

The Solarity Group

Bright Ideas. Clear Solutions.



Survival Skills for Analysts

Description	This comprehensive workshop helps business analysts complement their practical systems thinking with a thorough understanding of effective people skills. A few of the many important topics covered in Survival Skills for Analysts include understanding team dynamics and resolving interpersonal conflicts; improving communication skills; planning and managing meetings more effectively and achieving greater consensus and commitment. To help ensure students continue to cultivate these critical skills after completion of the workshop, an action plan is developed for ongoing personal development in the workplace environment.
Length	2 days
Professional Development Units	16 contact hours
Prerequisites	Previous experience in business systems analysis. Also, can take Fast Start® in Business Analysis
Building Block For	<ul style="list-style-type: none">• Advanced Business Analysis• Mastering the Requirements Process
Materials	Custom materials provided by Instructor.
Who Should Take This Course	Those who need to learn practical interpersonal techniques for analysis: business systems analysts, manager, IT professionals, or other business professionals.
Rate	\$1,095/ person Discounts available for on-site classes or for multiple attendees



The Solarity Group

888-272-4494

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Fast Start® in Business Analysis

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Course Contents

Introduction – Setting Expectations

- What Do You Need to Survive?
- Surviving Requirements Discovery
- Characteristics of Effective Requirements

Interpersonal Style

- The Importance of Relationships
- The Social Style Model
- Assertiveness
- Responsiveness
- The Social Styles
- Social Style and Backup Behavior
- Versatility
- Working With Others
- Analytical Social Style
- Driving Social Style
- Expressive Social Style
- Amiable Social Style
- Building on Your Strengths
- Classification Ethics

- Organizational Overview
- Why Perform an Overview?
- Types of Information to Review
- Sources of Information to Review
- Benefits of Organizational Overviews
- Memorandum

Team Dynamics

- What Makes a Group a Team?
- Why BSAs Need to Think about Teams
- A Model of Team Development
- Team Member Roles
- Task Roles
- Relationship Roles
- Individual Roles
- Team Norms
- Gaining Consensus
- Memorandum
- Achieving Commitment

Listening Skills

- The Communication Process



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- Nonverbal Communication
- Communication Filters
- What Are Your Filters?
- Memorandum
- Three Ways to Listen
- Listening Traps
- Memorandum

Questioning and Interviewing

- Asking Effective Questions
- The B-PER Questioning Model
- Background Questions
- Problem Questions
- Effects Questions
- Results Questions
- Additional Uses for B-PER Questioning
- Memorandum
- CPR Project B-PER Questions
- Preparing for Interview
- Create an Appropriate Setting
- Ensure the Interview Will Be Focused
- Conducting Interviews
- Memorandum

- Guidelines for Interviewing Practice

Needs Assessment and Problem Solving

- The Needs Assessment Process
- Determining the Current State
- Defining the Future State
- Analyzing the Gap
- Developing Solutions
- SWOT Analysis
- Memorandum
- CPR Pilot Project SWOT Analysis
- The Problem Solving Process
- Determining Root Cause
- Generating Ideas
- A Guide to Better Brainstorming
- Brainstorm This!

Meeting Management

- Preparing for Meetings
- Meeting Roles
- Managing Disruptive Behavior
- What Would You Do?
- Managing Conflicts in Meetings
- The Nature of Conflict



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- An Approach for Managing Conflict

Facilitation

- Facilitation and its Application
- Applications for Facilitation
- Characteristics of Effective Facilitation
- Facilitator Responsibilities

- Best Practices for Effective Facilitation

- Facilitation Pitfalls

- Gaining Consensus and Commitment

- Low-Intervention Facilitation

Summary and Individual Action Planning

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