

Updated on September 14, 2026

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Scrum Facilitation Skills™ Certification Training

3 days (21 hours)

Overview

The Scrum Facilitation Skills™ Certification Training prepares you for the official Professional Scrum Facilitation Skills™ certification and helps you develop the essential skills needed to facilitate constructive, inclusive, and decision-oriented discussions within Scrum teams

Facilitation is a key tool for improving collaboration, resolving complex situations, and helping teams move toward their goals. This training enables you to adopt the role of a facilitator, apply Scrum values, and select techniques suited to each context

You will learn how to prepare and lead workshops, encourage the expression of diverse perspectives, manage group dynamics, and guide participatory decision-making. The case studies are based on Scrum events, interactions with stakeholders, and challenges frequently encountered by teams

The Scrum Facilitation Skills Certification training includes structured preparation for the Professional Scrum Facilitation Skills exam. You will reinforce facilitation principles, the required techniques, and your ability to analyze scenarios similar to those found on the certification exam

Upon completion of the training, you will be able to design a facilitation plan, create an environment that fosters transparency and engagement, and guide teams toward shared decisions. You will also have the necessary tools to confidently prepare for the official certification exam

Like all our training courses, this one will introduce you to **the latest stable version** of the technology and its new features.

Objectives

- Adopt a facilitation approach suited to Scrum team interactions
- Apply facilitation principles and Scrum values in real-world situations
- Select and use techniques that promote collaboration and participatory decision-making
- Analyze group dynamics to address communication and alignment challenges
- Prepare for the Professional Scrum Facilitation Skills™ certification exam

Target Audience

- Scrum Master
- Agile Coach
- Scrum Coach
- Product Owner
- Agile Project Manager

Prerequisites

- Knowledge of Scrum™ roles, events, and artifacts
- Experience working on a Scrum Team or an Agile team
- Prior reading of the Scrum Guide
- Understanding of the principles of collaboration and continuous improvement

Technical Prerequisites

- Stable internet connection capable of supporting audio and video communication
- Authorized access to the videoconferencing and collaborative whiteboard tools used during the training

Agenda for our Scrum Facilitation Skills™ training

[Day 1 - Morning]

Fundamentals of Scrum Facilitation

- Overview of the Professional Scrum Facilitation Skills™ certification and the skills assessed
- The facilitator's role in a Scrum Team and how it differs from the roles of coach, trainer, and decision-maker
- Facilitation principles applied to transparency, inspection, and adaptation
- How Scrum values contribute to a healthy collaborative environment
- Exam preparation: identifying key concepts and analyzing exam requirements
- Hands-on workshop: analyzing a team scenario and identifying behaviors characteristic of a facilitator's role.

[Day 1 - Afternoon]

Designing a Facilitation Session

- Clarifying the objective, expected outcome, and desired level of participation
- Structuring a session: opening, brainstorming, synthesis, decision-making, and closing
- Selecting techniques based on the context, number of participants, and time constraints
- Creating a working environment that fosters psychological safety and engagement
- Exam preparation: matching a facilitation technique to a team's needs
- Hands-on workshop: developing a facilitation plan for a Sprint Planning session involving disagreements over prioritization.

[Day 2 - Morning]

Collaboration and Decision-Making Techniques

- Techniques for generating ideas, visualizing concepts, and sharing perspectives
- Convergence practices: grouping, prioritization, voting, and consensus building
- Managing participation to bring minority perspectives to the forefront
- Facilitating participatory decision-making without taking the place of the team
- Exam preparation: analysis of multiple-choice questions on facilitation techniques
- Hands-on workshop: leading a collective decision-making process to select an improvement action.

[Day 2 – Afternoon]

Managing group dynamics

- Identifying group dynamics that influence collaboration and decision-making
- Detecting signs of withdrawal, dominance, conflict, or loss of focus
- Facilitator interventions in response to tensions, deadlocks, and persistent disagreements
- Rephrasing, active listening, and questioning to restore shared understanding
- Exam preparation: resolving complex facilitation scenarios
- Hands-on workshop: facilitating a retrospective in the face of conflict among participants and formalizing the decisions reached.

[Day 3 - Morning]

Facilitating Scrum events

- Applying facilitation techniques to Sprint Planning, Daily Scrum, Sprint Review, and Sprint Retrospective
- Adapting techniques to interactions with stakeholders and customers
- Maintaining the focus of each Scrum event without turning facilitation into control
- Handling common situations: low engagement, unclear decisions, and off-topic discussions
- Exam preparation: reviewing the connections between principles, techniques, and expected outcomes

- Hands-on workshop: preparing and facilitating a Sprint Review that fosters dialogue with stakeholders who have differing expectations.

[Day 3 - Afternoon]

Final preparation for certification

- Review of key areas: principles, values, techniques, and group dynamics
- Systematic review of certification questions and identification of key phrasing
- Time management and response strategy for the Professional Scrum Facilitation Skills™ assessment
- Group analysis of common mistakes and reinforcement of key points to watch for
- Development of a personal plan for progress and practical application after the training
- Hands-on workshop: taking a mock exam with feedback and developing a facilitation plan applicable to an upcoming Scrum session.

Target Audience

This training is intended for both individuals and companies—large or small—seeking to train their teams in new, advanced IT technologies or to acquire specific business knowledge or modern methodologies.

Assessment at the Start of Training

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency level across various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

Teaching Methods

Hands-On Training: 60% Practical, 40% Theoretical. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.