

Why Learn CSM Certified Scrum Master?

Even projects that have solid, well-defined project plans encounter some degree of change and waste. Shifting market conditions, budget cuts, staff restructuring, or any number of influences will disrupt the best plan while contributing to customer dissatisfaction and staff discouragement. Moreover, projects that begin with changing or unclear requirements make it difficult to even establish project expectations.

Audience Profile :

- Those practicing or looking to practice the art of the ScrumMaster or anyone involved in Scrum (managers, team members, product managers, etc.)
- Team members not certified, including business customers, users, or partners, product owners, team members, acting ScrumMasters who are not certified
- Those interested in becoming Scrum certified, including project managers, leads, or sponsors, IT managers/directors, business analysts, developers/programmers

Prerequisites:

- Foundational knowledge of agile principles, values, and mindset.
- Related product ownership experience recommended.



Course Overview:

- Scrum is the agile development process that allows teams to deliver usable software periodically throughout the life of the project, absorbing change and new requirements as the project proceeds.
- The Certified ScrumMaster (CSM) training class that helps student gain a comprehensive understanding of the Scrum methodology while specifically reviewing the behaviors expected of a ScrumMaster

CSM Certified Scrum Master Outline:

- Lean, Agile, and Scrum
- Values and Principles
- Scrum Theory
- The Scrum Team
- The Product Owner (PO)
- The Development Team (Dev Team)
- The Scrum Master
- Scrum Events and Artifacts
- Sprint and Increment
- Sprint Planning
- Daily Scrum
- Product Backlog Refinement
- Sprint Review
- Sprint Retrospective
- Product Backlog
- Sprint Backlog
- Definition of Done
- Agile Facilitation
- Learn the ways that the Scrum Master facilitates for the Scrum Team
- Demonstrate techniques for facilitating group decision making (dot voting, fist of five, thumb voting)
- Describe when the Scrum Master should not act as the facilitator for the Scrum Team
- Describe obstacles to clear communication and describe their impacts on both the sender and receiver (e.g., sarcasm, irony, aggressiveness, defensiveness, misdirection)
- Describe ground rules to foster clear communication in a collaborative meeting and describe how the introduction of the ground rules impacts the interaction.
- Agile Coaching
- Difference between facilitating, teaching, mentoring, and coaching
- Challenges facing a self-organizing team (e.g., bad forecast, technical debt, someone is leaving the team)
- Practice approach used in a retrospective that could help resolve a challenge faced by a self-organizing team
- Service to the Development Team
- Scrum Master as Servant-Leader
- Value of Engineering Practices
- Service to the Product Owner
- Coaching the Product Owner
- Service to the Organization
- Impediment Removal
- Coaching the Organization

Training Solutions:

✓ Offline Classroom Instructor-Led Training in our labs or onsite Locations.

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