



# Certified Agile Facilitator (CAF)



Offering training programs in partnership with



Training  
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Agile is our Passion

Simplifying Agile



## Certified Agile Facilitator (CAF)

### Overview

The Agile Facilitation Workshop is an Instructor Led Live Online training program that is offered in 10 sessions. Each session is one and half hour in duration. Collaboration and self-organization are central to Agile teams. Moreover, Agile emphasizes an empirical approach of inspection, adaptation, and transparency. As a result, work in an Agile team is characterized by frequent group interaction - for planning, coordination, review, reflection, and even for pure team building and alignment of purpose. This all adds up to the fact that one of the first and most essential skills for an Agile Coach is the ability to effectively facilitate group interactions – of all kinds. This hands on, interactive workshop teaches you from the ground up what it takes to be a successful Agile Team Facilitator, and gives you plenty of practice in doing so. It would dramatically increase participants’ facilitation skills in general, especially as applied to Agile ceremonies, collaborative events and other team “moments of truth.” The workshop will focus on professional facilitation skills and techniques as applied specifically within the Agile context.

It covers:

- The mindset and core behaviors required for successful facilitation
- Basic facilitation methods for handling group interactions and decision making, including challenging behaviors and how to address them
- Diagnosing and handling dysfunctional teams
- How to specifically facilitate the common practices of Agile Teams: Release and Sprint Planning, Daily Stand-ups, Reviews, and Retrospectives, as well as Project Chartering

From this course, you will walk away with a full tool kit of facilitation principles, techniques and practices, along with hands-on experience in their application.

This two day course prepares current and aspiring Agile coaches with processes, practices, mindset and skills to facilitate and coach team ceremonies.

**Format:** In-Person  
OR  
Live Online

**Total Hours:** 15

Agile Team Facilitator handles group interactions and decision making, including challenging behaviors and how to address them using facilitation techniques and tools.



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### Who should attend? Who will benefit from the workshop?

This course is designed for:

- Project, Program, and Portfolio Professionals who aspire to take up the role of an Agile Coach.
- Scrum Masters, BAs, QAs, Agile Project/Program Managers or Iteration Managers who want a more comprehensive understanding of the complete range of business and Agile facilitation skills.
- Agile coaches who want to enhance and improve their professional skills as Agile Facilitator and professional coaches.
- Coaches who wish to increase the ability to break through seemingly insurmountable problems with their teams and associated dysfunctions.
- Agile managers, Product Owners and others wishing to access a broader range of skills in working with teams.
- Skilled coaches who wish to polish their skillsets and learn a few new tricks and techniques.
- Functional managers or Scrum Masters with some experience as an Agile coach, but when Agile seems like it is not working for your teams.
- Someone coaching or mentoring Agile teams that get caught in a rut or just going through the motions and not making progress.

### Pre-Requisites

Knowledge of Agile Manifesto and Agile Methods (Scrum or Kanban or XP) would be very helpful. The class prepares you to act as a “servant leader” on agile teams and leave with ideas for helping them as soon as you get back to your work environment.

### Highlights

- One-of-a-kind training focusing on mindset and core behaviors required for successful facilitation.
- Highly interactive training program that makes ample use of discussions, group activities, and real-life scenarios and challenges to enhance participants’ learning experience.
- Learn to turn Agile Teams into High Performance Teams by utilizing Agile Facilitation techniques .



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## Course Outline

### 1. Introduction to Facilitation

- Defining Agile Team Facilitation
- Levels of Agile Coaching - Agile Team Facilitator
- What is Facilitation?
- What Facilitation IS and IS NOT
- Facilitation Deliverable

### 2. Facilitation

- Facilitation
- Facilitation vs. Coaching vs. Mentoring

### 3. Facilitator - Soft Skills

- Communication
- Active Listening
- Emotional Intelligence
- Facilitation

### 4. Agile Facilitation Framework

- Throughout: Dealing with Dysfunctions
- Before the meeting
- During the meeting
- After the meeting

### 5. Agile Team Facilitator—Role and Stance

- Agile Team Facilitator Role
- Agile Facilitator Stance: Corner Stones
- Agile Facilitator Stance: Focus Areas

## Summary

An Agile Facilitator drives teams beyond just getting agile practices/processes up and running and helps them achieve high levels of performance.

