exercise conflict management

Meeting and Facilitation

- Effective meetings
- Meeting preparation
- Virtual meeting best practices
- Managing disruptive behavior
- Effective facilitation
- Low intervention facilitation
- Case study exercise meetings and facilitation

Improving Business Analysis Performance

- Objectives revisited
- Business analysis performance and plan
- Performance measurements and improvements

Individual Action and Development Plan



Get to the Heart of the Matter.®