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| **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 | | | | | |