

## Virtual JAD Facilitation Workshop

### Description

**3 Sessions**

The Virtual Joint Application Development (JAD) Facilitation class is designed to provide the Business Analyst with a toolkit of techniques, agendas, scripts and templates for conducting scoping and business analysis workshops. The class focus is to:

- Discuss the roles/responsibilities and skills needed to be a successful facilitator
- Demonstrate techniques for consensus building and decision making
- Teach how to use Joint Application Development (JAD) techniques for scoping and requirements gathering workshops
- Provide exercises for planning and conducting facilitated sessions for business analysis
- Present techniques for controlling group dynamics and difficult participants

The objectives of the course are to:

- Provide practical exercises for: planning and building agendas for decision making, business analysis and business requirements workshops; questioning techniques; consensus building and facilitation tips and techniques
- Give each class participant the opportunity to facilitate specific agenda for different types of business analysis and business requirements gathering modeling techniques

### Course Content

#### Session 1

##### Introduction

- Agenda, ground rules, materials and student introductions

##### Overview

- What is a facilitator?
- What is the role of a facilitator?
- What are the skills, qualities and traits needed to conduct an effective meeting?
- What are the facilitation rules?

##### Facilitation skills

- Active Listening
- Questioning
- Neutrality
- Observation skills
  - Reading and interpreting body language
  - Responding to observed body language
- Appropriate response styles
- How to handle difficult behaviors
  - Motivation of difficult behaviors

- Types of behaviors and what to do about it
- Presentation skills
- Group Dynamics
  - Phases of group dynamics
  - Leadership styles
  - Managing conflict
    - Reasons for conflict
    - Types of interventions
  - Meeting problems (tips of what to do when things go wrong)
  - Meeting set up and ground rules

#### Facilitator's Tool Kit

- Facilitation techniques
  - Brainstorming
  - Storyboarding
  - Interviewing
  - Kit reviews
  - Teleconferencing tips and techniques
  - Consensus building techniques
  - Decision making techniques
- Ice Breakers and Team Building Exercises

#### Building an agenda

- Steps for planning an agenda
- Exercise- Planning a meeting approach
- Preparation for Short Meeting Facilitation Exercise

## Session 2

Exercise- Short Meeting Facilitation using a specific technique demonstrated in class

#### Requirements Workshop Management

- JAD Methodology
  - Preparation (checklists)
  - Workshop (set up, basic communication techniques, ground rules)
  - Follow-up (checklists)
- Business Analysis and Business Requirements Gathering Meeting Roles and Responsibilities
  - Business Sponsor
  - Project Manager
  - Facilitator
  - Business SMEs
  - Business & Technical Experts
- Key components of a successful meeting

#### Discovery Modeling Techniques for Scoping Business Needs

- Business Process Improvement Techniques and Agendas
  - Business Process Flows- "as is" and "to be"

- Exercise- Facilitating the high level “to be” business process flow using storyboarding
- Process Mapping for Gap Analysis
- Exercise- Facilitating focus groups for gap analysis using storyboarding

### Session 3

#### Discovery Modeling Techniques for Business Requirements Sessions

- Software Development Techniques and Agendas for Scoping Sessions
  - Context Diagram
  - Use Case Diagram
  - Exercise- Facilitating using the context and use case diagram
- Software Development Techniques and Agendas for Requirements Gathering Sessions
  - Activity Diagrams with swimlanes
  - Exercise- Facilitating focus groups using the activity diagram with swimlanes using storyboarding
  - Business Use Cases
  - Exercise- Facilitating focus groups using the business use cases for requirements gathering

Wrap up

### Who Should Attend?

Those who will find this of value are: Solutions Leads, Requirements Leads, JAD Facilitators, Business Analysts, Technical Leads, Technical Analysts, Project Managers, SMEs, Requirements Analysts, Business Systems Analysts, Architects, Developers and Designers.

### Materials

Each class participant receives a Course Handbook with sample agendas and scripts for conducting interactive BA/TA scoping, requirements definition sessions and technical requirements/design focus groups using the techniques taught in class. A Process Description, JAD Procedures Guide, templates and checklists are also provided.