

Introduction:

This course provides intermediate and advanced business analysts, project managers, and product managers a set of elicitation and facilitation skills fundamental to their roles. The course teaches you where to start with requirements elicitation on a project, including how to build an elicitation plan and individual agendas for elicitation sessions. You will master facilitation techniques for managing and utilizing the room with the goal of keeping stakeholders engaged and effectively eliciting the best possible requirements. The course builds confidence and the skills you need to prepare for sessions, to conduct interviews, to apply models during the elicitation process, and to take effective notes. Finally, the course will teach you about what to do with all the elicitation results to ensure the collected information makes it into the requirements.

What You'll Learn:

- When and how to apply various techniques to elicit requirements
- How to plan elicitation on a new project
- How to identify the right audience for your elicitation sessions
- How to tailor an elicitation session for a particular audience
- How to prepare and execute facilitated sessions
- What tools to use within a facilitated session
- What to do with elicitation results

Teaching Topics:

Overview
Elicitation Versus Facilitation
Methods for Eliciting Requirements
Using Facilitation to Elicit Requirements
Soft Skills
Building Trust with Stakeholders
Techniques for Gaining Consensus
Teaching Stakeholders to Provide Better Requirements
Dealing with Challenging Customers
Facilitation Responsibilities
Listening Skills
Facilitation Role
Utilizing Your Surroundings: Walls, Whiteboards, and Projectors
Using Sticky Notes to Elicit and Organize Information
Making Facilitation Fun: Using Toys
Working with Distributed Teams
Asking Good Questions

Creating Elicitation Plans

Techniques for Creating Elicitation Plans

Organizing and Planning for Elicitation

Creating Agendas for Elicitation Sessions

Facilitation and Elicitation

Tailoring Elicitation/Facilitation to Varying Audiences

How to Elicit Business Objectives

Scope Control Techniques

Identifying Project Functions

When to Use Visual Models

Which Models Should Be Created for Elicitation? And When?

Note Taking Skills

Post-Elicitation Activities

Creating Requirements from Elicitation Notes

Organizing Requirements

Conducting Review Sessions