PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Soft Skills Training For Business Analysis	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: Soft Skills Training For Business Analysis Certificate	

Course Syllabus

Our Soft Skills Training For Business Analysis training course covers the following Modules:

Module 1: The Value of "Soft Skills" for Business Analysis

Why soft skills are essential in business analysis

- Identifying soft skills for solution development
- Recognising your soft skills challenges

Introducing the BA Interaction Model

- Creating the business analysis context
- The product/solution development life cycle

Aligning soft skills competencies to elicitation

- Collaboration
- Facilitation
- Active listening
- Communication
- Conflict resolution
- Negotiation

Module 2: Communicating the Business Need: Making Presentations

Deploying strategic collaboration techniques

- Collaborating with high-level stakeholders
- Communicating the business need

Presenting to the organisation

- Gaining buy-in: formal presentation techniques
- Selling strategies: the value of the elevator pitch

Module 3: Developing Dynamic Elicitation Skills

Eliciting requirements

- Facing key stakeholder elicitation challenges
- Establishing a collaborative environment through questioning

Creating dynamic questioning strategies

- Reviewing different question types
- Generating dynamic questions with an innovative questioning model

Working with non–verbal communication

- Developing active listening strategies
- Visualising and prototyping to achieve clarity

Elicitation strategies for requirements workshops

- Building value through iterative elicitation
- Discussing the design/define dilemma
- Creating a focus for prototyping with SCAMPER

Module 4: Facilitating Meetings

Develop the skills to become a "Complete Facilitator"

- Defining the characteristics of effective facilitators
- Improving interpersonal and observational skills

Creating an assertive facilitation climate

- Presenting the meeting agenda
- Designing meeting ground rules
- Opening and documenting the meeting
- Questioning techniques to guide your audience
- Pros and cons of listening techniques
- Closing the meeting

Module 5: Advanced Facilitation Strategies and Techniques

Building consensus

- Techniques for bringing an audience to a consensus
- When consensus can fail
- Handling disagreements and mitigation techniques

Handling behaviours

- Dealing with difficult people and group dysfunction
- Conflict resolution strategies
- Creating a remediation plan

Module 6: Negotiating and Communicating Issues

Principles of negotiation

- Best practices for effective negotiation
- Techniques for sharing information
- Ranking and ordering priorities
- Building acceptance criteria

Uncovering and communicating issues

- Developing a process for issue management
- Capturing and vetting stakeholder issues
- Pre-framing issues to the project team
- Enabling informed stakeholder decision–making

Module 7: Visualisation Strategies to Enhance Communication

Visualisation techniques

- Utilising user stories to clarify requirements
- Telling stories with graphs and charts
- Brainstorming with mind maps
- Identifying process issues with models

Applying soft skills for influence and leadership

- Identifying key course takeaways for immediate implementation
- Building your personal action plan

Course Overview

Our three-day Soft Skills Training For Business Analysis training course shows how specific skills, behaviours, and attitudes can impact business analysis activities and enhance your ability to become a key influencer on projects in your organisation.

Course Learning Outcomes

Soft Skills Training For Business Analysis training course will teach you to become proficient in the following:

- Apply soft skills to increase your effectiveness as a business analyst.
- Elicit precise stakeholder requirements with ease.
- Present to high-level stakeholders to gain buy-in.
- Apply visualisation strategies to facilitate critical thinking.

Audience

Our Soft Skills Training For Business Analysis training course will benefit individuals and organisations, including but not limited to:

- Aspiring Business Analysts
- Current Business Analysts
- Professionals in Related Roles
- Business Professionals
- Students and Graduates

Entry-Level Requirements

Our Soft Skills Training For Business Analysis training course requires attendees to have some experience in Business Analysis.

Recommended Reading

There is no recommended reading for our Soft Skills Training For Business Analysis training course.

What's Included

Our Soft Skills Training For Business Analysis training course contains the following:

- 3-day instructor-led training course
- Learning Tree end-of-course exam included
- One-on-one after-course instructor coaching
- Pre-reading
- Course Manual
- Quizzes
- Exercises

Exam Information

Soft Skills Training For Business Analysis Exam:

- Format: Multiple Choice
- Questions: 40
- Pass Mark: 70%

What's Next

Attendees may enjoy our three-day BCS Foundation In Business Analysis training course.

Our three-day BCS Foundation In Business Analysis training course covers the range of concepts, approaches, and techniques applicable to Business Analysis.

Our BCS Foundation In Business Analysis training course will help you to understand how to identify and evaluate options for improving your business.

Additional Information

Our Soft Skills Training For Business Analysis training course offers several benefits to individuals and organisations including but not limited to:

- **Effective Communication**: Strong communication skills are crucial for business analysts.
- **Stakeholder Engagement**: Business analysts work closely with various stakeholders, including clients, users, project managers, and development teams.
- **Problem Solving and Critical Thinking**: Business analysts often face complex business problems that require analytical thinking and problem-solving abilities.
- **Adaptability and Flexibility**: The business landscape is constantly evolving, and business analysts need to be adaptable and flexible. Soft skills like adaptability, resilience, and openness to change enable business analysts to embrace new technologies, methodologies, and business processes.
- **Collaboration and Teamwork**: Business analysts collaborate with cross-functional teams, including developers, testers, project managers, and executives.
- **Leadership and Influence**: Business analysts often take on leadership roles within projects, influencing stakeholders and guiding decision-making.
- **Customer Focus**: Understanding and delivering value to customers is a central aspect of business analysis.