

# FACILITATION TECHNIQUES FOR BUSINESS ANALYSIS

## SYNOPSIS

Those practicing business analysis spend a significant amount of time facilitating sessions to gather requirements and other information. Yet, many facilitators lack formal training on how to effectively do so. A successful facilitation session results in requirements and information that can be analyzed and worked with once the session is complete. Facilitation Techniques for Business Analysis focuses on teaching the facilitation skills necessary to elicit and analyze requirements on a project.

In this highly interactive course, you will learn how to effectively help stakeholders define their needs and form these into quantifiable requirements through facilitation. As a facilitator, you will learn how to prepare for and conduct both face-to-face and remote group sessions. You will be exposed not only to several facilitation techniques, but you will also learn effective facilitation practices and how to manage conflict in a session. Most importantly, you will have the opportunity to practice these skills in a safe environment with a trained facilitator to guide you through various activities. You will leave the class with the confidence to prepare for a session, including creating a facilitation plan, motivating a group's participation, building consensus, managing conflict, maintaining session focus, and evaluating results for lessons learned.

## LEARN

- Define facilitation in the context of business analysis
- Identify opportunities for facilitation in business analysis
- Explain the role and responsibilities of a facilitator
- Plan a facilitation session
- Choose appropriate facilitation techniques for a given session
- Conduct a facilitation session using best practices
- Manage conflict during a session

## TOPICS

### FACILITATION AND BUSINESS ANALYSIS

- What Is Facilitation?
- The Facilitation Process
- What Is a Facilitator?
- Facilitation in Business Analysis
- Facilitation in Business Analysis Is Iterative
- Roles in Facilitated Sessions
- The Importance of the Role of the Sponsor and SMEs
- BA Facilitation Opportunities
- Good Facilitation is a Combination of Techniques and Practices

### FACILITATION SESSION PLANNING AND TECHNIQUES

- Considerations for Session Planning
- Session Planning: Objective and Participants
- Session Planning: Potential Risk
- Risk Management Plan
- Session Plan: Environment
- Considerations for Remote Sessions
- Take Advantage of Virtual Tools
- Remote Session Tips
- Session Planning: Agenda and Techniques
- Facilitation Techniques Overview
- Brainstorming
- Idea Generation/Grouping/ Categorization
- Brainwriting
- Focus Group
- Various Requirements Workshops
- Gap Analysis
- Root Cause Analysis (i.e. Fishbone Diagram, 5 Whys);
- Force Field Analysis
- Gap Analysis
- Root Cause Analysis
- Force Field Analysis
- Multivoting
- Criteria-Based Grid
- Impact/Effort Grid
- Verification of Facilitation Session Plan

### FACILITATION PRACTICES

- Facilitation Practices Overview
- Executing a Facilitation Session: Prior, During, Ending
- Active Listening
- Generating Participation
- Neutrality
- Questioning
- Paraphrasing
- Maintaining Focus
- Using Visual Aids
- Feedback
- Summarizing
- Synthesizing Ideas
- Intervention
- Executing a Facilitation Session

### FACILITATION CONFLICT TECHNIQUES

- Argument vs. Debate
- Types of Conflict During Facilitation
- How to Prevent Group Dysfunction (The Basics of Team Dynamics: 'Forming, Storming and Norming')
- Managing Conflict Between Participants
- Managing Conflict with a Participant
- How to Handle 'Negativeholics'
- How to Handle Resistance to Change
- How to Manage Diverse Groups and Other Cultural Considerations
- Intervention During Conflict
- Resolving Issues
- Steps for Working Toward Consensus

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