

Survival Skills for Analysts

Course ISI-1376B Two days Instructor-led

Introduction

Presented as a two-day course instructor-led format, this course stresses best practices in business analysis by use of slides, exercises and group discussions. The course material stresses business analysis best practices, consistent with 'A Guide to the Business Analysis Body of Knowledge ® (BABOK), version 3.0.

Course Objective

- Students will examine the need for underlying competency skills for a business analyst to increase project success
- Understand that best practices in business analysis are supported by key competencies for a business analyst
- Understand how to perform stakeholder analysis to set a strategy for their support to project objectives
- Learn effective communication techniques tied to interview skills
- Understand how and when to use negotiation, persuasion and influence with project stakeholders
- Learn critical skills for a business analyst in creative problem solving, critical thinking and conflict resolution

Performance-Based Objectives:

- Upon successful completion of this course, students will be able to:
- Learn how key competencies yield strength on how to work with various stakeholder groups
- Learn that the combination of key competencies will yield better solutioning for project options of stakeholder expectations
- Learn how to these skills will yield improved business analysis performance

Target Student

This course is designed for business analysts, project and program managers working on key change initiatives that need transition to valuable portfolio of programs and supporting projects. Previous experience in business systems analysis.

Delivery Method

Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Contact ISInc for more information at 916.920.1700 or by visiting our website at <http://www.isinc.com>