Certified Agile Facilitator - CAF

Do you want to be able to guide people through any type of interaction at work, fostering collaboration, effective communication, and dynamic problem-solving? If so our Certified Agile Facilitator training is for you.

In the Certified Agile Facilitator course, you'll unlock effective facilitation skills and earn a globally recognised certification that validates your capabilities. **It's a great match for anyone who wants to support effective conversations at work.**

We use brain-friendly, science-based, accelerated learning techniques to help you really learn and increase your knowledge retention.

Why this course?

Our interactive Scrum Alliance Certified Agile Facilitator training is an excellent course for anyone who wants to develop their facilitation skills to design and lead highly effective workshops and events, delivering the best possible outcomes.
The course covers in-depth what is required for good facilitation, how to design effective workshops, how to be a great facilitator, and how to create a safe environment that allows the best possible outcomes to emerge.
You will learn how to

- Support innovation with effective facilitation in any interaction
- Save organisations time and money by guiding focused, productive collaboration
- Guide groups through conflict and varied opinions to reach creative solutions
- Increase a group's commitment and buy-in by ensuing divserse voices and perspectives are included and valued

Facilitation is about so much more than meetings. With these skills, you can increase the impact and efficiency of any conversation or collaboration. Have better one-on-ones, guide large meetings with competing stakeholders, and make sure you're showing up for your team whenever you meet. It's all possible with strong facilitation know-how.

We use brain-friendly, science-based, accelerated learning techniques to help you really learn and increase your knowledge retention.

Attend this Certified Agile Facilitator course and

- Learn how to design and conduct great workshops and learn what great facilitation means and how to master it
- Become a Scrum Alliance Certified Agile Facilitator
- Deepen your Scrum Master and Agile Coaching skills to enable you to be more effective and stand out from the crowd
- Receive a globally recognised certification to prove your skill set and enhance your desirability with employers and recruiters

Are there any prerequisites?

There are no prerequisites for the Certified Agile Facilitator course, however, students are expected to complete the pre-course reading required

How should I prepare?

Attendees will be required to complete the pre-course activities and reading before attending the Certified Agile Facilitator class.

What you'll come away with

After attending the Certified Agile Facilitator course, you'll come away as a Certified Agile Facilitator (CAF). As a facilitator, you'll have grown in confidence and knowledge and will be able to facilitate groups more effectively.

You'll be able to:

- Define facilitation and recognise when the stance is appropriate
- Practice effective facilitation
- Contract with stakeholders for group facilitation
- Design a facilitated session for team forming, conflict, psychological safety, designing agreements and any other context of your choice
- Assess any environmental contexts and group norms that will impact the desired participation from the group

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- Foster psychological safety in a session and repair safety when broken
- Hold the group's agenda during a session
- Demonstrate ethical facilitation
- Establish your facilitation presence before, during, and after a session
- Explain how a facilitator facilitates from the front, side, back, and inside
- Bring skills such as listening, powerful questions and feedback to your facilitation
- Develop your emotional intelligence as a facilitator
- Develop strategies to work with conflict
- Integrate the practice of reflection into your practice

What the course includes

- High-quality instruction from a highly experienced trainer with many years of experience in group and team facilitation
- Course materials and, for virtual courses, access to our Learning Management System and online content created during the course
- Certified Agile Facilitator certification on successful completion of the course
- 2 years' membership of the Scrum Alliance worth $100 with access to exclusive features and content
- Free Agile Network monthly annual conference pass worth $180
- 3-month extended trial of Business Map enterprise agility platform
- Discounts for students, educators, non-profits, and start-ups to Miro's online collaboration platform
- Free access to "TAMAI" – our purpose-built AI learning companion for reflecting on agile, Scrum, and Kanban. It supports sense-making, concept clarity, and thinking through practical scenarios, helping you deepen your understanding and continue your learning.
- Access to exclusive resources
- Loyalty discount for future courses
- Loyalty discount for personal/life coaching
- 14 Category B Professional Development Units (PDUs) can be claimed for this course
- 16 Scrum Education Units (SEU's)
- For our classroom-based courses, lunch and refreshments are provided

What topics are covered?

