Course Content

Course Description:

This comprehensive course 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 a completion of the workshop, an action plan is developed for ongoing personal development in the workplace environment.

Prerequisites

Previous experience in business systems analysis

Topics:

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

Questioning and Interviewing
- Asking Effective Questions

- The B-PER Questioning Model
- Background Questions
- Problem Questions
- Effects Questions
- Results Questions
- Additional Users for B-PER Questioning
- CPR Project B-PER Questions
- Preparing for Interview
- Create an Appropriate Setting
- Ensure the Interview Will be Focused
- Conducting Interviews
- Guidelines for Interviewing Practice