The Inteq group, Inc.

www.inteqgroup.com

Inteq's Professional Business
Analysis Training Courses

Business Systems Analysis

Agile Business Analysis

Business Process Modeling

Business Process Reengineering

Logical Data Modeling

Advanced Data Modeling

Change Management

Effective Business Cases

Requirements Management

Soft Skills

BA Bootcamp

www.inteqgroup.com

SOFT SKILLS FOR
BUSINESS & I.T. PROFESSIONALS
Enabling Better, Faster, Agile Business Analysis

2017 Overview & Outline

Inteq Professional Business Analysis
Training Course Series

SOFT SKILLS FOR
BUSINESS & I.T. PROFESSIONALS
Enabling Better, Faster, Agile Business Analysis

Soft skills, sometimes referred to as "professional skills", are the essential enablers of business analysis - independent of technical or industry specific skills and knowledge.

Soft skills are extremely valuable to any organization - and are often in short supply.

Stakeholders at every level of the organization rely on thorough, objective, accurate business analysis and the resulting business requirements and supporting business cases for decisions regarding changes in business processes and business systems.

A standardized consistently applied best-practice approach for the elicitation of requirements, the application of critical thinking to analysis and development and communication of effective business cases is essential to decision making. Unfortunately, sub-optimal decisions and missed (or misaligned) opportunities are far too frequent.

Soft Skills for Business and I.T. Professionals results in better, faster business and IT decisions – with increased agility that balances the allocation of time, budget, talent and risk among alternatives and with competing opportunities and priorities.

Inteq's Soft Skills training provides business and IT professionals with the elicitation, critical thinking, decision making, business case and communication skills, techniques and methods to engage stakeholders at all levels across the enterprise.

The concepts and content of this course is based on years of best practices gleaned from thousands of business analysis interactions across the spectrum of industries and subject matter domains across the commercial and public sectors. It's your roadmap for developing enterprise-level professional skills.

Inteq's business analysis training courses have emerged as the gold standard for professional business analysis training - and are simply the most effective business analysis training courses available in the industry.

COURSE OUTLINE

Introduction and Foundation
- Business analysis from an enterprise 360° perspective
- Defining customer and business value
- Business change drivers
- Agile business analysis
- What is a business case?

Framework for Business Analysis
- Business functions, processes and work activities
- Business requirements vs. business systems requirements
- Stakeholder and SME analysis
- Business value drivers and constraints
- The 5 essential business analysis questions

Analyzing Business Problems & Opportunities
- Analysis from an agile perspective
- Goals vs. strategies vs. tactics
- Measurement, metrics and indicators
- Gap and Root Cause Analysis | Scenario Analysis | Risk Analysis | Cost Analysis

Developing Business Cases
- Business case format and components
- Anchoring business cases with user stories
- Iterative evolution of business cases
- Validating and refining business cases
- Grooming the case backlog
- Presenting business cases

Eliciting Business Knowledge
- Deep versus superficial analysis
- Sources of business knowledge
- Essential facilitation skills

Essential Professional Skills
- Managing difficult personalities and situations
- Teams and team building
- Communication skills
- Active Listening skills

Case Study – Developing a Business Case
Participants analyze a business problem, identifying alternative solutions and develop a business case in connection with a real world business process decision that impacts people, systems and workflows. This case study provides an invaluable template that participants can leverage in their organization.

Practical Guidance
- Establishing and maintaining credibility
- Trending topics
- Take-home templates
- Getting started

The Inteq group, Inc.
www.inteqgroup.com

Why are soft skills so valuable?

- Business is increasingly complex, rapidly changing and chaotic. Getting "buy in" and support from a wide range of stakeholders is critical.

- Organizations are lean. No one seems to know "the business" - only pieces. Access to knowledgeable subject matter experts is increasingly difficult.

- Projects often span multiple business areas with different, sometimes conflicting, business practices – often resulting in an endless chain of references to "someone who knows".

- Business is fast paced. Everyone needs a solution "now"! There never seems to be enough time to get it right. However, there is little tolerance for getting it wrong.

Soft Skills for Business and I.T. Professionals is a highly interactive high-energy training program. It's specifically designed to enable you and your organization to succeed in today's rapidly changing, complex chaotic business environment

Who Should Attend?

Business Analysts, Systems Analysts, Data Modelers and Data Analysts, Project Managers, Business and IT Professionals, Subject Matter Experts and anyone in involved in elicitation, critical thinking, problem solving, decision making, business cases, communicating business requirements and business decisions or leading change.

Prerequisites: N/A

Soft Skills for Business and I.T. Professionals provides a comprehensive approach to elicitation, critical thinking, decision making, business cases and communication regardless of background or experience.

Soft Skills for Business and I.T. Professionals is an excellent companion and seamlessly integrates with any of our business analysis courses including Business Systems Analysis, Agile Business Analysis, Business Process Modeling, Business Process Management, Logical data Modeling and Advanced Data Modeling and Change Management.

Learning Options

- Anytime eLearning™: Anytime | Anywhere | Any Device | Self-Paced
- On-site at your location (or via live virtual): 2 Days

You will learn:

- *To clearly define business problems*
- *Proven techniques for discovering and mining deep business knowledge*
- *Facilitation and elicitation techniques that enable you to fully engage subject matter experts*
- *Critical thinking skills to clearly define and rapidly resolve business questions*
- *To develop and clearly communicate effective business cases*
- *To navigate the political and cultural roadblocks that impede high quality analysis*
- *To respond rather that react to problems*
- *Proven techniques for generating and evaluating ideas*
- *To make effective critical decisions*
- *… and much more*

Participants in receive a comprehensive course workbook, supplemental materials, and a personalized Certificate of Completion indicating CEU (continuing education unit) credits awarded.

Inteq soft skills training is more than education; its transformation - for the participants, project teams and their organizations.

That's why over 300,000 business and I.T. professionals worldwide choose Inteq's business analysis training courses – including Inteq's Soft Skills for Business Analysts.

What is the Next Step?

Inteq training programs are available via Anytime eLearning™ and on-site at your locations (or via live virtual) – worldwide.

Contact us today:
info@inteqgroup.com │ 800.719.4627
www.inteqgroup.com

Inteq training programs can be tailored to your organization's specific training objectives and can also be combined into innovative 3, 4, and 5-day hybrid training programs.