TSC Category	Business and Project Management					
TSC Title	Agile Coaching					
TSC Description	Formulate and implement Agile coaching frameworks, processes and standards to foster Agile mindset and practices within the organisation and develop Agile teams					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				ICT-SNA-4023-1.1	ICT-SNA-5023-1.1	ICT-SNA-6023-1.1
				Coach teams in the conduct of Agile practices and the implementation of Agile methodologies and practices in the organisation	Evaluate the effectiveness of Agile processes, standards, learning content and implementation plans to transition teams to Agile methodologies	Formulate the organisation's Agile coaching and mentoring frameworks, processes and standards to drive adoption of the Agile methodologies and practices
Knowledge				• Agile methodologies, frameworks, practices and processes • Types of facilitation and coaching techniques and models • Differences across coaching, mentoring, teaching and facilitation concepts • Types of feedback management models, techniques and tools • Types of active listening and questioning techniques and models • Types of learning styles • Theories and methodologies on the use of self and presence • Levels of self-awareness • Types of self-management models and tools • Legal and ethical considerations and standards related to providing coaching and mentoring	• Types of mentoring techniques and models • Techniques for providing advice to learners in the coaching process • Individual change cycles • Resistance management • Strategies for developing individual development plans • Legal and ethical considerations and standards related to providing mentoring • Processes for designing coaching guidelines and developing effective coaching approaches • Types of success indicators to measure effectiveness of coaching and mentoring	• Objectives of Agile mentoring in the organisation's context • Industry best practices in providing Agile coaching and mentoring • Types of coaching strategies • Impact of coaching on learner development • Models of team development • Types of team management strategies

Abilities						
				• Develop standards and requirements for Agile processes and coaching conversations • Develop implementation plans to transition teams to using Agile methodologies • Implement Agile project management, facilitation, meeting planning and organising tools • Conduct meetings using Agile methodologies and clarify the team's tasks and goals • Identify issues impeding the implementation of Agile methodologies and practices • Conduct coaching conversations to guide Agile team members to identify areas for development • Address impediments and resistance from Agile team members • Review the progress of Agile team members and provide inputs to achieve development goals • Assess outcomes of Agile coaching to determine its effectiveness	• Evaluate the implementation of Agile practices against established Agile processes and standards • Assess the organisation's readiness to adopt Agile methodologies • Evaluate standards, processes, frameworks and implementation plans to improve the effectiveness of Agile coaching • Curate learning content on Agile methodologies and practices to develop team members • Develop initiatives and programmes to facilitate implementation of Agile • Review frameworks, processes and objectives for Agile coaching conversations • Establish roles and responsibilities of stakeholders to ensure clarity and accountability when implementing Agile • Determine success indicators to measure effectiveness of Agile methodologies and processes • Evaluate outcomes and measure effectiveness of Agile coaching • Resolve issues and impediments of Agile implementation	• Establish the organisation's Agile coaching frameworks, processes and standards • Articulate the organisation's Agile coaching stance • Assess the team's readiness in using Agile methodologies • Develop coaching development roadmaps for an Agile team • Evaluate Agile tools and software for implementation • Define the roles, responsibilities and required mindset of a professional in an Agile team • Oversee the development of initiatives and programmes to drive mindset shifts critical for adoption of Agile methodologies and practices • Establish performance criteria and standards for the appointment of Agile teams and coaches

Range of Application	Agile methodologies and frameworks may include but not limited to:
	• Agile Scrum Methodologies