

Survival Skills for Analysts

Vendor Course Code:

Course Length: 2 days

Overview: **A Bit About The Course**
This comprehensive workshop helps business analysts complement their practical systems thinking with a thorough understanding of effective people skills. A few of the many important topics covered in Survival Skills for Analysts include understanding team dynamics and resolving interpersonal conflicts; improving communication skills; planning and managing meetings more effectively and achieving greater consensus and commitment. To help ensure students continue to cultivate these critical skills after completion of the workshop, an action plan is developed for ongoing personal development in the workplace environment.

Skills Gained:

Discover How To

- Perform effective business and organisational overviews
- Appraise group dynamics and effectively manage group situations
- Gain consensus and commitment from team members and other project stakeholders
- Ask a variety of open and closed, factual and emotional questions, as appropriate
- Conduct an effective interview to gather stakeholder requirements
- Use basic, low-level intervention to improve a group's effectiveness
- Make a specific plan for ongoing development

Competencies

- Organisational Overview
- Using a Methodology
- Interviewing
- Needs Analysis
- Interpersonal and Team Skills
- Facilitation Skills
- Stakeholder Identification and Evaluation
- Project Scope Definition
- Project Proposal
- Process Modelling
- Defining Requirements
- Implementation Planning

Credit Points

PDU: 14 credits

CDU: 14 credits

Key Topics:

Introduction

- Overview exercise
- Workshop objectives
- Workshop agenda

Interpersonal Style

- Social Style self assessment
- Social Style model
- Case study overview
- Case study stakeholder analysis

Team Dynamics

- Team development model
- Team member roles
- Case study team assessment
- Consensus and commitment

Listening Skill

- Communication process model
- Communication filters
- Three types of listening
- Case study listening practice

Questioning and Interviewing

- Open and closed questions
- Factual and emotional questions
- B-PER questioning model
- Case study project question development
- Case study project interviews

Needs Assessment and Problem Solving

- Four-step needs assessment process
- SWOT analysis
- Case study project analysis
- Six-step problem solving process
- Better brainstorming

Meeting Management

- Best practices for meeting planning
- Meeting roles
- Dysfunctional meeting behaviour
- 5-step conflict management process
- Case study conflict management

Facilitation

- Characteristics of effective facilitators
- Facilitation best practices
- Low-intervention facilitation
- Facilitation pitfalls

Application

- Case study requirements meeting plan
- Case study requirements meeting preparation
- Case study requirements meeting facilitation

Action Planning

- Personal lessons learned
- Individual development plan
- Follow-up plan
- Evaluation

Who Should Attend

Those who desire to learn practical interpersonal techniques for analysis: business systems analysts, managers, IT professionals, or other business professionals.

Target Audience:**Prerequisites:**

Fast Start® in Business Analysis.