



ICAgile Certified Professional in Agile Coaching (ICP-ACC)

Three Full Days or Six Half Days



Overview

This immersive program is delivered by trainers who have years of experience across business, operations and technology. Participants apply theory to activities throughout the course with a constant focus on value for your customer, collaboration and continuous improvement.

We appreciate that moving to new ways of working can involve unlearning for individuals. Throughout the course, we show great empathy taking a pragmatic, non-prescriptive approach to agile adoption where teams can shape agile ways of working and implement immediate change.



Who Should Attend

If you work on agile teams or if your organisation is adopting agile practices, the ICP - ACC is a good choice for you. The ICP - ACC is evidence of your real-world, hands-on experience and skill as an agile coach.



Prerequisites

All are welcome to attend the program regardless of experience



Delivery Mode/Training

- Face to Face or Online
- Three full days or six half days
- Suitable time zones for - USA, UK, Europe, Middle East, India, Malaysia, Singapore, Hong Kong, Australia and New Zealand



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Topics Covered

Demystifying Agile Coaching & Coaching Mindset

- Definition of Agile Coaching
- Coach as Agile Role Model
- Achieving Essential Mindset Shifts
- Achieving Self-Awareness/Self-Management in the Coach
- Agile Coaching Stance

Mentoring Agile Role Transitions & Teaching Skills

- Understanding the Individual Change Cycle
- Identifying and Handling Resistance from Individuals
- Mentoring: Give Advice while Maintaining Presence
- Contrasting Mentoring with Coaching
- Key Agile Role Transitions
- Chunk Content into Digestible Pieces

Handling Team Dysfunctions, Conflicts, Agile Coaching Contract & Coaching Alliance

- Surfacing and Working with Conflict
- Building Self-Awareness/Self-Management Capacity in the Team
- Creating Awareness that Teams are Human Systems
- Leadership Engagement
- Internal vs. external coach
- Defining the coaching "contract" and alliance
- Deep deliberate practice - One on one Professional Coaching

Professional Coaching Skills

- Using Emotional Intelligence
- Being Present and Listening at various levels
- Powerful Questioning
- Giving and Receiving Feedback
- Issue Identification and Exploration
- Action Commitment
- Conducting the Coaching Conversation

Foundational Team Coaching & Understanding Team Development

- Articulate What's Happening
- Describing a Model of Team Development
- Helping a Team Detect their Own Stage of Development
- Defining and Identifying High Performance
- Creating a Team Kickoff / Startup Agenda

After Attending the Program Attendees Should be Able to

- How agile mindset and new ways of working helps deliver value sooner
- Discuss ways to apply the values and principles of agility
- Learn how to create an environment that fosters effective collaboration
- Use Kanban to visualise work and build a culture of continuous improvement
- Learn how to manage a backlog and prioritise to maximise value progressively
- Explore Scrum and learn how to create transparency to enable inspection and adaption