Agile Soft Skills Mastery

Empower Agile Leadership with Communication, Conflict Resolution & Facilitation Excellence

Who Should Take This Course?

- Scrum Masters, Agile Coaches, Product Owners
- Cross-functional Team Leads in Agile or Hybrid Environments
- Delivery Managers and Change Agents driving Agile transformation
- Any Agile practitioner seeking to boost team influence and interpersonal agility

© Course Objectives

By the end of this certification, participants will be able to:

- Strengthen interpersonal skills critical to Agile leadership
- Manage conflict constructively and communicate with clarity
- Facilitate Agile ceremonies with energy, inclusivity, and purpose
- Practice and apply soft skills through simulations and Agile team challenges

3-Day Detailed Course Structure (12 Modules)

77 Day 1: Communication Clarity in Agile Environments

Module 1.1: Agile Mindset Meets Human-Centric Communication

- Why soft skills are the backbone of Agile success
- From process focus to people-first dialogue
 Activity: Agile Values Alignment Grid

Module 1.2: Clarity Without Jargon – Communicating with Stakeholders

- Making complexity simple without losing substance
- Adapting your message for Business vs. Dev teams
 Activity: Message Refinement Drill

Module 1.3: Radical Transparency & Psychological Safety

- How transparency fuels trust in Agile delivery
- Balancing openness with professionalism
 Activity: Real-Time Check-in Circle

Module 1.4: Listening for Alignment in Agile Teams

- Levels of listening and how they affect team flow
- Tuning in to what's not being said
 Activity: Playback Listening Lab

Toay 2: Managing Conflict & Navigating Team Dynamics

- Module 2.1: Understanding Agile Conflict It's Not Always Bad
- Differentiating between healthy and toxic conflict
- Root causes of friction in high-paced sprints
 Activity: Conflict Typing Exercise
- Module 2.2: Conflict Resolution Frameworks for Agile Leaders

- SBI, NVC, and Interest-Based Negotiation methods
 Activity: Simulation: Sprint Conflict Between QA & Dev
- Module 2.3: Emotional Agility in Team Facilitation
- Regulating emotions during heated ceremonies
- Turning discomfort into dialogue
 Activity: Retrospective Roleplay with Tension Points
- Module 2.4: Navigating Personalities in Cross-Functional Teams
- Identify behavioral styles (DISC/MBTI-based insights)
- Modify interaction patterns to reduce friction
 Activity: Team Personas Mapping

Day 3: Facilitation, Collaboration & Real-World Practice

- Module 3.1: Agile Facilitation Mastery More Than Running a Meeting
- Design thinking for ceremonies
- Keeping teams engaged and outcomes-focused
 Activity: Facilitate a Stand-Up with Curveballs
- Module 3.2: Collaboration Without Authority Role of the Agile Enabler
- Influencing without micromanaging
- Driving commitment without positional power
 Activity: Simulation: Driving Decision in a Stuck Sprint
- Module 3.3: Micro-Leadership in Agile Everyone Leads Something
- Situational leadership in Agile squads

- Encouraging ownership at all levels

 Activity: Peer-Led Squad Simulation
- Module 3.4: Final Challenge + Micro-Certification Debrief
- Team simulation challenge based on Agile misalignment
- Receive peer + coach feedback and earn your credential
 Activity: Capstone Simulation + Certification Award

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