Setting the stage

- What is Facilitation
    - Defining with experts in the field
    - Facilitation
        - is a mindset
        - is dancing in the moment
        - is creating a container to support group process
        - is enabling participatory environment
        - is creating neutral, safe space
    - Facilitation arc
- Why Facilitation
    - Understanding the value and impact of facilitation
    - Knowing when a facilitation stance is appropriate
    - Being able to simply explain the value of and the act of facilitation to clients
    - Understanding the difference between facilitating and ALL of the other stances:
        - Coaching
        - Teaching/Mentoring
        - Leading
        - Advising
- Who is a Facilitator
    - Characteristics and a mindset of an effective facilitator
    - Facilitator dos and don'ts that you have observed in your own experiences
    - Practicing self-management & neutrality
    - Being self-aware

Understanding client's context and the group needs

- Wants, interests, needs and desired outcomes of the event
- Current relational and environmental norms, organisational dynamics / Understanding the impact of team maturity on facilitation approaches
- Facilitation arcs
- Planning how you'll guide and support the group
    - Sensing & responding to group needs
    - Establishing, understanding, and holding to the group's agenda
    - Modeling facilitation; showing what "good to great" looks like
- Group size and the need for a co-facilitator
- Aligning with established or establishing and practice ethical facilitation

Preparing for impactful facilitation

- Designing agreements (Designed Coaching Alliances and Working Agreements) / Understanding and supporting the importance of group agreements and dynamics
- Defining outcomes
- The importance of aligning on roles, responsibilities and deliverables.
- The importance of creating safety / Understanding the role of trust in safety and transparency
- Designing facilitation plans
- Designing Collaborative Space (physical, hybrid or virtual room configuration)

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- Building Partnerships

The Orientation of a Facilitator - From the Front, Back, Side, Inside

- Sensing and responding to emergent group needs.
- Enabling group's decision making
- Modeling effective participation
- Amplifying wisdom of the group and individuals
- Guiding the group toward its desired outcome
- Reading the energy and the field
- Active Listening
- Tune into your own emotions
- Self Awareness
- EI
- Grounding yourself
- Getting into the right headspace

Facilitating through conflict

- Recognizing conflict
- Surfacing group's assumptions
- Creating safe space for creative tension to emerge
- Managing conflict
- Transforming conflict

Forwarding the action

- Defining the process beyond the facilitated sessions
- Outlining post-facilitation commitments and accountabilities to oneself and their team
- Event reflection
- Continuous improvement

Facilitation Practice

- Practice your facilitation skills in class

Who is this course suitable for?

Any professional involved in collaboration can benefit from the skill set covered in this course. Facilitation skills support your ability to contribute to meaningful conversations and interactions at work, ultimately helping your team and organisation tackle complex problems.

- Anyone interested in improving their collaboration and teamwork capabilities.
- Anyone who wants to build highly relevant facilitation skills to have more impactful conversations, meetings, and interactions at work
- Scrum masters, product owners, scrum team members
- People leading agile teams
- Professional facilitators
- Current and aspiring agile coaches
- Agile consultants
- Agile team members
- Certified Scrum Professionals (CSP-SM, CSP-PO, CSP-D), especially those seeking to validate an important skill set on their journey to certified agile coaching

Attending the course as a full team offers a real opportunity for the entire team to gain deep hands-on facilitation skills and experience improving the performance of the whole team.

What do our students say?

"Superbly organised and delivered course, with a very experienced trainer guiding you through the sessions. The organisation of the pre-course materials was detailed and complete." - Phillip Ingham

"The small, intimate team made discussions open and safe and Tom was brilliant at answering every question at each stage." - Helen Gabler

What about exams and certifications?

Full attendance of the course grants you the Scrum Alliance Agile Facilitator certification.

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