



Scrum Master Course Syllabus

In this Scrum Master course learn to lead Agile teams. This Scrum Master course teaches the skills to successfully guide Agile teams using the Scrum framework. Through a deep exploration of Scrum principles and practices you learn how to support team collaboration, remove impediments, and promote continuous improvement. Emphasizing real-world applications and project-based scenarios, the course teaches the mindset and role of a Scrum Master as a servant leader, coach, and facilitator.

Understanding Scrum Framework

- **Scrum Roles:** Understand the distinct responsibilities of the Scrum Master, Product Owner, and Development Team.
- **Scrum Events:** Learn how to facilitate and support Sprint Planning, Daily Scrums, Sprint Reviews, and Sprint Retrospectives.
- **Scrum Artifacts:** Analyze the purpose and structure of the Product Backlog, Sprint Backlog, and Increment.
- **Scrum Pillars & Values:** Embrace transparency, inspection, and adaptation, as well as the five Scrum values (Commitment, Focus, Openness, Respect, Courage).

Servant Leadership & Coaching

- **Servant Leadership Philosophy:** Lead by supporting, not directing. Create an environment of trust and autonomy.
- **Coaching Techniques:** Use questioning, observation, and active listening to help teams improve independently.
- **Facilitator vs. Manager:** Distinguish between command-control management and facilitate leadership.
- **Supportive Mindset:** Build psychological safety and model Agile values.

Team Facilitation Techniques

- **Daily Stand-ups:** Keep stand-ups focused, time-boxed, and valuable.
- **Sprint Planning:** Help teams break work into achievable goals and clarify backlog items.
- **Sprint Reviews & Retrospectives:** Foster reflection, stakeholder feedback, and continuous improvement.
- **Backlog Refinement:** Assist in preparing backlog items for upcoming sprints.
- **Facilitation Tools:** Use visual aids, virtual whiteboards, timeboxes, and collaborative decision-making frameworks.

Conflict Resolution & Team Dynamics

- **Understanding Team Development:** Apply Tuckman's model (Forming, Storming, Norming, Performing).
- **Conflict Resolution Techniques:** Mediate issues using Agile values, nonviolent communication, and consensus-building methods.
- **Navigating Change:** Help teams respond constructively to new priorities, team composition, or organizational shifts.
- **Supporting Team Growth:** Recognize different working styles, cultural factors, and individual motivators.

Visit the AGI website for dates and to learn more about this [Scrum Master course](#).



Metrics & Continuous Improvement

- Velocity Tracking: Understand how and when to use velocity as a forecasting tool.
- Burn-down & Burn-up Charts: Visualize progress during a sprint or over time.
- Impediment Logs: Track and address blockers at the team or organizational level.
- Definition of Done & Quality Standards: Reinforce shared expectations for completion and quality.

Scaling Scrum

- SAFe (Scaled Agile Framework): Introduction to Agile Release Trains, ART ceremonies, and roles.
- LeSS (Large-Scale Scrum): Keeping Scrum lightweight across multiple teams.
- Nexus: Coordination structures and integration techniques.
- Challenges of Scaling: Communication, dependency management, and governance.

Scrum Master Responsibilities

- Removing Impediments: Identify and eliminate barriers to team progress.
- Shielding the Team: Protect focus and ensure a sustainable work pace.
- Coaching Agile Mindset: Support Agile adoption at the team and organizational level.
- Working with Product Owners: Help refine the backlog, communicate priorities, and maximize product value.

- Stakeholder Management: Foster collaboration beyond the team.

Overview of Certification Options

- PSM, Certified Scrum Master, SAFe Scrum Master, Disciplined Agile Scrum Master, Agile Certified Professional