Certified Agile Facilitator (CAF) training program covers facilitation principles, techniques and practices, along with hands-on experience in their application to guide teams to perform better, make assessments, consider practical aspects, and overcome challenges.

Whether you are aspiring to become an Agile Coach, or currently practicing as an Agile Coach, this training program would help you learn the requisite soft skills to succeed in your career.



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## Course Outline (Cont'd.)

### 6. Facilitating Agile Meetings

- Rundown Template
- Agile Ceremonies
- Thinker Toys

### 7. Agile Facilitator Role

- Decision Making Models
- Decision Making Approach
- Collaborating Conversations

### 8. Facilitation Competencies

- IAF competencies

### 9. Dysfunction Personas

- Strengths
- Weaknesses

### 10. Retrospective Facilitation Guide

- Example / Template

## You will

- Gain an in-depth and practical understanding of a wide array of techniques practiced by professional facilitators.
- Understand and practice the art of collaborative meeting design, including the importance of smart preparation that will reduce overall cost and increase the effectiveness of your meetings.
- Practice techniques for skillfully facilitating core Agile meetings and ceremonies with playfulness and a collaborative spirit, while still focused on key deliverable.



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### Learning Goals/Outcomes

While mastering facilitation skills in the Agile context will require both time and practice, our class will enable you to:

- Gain an in-depth and practical understanding of a wide array of techniques practiced by professional facilitators.
- Understand and practice the art of collaborative meeting design, including the importance of smart preparation that will reduce overall cost and increase the effectiveness of your meetings.
- Practice techniques for skillfully facilitating core Agile meetings and ceremonies with playfulness and a collaborative spirit, while still focused on key deliverable.
- Gain rich, well-delivered feedback on your growing facilitation skills.
- Gives you different ideas for designing meetings in which the team interacts with the team so they can do the heavy-lifting.
- Understand how to address some of the dysfunctional behaviors you see preventing your team from achieving maximum success.
- Learn how to define, discuss, and achieve consensus with the team for faster and better decision making.
- Come away with your own facilitator self-development plan.

### Past participants represented:

- ADP
- AIG
- Allstate
- American Express
- Anthem
- Aetna
- AT & T
- Bank of America
- Blue Cross and Blue Shield
- BP
- Capital One
- Caterpillar
- Chase
- Cisco
- Citi Bank
- Cognizant
- Collabera
- Dell



## Certified Agile Facilitator (CAF)

### Certification

Workshop participants who successfully complete the two days training workshop (or 15 hours Live Online) will be awarded the Certified Agile Facilitator (CAF) from the Chicago State University (CSU).



### Past participants represented:

- Disney
- Express Scripts
- ExxonMobil
- Fed-Ex
- Ford
- HP
- IBM
- Improving
- Infosys
- John Deere
- Krill
- MasterCard
- Mayo Clinic
- Medtronic
- MetLife
- Monsanto
- North Highland
- Northern Trust

### Continue Education Credits

Participants of this workshop are eligible to claim Continue Education Credits towards one or more of the following Institutional certifications:

- **PMI (PDU):** This workshop meets the criteria of PMI's Leadership PDUs (PDU-L), Strategic PDUs (PDU-S), and Technical PDUs (PDU-T) for various PMI credentials. Total of 15 PDUs are eligible.
- **Scrum Alliance (SEU):** This workshop meets the criteria towards SEU requirements for Scrum Alliance's CSP (Certified Scrum Professional) continued education requirements. Total of 15 SEUs are eligible.
- **IIBA (CDU):** This training workshop meets the criteria towards CDU requirements for CCBA and CBAP certifications. Total of 15 CDUs are eligible.
- **NASBA (CPE):** NASBA continuing professional education credits (CPE) assist Certified Public Accountants in reaching their continuing education requirements. Total of 16 CPEs are eligible.



