



Agile Coaching

ICAgile Certified Professional in Agile Coaching (ICP-ACC)



Overview

The goal of agile coaching is to help individuals, teams, and organisations establish and improve agile practices and frameworks, while embedding core agile values and mindsets.

Agile coaches enable the optimisation of agile ways of working and the scaling of agile practices to ensure effective outcomes at a team and organisation level.

The role of an agile coach is varied. The coach is a guide, a catalyst, a champion for change, a servant leader, and a resolver of conflicts and issues. Effective coaches have a wealth of practical experience to draw on as they teach, mentor, coach, or facilitate agile teams to achieve exceptional results.

On successful completion of this course, participants will be awarded the ICAgile Certified Professional - Agile Certified Coaching (ICP-ACC) certification.





Objectives

Duration

3 days

This Agile Coaching course for ICP-ACC certification focuses primarily on the mindset, roles, and responsibilities of an agile coach when coaching the team as a whole, or individual team members.

This course will enable participants to:

- » Differentiate between and among mentoring, facilitating, consulting, teaching, and coaching
- » Gain skills needed to create a safe environment for meaningful collaboration and healthy conflict resolution within an agile team
- » Lead a meaningful coaching conversation and mentoring session
- » Create a lesson plan for teaching core agile concepts
- » Understand how to identify and improve team performance levels.

These course objectives are drawn from ICAgile's Agile Coach Learning Objectives (ICP-ACC Track).



Key Topics

This course explores the following content:

The role and mindset of the agile coach

Explore competencies, behaviours and the mindset required to be an effective coach, including the role of emotional intelligence.

Professional coaching and communication skills

Conduct a structured coaching conversation using key skills such as effective listening, powerful questions, and goal setting.

Key mentoring skills

Conduct a successful mentoring session and enable the mentee to make choices that are right for them. Explore ways to support the mentee through change to ensure they gain the results they want.

Coaching through teaching

Develop memorable lessons that help teams adopt and embed agile values and improve agile practices.

Coaching the team

Assess team health and identify when team versus individual coaching is required. Explore options for developing team performance, including adaptive leadership and conflict resolution.

Setting boundaries for agile coaching

Explore the tools that can be used to formalise the relationship between the coach and the team.



Course Delivery

Trainers of this course will use a practical delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience. Understanding and recall techniques will be used to provide participants with a solid comprehension of Agile Coaching.

This is a practical course where you will be expected to demonstrate concepts, tools and techniques presented. You will therefore be asked to conduct a simulated coaching conversation, a mentoring session and a training session.

Courses are facilitated by our expert team and can be conducted onsite or at our premises. All courses can be customised to suit your requirements.

As part of PM-Partners' new integrated learning solution, this course offers students the option to attend our bespoke classroom in person or virtually by dialling in from a remote location. Trainers are skilled at both delivery methods and use the latest in virtual technology to simultaneously provide participants with the same interactive, multi-faceted and challenging learning experience. Whichever delivery mode learners choose, comprehension and recall techniques will be used to provide them with a solid understanding of Agile Coaching.

For group bookings, courses can be customised to suit your requirements and conducted onsite at your premises, at our training centre, or virtually.

Virtual training: You can learn more about our virtual delivery [here](#).



Who is this course for?

Who should attend:

This course is targeted at current agile coaches or experienced agile practitioners who are aspiring to become an agile coach.

Participants **must have:**

- » A minimum of one year's practical experience in an Agile team
- and**
- » Completed formal Agile training

Please note this is an advanced Agile course and is not suitable for people new to Agile ways of working.

Participants should also read the *Code of Ethical Conduct for Agile Coaching*, which will be sent out before the course.

Professional Development Units (PDUs)

Participants who have been awarded the Project Management Professional (PMP)[®] credential by the Project Management Institute (PMI)[®] are eligible to earn **21 PDUs** (21 Power Skills) for their participation in this course.

Participants holding any of the Project Management accreditations (CPPP/CPPM/CPPD) are eligible to earn **20 CPDs** for this short course.

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.



Mike Boutel
Head of Training



Nekta Vamvoukakis
Corporate Training
Consultant



Jourdan Clark
Professional Development
Manager

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 AXELOS' best practice portfolio, such as ITIL®, PRINCE2®, PRINCE2 Agile®, MSP®, MoP®, P3O® and P3M3®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits, Facilitation 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.





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been leaders in training and
professional certification for
over 20 years.

Our trainers are highly
qualified practitioners in their
chosen fields.

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