KOENIG SOLUTIONS · COURSE OUTLINE

Agile Soft Skills: SBI Feedback & DISC Dynamics

Empower Agile Leadership with Communication,
Conflict Resolution & Facilitation Excellence

3 Days	12	23	12
DURATION	MODULES	TOPICS	HANDS-ON ACTIVITIES

COURSE OVERVIEW

This course examines human-centric communication in Agile environments, covering stakeholder clarity, transparency, psychological safety, and listening for alignment within teams. It then addresses conflict and team dynamics, including healthy versus toxic conflict, resolution frameworks such as SBI and Interest-Based Negotiation, emotional agility during facilitation, and navigating behavioural styles in cross-functional teams. Finally, it turns to facilitation and collaboration, exploring ceremony design, influencing without positional authority, situational micro-leadership, and a team simulation challenge based on Agile misalignment.

WHO THIS COURSE IS FOR

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**

LEARNING 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

COURSE SYLLABUS

12 Modules, 23 Topics

DAY 1 Communication Clarity in Agile Environments

1.1 Agile Mindset Meets Human-Centric Communication

Activity

TOPICS

- Why soft skills are the backbone of Agile success
- From process focus to people-first dialogue

1.2 Clarity Without Jargon - Communicating with Stakeholders

Activity

TOPICS

- Making complexity simple without losing substance
- Adapting your message for Business vs. Dev teams

1.3 Radical Transparency & Psychological Safety

Activity

TOPICS

- How transparency fuels trust in Agile delivery
- Balancing openness with professionalism

1.4 Listening for Alignment in Agile Teams

Activity

TOPICS

- Levels of listening and how they affect team flow
- Tuning in to what's not being said

DAY 2 Managing Conflict & Navigating Team Dynamics

2.1 Activity

Understanding Agile Conflict - It's Not Always Bad

TOPICS

- Differentiating between healthy and toxic conflict
- Root causes of friction in high-paced sprints

2.2 Activity

Conflict Resolution Frameworks for Agile Leaders

TOPICS

- SBI, NVC, and Interest-Based Negotiation methods

2.3 Activity

Emotional Agility in Team Facilitation

TOPICS

Regulating emotions during heated ceremonies · Turning discomfort into dialogue

2.4 Activity

Navigating Personalities in Cross-Functional Teams

TOPICS

- Identify behavioral styles (DISC/MBTI-based insights)
- Modify interaction patterns to reduce friction

DAY 3 Facilitation, Collaboration & Real-World Practice

3.1 Activity

Agile Facilitation Mastery - More Than Running a Meeting

TOPICS

Design thinking for ceremonies · Keeping teams engaged and outcomes-focused

3.2 Activity

Collaboration Without Authority - Role of the Agile Enabler

TOPICS

Influencing without micromanaging · Driving commitment without positional power

3.3

Activity

Micro-Leadership in Agile - Everyone Leads Something

TOPICS

Situational leadership in Agile squads · Encouraging ownership at all levels

3.4

Activity

Final Challenge + Micro-Certification Debrief

TOPICS

- Team simulation challenge based on Agile misalignment
- Receive peer + coach feedback and earn your credential

HANDS-ON ACTIVITIES

Practise What You Learn

#	MODULE	ACTIVITY
1.1	**Agile Mindset Meets Human-Centric Communication**	Agile Values Alignment Grid
1.2	**Clarity Without Jargon - Communicating with Stakeholders**	Message Refinement Drill
1.3	**Radical Transparency & Psychological Safety**	Real-Time Check-in Circle
1.4	**Listening for Alignment in Agile Teams**	Playback Listening Lab
2.1	**Understanding Agile Conflict - It's Not Always Bad**	Conflict Typing Exercise
2.2	**Conflict Resolution Frameworks for Agile Leaders**	**Simulation:** Sprint Conflict Between QA & Dev
2.3	**Emotional Agility in Team Facilitation**	Retrospective Roleplay with Tension Points
2.4	**Navigating Personalities in Cross-Functional Teams**	Team Personas Mapping
3.1	**Agile Facilitation Mastery - More Than Running a Meeting**	Facilitate a Stand-Up with Curveballs

#	MODULE	ACTIVITY
3.2	**Collaboration Without Authority - Role of the Agile Enabler**	**Simulation:** Driving Decision in a Stuck Sprint
3.3	**Micro-Leadership in Agile - Everyone Leads Something**	Peer-Led Squad Simulation
3.4	**Final Challenge + Micro-Certification Debrief**	Capstone Simulation + Certification Award

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com | info@koenig-solutions.com