“Certified Scrum Master (CSM®)”

Course Introduction

Recommended duration: 2 Days / 16 Hours

The Certified Scrum Master (CSM) course provides participants with a comprehensive understanding of the Scrum framework and Agile principles. It focuses on the responsibilities of a Scrum Master in facilitating Scrum practices, supporting the Scrum Team, removing impediments, and promoting continuous improvement. Participants will understand Scrum roles and accountabilities, events, artifacts, and the application of Agile practices to improve collaboration, transparency, and product delivery.

Detailed Day-wise Course Content

Day 1 – Introduction to Agile and Scrum Fundamentals

Module 1: Introduction to Agile and Scrum

- Understanding Agile methodologies and their importance.
- Evolution of Agile and the Agile Manifesto.
- Four values and twelve principles of Agile.
- Introduction to Scrum and its purpose.
- Scrum as a framework for managing complex work.
- Differences between traditional project management and Agile approaches.
- Benefits and challenges of implementing Scrum.

Module 2: Scrum Framework and Principles

- Understanding the foundations of Scrum.
- Scrum theory: Empiricism and Lean Thinking.
- Three pillars of Scrum:
    - Transparency
    - Inspection
    - Adaptation
- Five Scrum values:
    - Commitment
    - Focus

    - Openness
    - Respect
    - Courage
- Understanding iterative and incremental development.
- Scrum framework and its application in projects.

Module 3: Scrum Team Roles and Accountabilities

- Overview of the Scrum Team structure.
- Understanding the three accountabilities:
    - Scrum Master
    - Product Owner
    - Developers
- Roles and responsibilities of the Scrum Master.
- Responsibilities of the Product Owner.
- Responsibilities of Developers.
- Collaboration and interaction within the Scrum Team.
- Self-management and cross-functional teams.
- Understanding stakeholder involvement.

Module 4: Scrum Events

- Overview of Scrum events and their purpose.
- Sprint: Structure, duration, and objectives.
- Sprint Planning:
    - Defining the Sprint Goal.
    - Selecting work for the Sprint.
    - Planning how the work will be completed.
- Daily Scrum:
    - Purpose and structure.
    - Monitoring progress.
    - Identifying potential impediments.
- Sprint Review:
    - Reviewing completed work.
    - Gathering stakeholder feedback.
- Sprint Retrospective:
    - Reviewing team performance.
    - Identifying improvement opportunities.
- Understanding the importance of time-boxing.

Day 2 – Scrum Artifacts, Scrum Master Practices and Implementation

Module 5: Scrum Artifacts and Commitments

- Introduction to Scrum artifacts.
- Product Backlog:
  - Purpose and structure.
  - Product Backlog management.
  - Prioritization and refinement.
- Sprint Backlog:
  - Sprint planning and selected work.
  - Managing tasks during the Sprint.
- Product Increment:
  - Understanding incremental delivery.
  - Ensuring product quality.
- Definition of Done (DoD).
- Understanding transparency through Scrum artifacts.
- Introduction to Product Goals and Sprint Goals.

Module 6: Scrum Master Responsibilities and Core Competencies

- Understanding the Scrum Master as a servant-leader.
- Coaching and mentoring Scrum Team members.
- Facilitating Scrum events and team discussions.
- Supporting effective collaboration and communication.
- Identifying and removing impediments.
- Helping teams improve productivity and performance.
- Encouraging self-management and accountability.
- Conflict resolution and team engagement.
- Distinguishing between teaching, coaching, mentoring, and facilitation.

Module 7: Supporting the Product Owner and Development Team

- Supporting effective Product Backlog management.
- Facilitating communication between the Product Owner and Developers.
- Helping clarify requirements and expectations.
- Supporting Sprint Planning and backlog refinement.
- Managing dependencies and impediments.
- Promoting collaboration with stakeholders.
- Helping teams maintain focus on Sprint Goals.
- Supporting continuous improvement and quality delivery.

Module 8: Scrum Implementation and Organizational Adoption

- Applying Scrum within different organizational environments.
- Establishing Scrum practices within teams.
- Common challenges in Scrum implementation.
- Identifying and addressing resistance to Agile adoption.
- Managing stakeholder expectations.
- Supporting organizational agility.
- Measuring team progress and effectiveness.
- Continuous improvement and sustainable Scrum adoption.

Module 9: Course Review and Certification Preparation

- Review of Scrum principles and framework.
- Recap of Scrum roles, events, and artifacts.
- Understanding common Scrum scenarios.
- Review of key CSM learning objectives.
- Preparation for the CSM certification assessment.

Learning Outcomes

Upon completion of the training, participants should be able to:

1. Understand Agile principles and the Scrum framework.
2. Explain Scrum roles, accountabilities, events, and artifacts.
3. Understand the responsibilities and competencies of a Scrum Master.
4. Facilitate Scrum events and promote effective team collaboration.
5. Identify and address impediments affecting team performance.
6. Support Product Owners and Developers in applying Scrum.
7. Promote continuous improvement and Agile adoption within organizations.