



Registered Agile Coach™

Learning Objectives



## Preamble

This document lays out the Learning Outcomes & Objectives for the Registered Agile Coach by Scrum Inc.™ program. The focus of the Registered Agile Coach by Scrum Inc.™ program is on the application of knowledge and skills within and beyond the context of the course. The Registered Agile Coach course assumes knowledge of the Scrum Framework and Agile Mindset. The learning objectives are designed to offer instructors an opportunity for reflection on the course content, to set standards by which the success of the course will be evaluated, and to provide useful methods for assessing students' learning and candidacy.

## 1 Defining Coaching

Upon successful completion of the course, candidates will be able to:

- Explain what coaching is and describe different coaching styles and approaches.
- Recognize how being an Agile coach differs from being a consultant or Scrum Master.
- Recognize that being an effective Agile Coach involves more than just coaching Agile practices and principles.

### 1.1 Coaching Styles

Upon successful completion of the course, candidates will be able to:

- Recognize different coaching styles, identify which are their most prominent, and give examples of how to leverage different coaching styles based on specific situations.
- Identify the Pros and Cons of different coaching styles and know when to use them.
- Identify the mix of coaching styles and techniques they are currently leveraging, and the mix of coaching styles and techniques they'd like to evolve into.
- Recognize the ethical responsibilities of coaching.

### 1.2 Common Coaching Pitfalls

Upon successful completion of the course, candidates will be able to:

- Evaluate common coaching pitfalls and mistakes, and recognize how to avoid them.
- Understand the impact that biases have on team dynamics and decisions, and how to navigate difficult situations when they arise.
  - Recognize types of bias including implicit and confirmation bias and how to identify them within teams.
  - Understand that recognizing biases is just the beginning of the journey to dealing with their impact on teams .
- Understand how coaching differs from advice-giving and how advice-giving without coaching can lead to suboptimal outcomes.

## 2 Coaching Tools, Techniques & Mindset

Upon successful completion of the course, candidates will be able to:

- Help agile teams and individuals improve performance through effective coaching.
- Recognize successful facilitation techniques that can be applied to improve their coaching practice.
- Synthesize coaching observations to identify patterns over time and assist with shared coaching responsibilities.
- Identify the benefits effective facilitation techniques can provide to a team and organization.
- Lead a coaching conversation using the GROW Model and Powerful Questions to support teams and individuals in their growth.
- Mentor and coach Agile principles and practices across Products & Platforms.

### 2.1 Conversations and Listening

Upon successful completion of the course, candidates will be able to:

- Create a working agreement for conversations.
- Recognize what the levels of listening feel like to a coach and coachee.
- Leverage the value that deep listening brings to a coach and coachee.
- Discuss at least one example of a coaching filter to help guide what to share with coachees and when to do so.
- Create a personal coaching filter to avoid sharing unhelpful examples or even harmful information with coachees

### 2.2 Change Management

Upon successful completion of the course, candidates will be able to:

- Evaluate approaches to change management and techniques for helping teams and overcome resistance to change.
- Identify differences, strengths, and weaknesses in various approaches to change management.
- Explain why people often resist change.
- Explore ways to help teams and organizations embrace change.

## 3 Coaching Lean, Agile, and Scrum Teams

Upon successful completion of the course, candidates will be able to:

- Explain the historic development and connection between Lean, Agile, and Scrum.
- Explore the relationship between Lean, Agile and Scrum and identify how they have evolved together.

### 3.1 Identify Team and Organizational Dysfunctions

Upon successful completion of the course, candidates will be able to:

- Detect and resolve product development anti-patterns that will impede productivity, quality, or satisfaction.
- Recognize the “five dysfunctions of a team” and actions for resolving them.

### 3.2 Creating Hyper-Performing Teams

Upon successful completion of the course, candidates will be able to:

- Recognize what coaching a high-performing team looks like.
- Leverage working agreements to accelerate team productivity and throughput.
- Recall techniques for building trust, increasing psychological safety, and navigating difficult conversations within teams.
- Improve teaming dynamics and maintain high levels of communication.
- Apply the empirically proven Scrum patterns to support hyper-productivity.
- Detect and resolve project development anti-patterns that will impede productivity.
- Recognize what is necessary in order to take immature Agile teams and teach the skills/practices necessary to develop into self-sufficiency and maturity.
- Provide expertise and training necessary to support long-lasting agility.

## 4 Evaluating Coaching Effectiveness (Metrics)

Upon successful completion of the course, candidates will be able to:

- Identify metrics to assess the impact of coaching to continuously improve one’s coaching capability.
- Identify metrics to assess the impact of coaching within an organization.

## 5 Coaching the Organization through an Agile Transformation

Upon successful completion of the course, candidates will be able to:

- Describe methods of initiating and sustaining an Agile transformation.
- Recognize one method of implementing an Agile transformation by exploring how Scrum Inc. outlines agile transformations with customers.

## 6 Registered Agile Coach by Scrum Inc. Credential

By the end of this course, candidates will be able to:

- Access the Registered Agile Coach by Scrum Inc. exam.
- Download their Registered Agile Coach certificate & Badge, upon successful completion of the exam.
- State the renewal process.

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- Be Recognized in the International Registry of Agile Professionals™
- Access resources and continuous learning content to support their coaching practices.
- Stay connected to other Registered Agile Coaches in the community.