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### Past participants represented:

- Optum
- Royal Caribbean International
- State Farm
- Target
- TCS
- Tesla
- T-Mobile
- Toshiba
- UniFirst
- United Health
- US Bank
- USAA
- USPS
- UST Global
- Verizon
- Visa
- Walmart
- Wells Fargo
- Wipro





## Certified Agile Facilitator (CAF)

### Trainer

Shailesh is an accomplished Enterprise Agile Leader, Agile Trainer, Enterprise/Portfolio/Program Coach, Agile Transformation Leader, and Agile Implementer. As an expert in all aspects of Agile and Scaled Agile Framework (SAFe), he has proven skills in developing and coaching high-performance teams.

Shailesh has trained 1,000+ professionals in Agile Fundamentals; various Agile/Scaled Agile methods – Scrum, Kanban, XP, and SAFe; Agile coaching and facilitation; and DevOps. He has provided consultancy services for Walmart, Allstate, ExxonMobil, Bank of America, AIG, Deloitte, UST Global, and other mid-sized organizations.

Shailesh conducts both public and private Agile training workshops for the following institutions/organizations:

**CSU** – CEAC, CATC, CAC, CAF, CDTC— Programs from Chicago State University (CSU)

**SAFe** – SA, SP, SSM, SASM, SPOPM, SDP, SGP

**Kanban** – TKP, KMP1, KMP2 (KMP)

Shailesh is an Agility4All Accredited Trainer, Lean Kanban University Accredited Kanban Trainer (AKT), ICF Professional Certified Coach (PCC), Board Certified Coach (BCC) with Executive Coaching specialty, Certified Executive Coach (CEC) with Leadership Coaching Speciality, SAFe Program Consultant (SPC), Certified Agile Leader (CAL), and Certified Scrum Professional (CSP). He is a Social and Emotional Intelligence Coach, High-Performance Team Coach, The Leadership Circle (TLC) 360 Profile Administrator, and The Leadership Circle Manager Edition Administrator. Additionally, he holds TKP, KMP, PMP, PgMP, PfMP, CISA, CISM, CGEIT, CRISC, ITIL Expert, and CSSGB credentials.

Shailesh has earned his Master of Science degree in Project Management from the George Washington University (GWU).

**Shailesh is currently pursuing ICF's highest level of credential - Master Certified Coach (MCC).**



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UNIVERSITY



**SCALED AGILE  
FRAMEWORK  
PROGRAM  
CONSULTANT**



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### About Agility4All

Agility4All is a Buffalo Grove, IL USA based leading Agile transformation company specializing in standard, and custom enterprise training offerings. We help our clients to sail through the challenges of adopting Agile continuous improvement practices successfully in their organizations at team, program, portfolio, and enterprise levels. With the knowledge that Agile can deliver increased business value, we provide to our learners, Agile techniques, principles, and values, drawing our courseware from expert tutors' knowledge base and experience. Our training offerings will help your teams to transform into high performance teams, deliver high-quality software/services and reduce "time to market" resulting in happy clients and happier employees. We are authorized/accredited to offer Chicago State University (CSU) courses, Kanban Courses from Lean Kanban University (LKU), and Scaled Agile (SAFe) courses.

Agility4All offers both public and private Agile training workshops from the following institutions/organizations:

**CSU** – CEAC, CAC, CAF, CATC, CDTC — Programs from the Chicago State University (CSU)\*

**SAFe** – SA, SP, SSM, SASM, SPOPM, SDP, SGP

**Kanban** – TKP, KMP1, KMP2 (KMP)

Agility4All is a Woman-Owned Small Business Enterprise and is registered with the System for Award Management (SAM).



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