

aractech
Global Learning for Operational Leaders

PROJECT MANAGEMENT | PM-053

Professional Scrum Master: Roles, Events and Team Coaching

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Course content

Why Attend

Scrum is the most widely used agile framework in the world, adopted by technology companies, banks, government entities and product teams of every kind. Its success depends heavily on the Scrum Master, the person who helps the team and organisation understand and apply Scrum effectively.

A great Scrum Master is far more than a meeting facilitator. They are a servant leader, coach, teacher and change agent who removes impediments, improves team dynamics and helps the organisation deliver value faster.

Course Methodology

• This training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes an interactive mixture of lecture-led learning, case studies, practical exercises and group discussions.

Course Objectives

• Understand core principles and best practices covered in Professional Scrum Master: Roles, Events and Team Coaching.

• Apply practical techniques to day-to-day operational challenges.

• Build an implementation action plan suitable for your organization.

Target Audience

• New and aspiring Scrum Masters

• Project managers moving to agile roles

• Team leads and development managers

• Agile team members



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Course outline

Detailed course outline

Day-by-day outline for Professional Scrum Master: Roles, Events and Team Coaching.

Day 1 - Scrum Foundations

• 09:00-09:30 | Empiricism: Transparency, inspection and adaptation as the basis of Scrum

• 09:30-10:30 | Scrum Values: Commitment, focus, openness, respect and courage in daily practice

• 10:30-11:00 | The Scrum Framework: How roles, events and artefacts work together

• 11:00-11:30 | Coffee break

• 11:30-12:00 | The Three Accountabilities: Developers, Product Owner and Scrum Master

• 12:00-12:30 | Scrum Versus Traditional Project Management: Key differences and common misconceptions

• 12:30-13:00 | When Scrum Fits: Complex problems, uncertainty and product development

• 13:00-14:00 | Simulation: A first Scrum sprint using a non-technical product

Day 2 - The Scrum Master as Servant Leader

• 09:00-09:30 | Serving the Team: Coaching self-management and cross-functionality

• 09:30-10:00 | Serving the Product Owner: Backlog techniques and value maximisation

• 10:00-10:30 | Serving the Organisation: Leading adoption and removing systemic barriers

• 10:30-11:00 | Leadership Stances: Teacher, coach, mentor, facilitator and change agent

• 11:00-11:30 | Coffee break

• 11:30-12:00 | Removing Impediments: Identifying, prioritising and resolving blockers

• 12:00-13:00 | Influencing Without Authority: Building trust and credibility

• 13:00-14:00 | Role Play: Handling common Scrum Master challenges



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Day 3 - Facilitating Scrum Events

- 09:00-09:34 | Sprint Planning: Defining the sprint goal and planning the work
- 09:34-10:08 | Daily Scrum: Keeping it focused, short and useful for the developers
- 10:08-10:42 | Sprint Review: Inspecting the increment with stakeholders and adapting the backlog
- 10:42-11:00 | Sprint Retrospective: Formats that generate real improvements
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Sprint Retrospective: Formats that generate real improvements (continued)
- 11:46-12:20 | Backlog Refinement: Preparing work for future sprints
- 12:20-12:53 | Facilitation Techniques: Liberating structures, timeboxing and visual tools
- 12:53-14:00 | Practice: Participants facilitate each Scrum event in groups

Day 4 - Artefacts, Commitments and Team Performance

- 09:00-09:34 | Product Backlog and Product Goal: Ordering, transparency and ownership
- 09:34-10:08 | Sprint Backlog and Sprint Goal: Planning and tracking work
- 10:08-10:42 | Increment and Definition of Done: Ensuring quality and releasability
- 10:42-11:00 | Estimation and Forecasting: Story points, velocity and flow metrics
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Estimation and Forecasting: Story points, velocity and flow metrics (continued)
- 11:46-12:20 | Team Dynamics: Stages of team development and psychological safety
- 12:20-12:53 | Conflict Management: Recognising and resolving team conflict
- 12:53-14:00 | Exercise: Diagnose a struggling Scrum team and plan interventions



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Day 5 - Scaling, Organisational Change and Assessment Preparation

- 09:00-09:34 | Scrum in Larger Organisations: Coordinating multiple teams
- 09:34-10:08 | Scaling Frameworks Overview: Nexus, LeSS and other approaches
- 10:08-10:42 | Agile Metrics for Management: Communicating progress without micromanagement
- 10:42-11:00 | Supporting Agile Transformation: Working with leaders and middle management
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Supporting Agile Transformation: Working with leaders and middle management (continued)
- 11:46-12:20 | Common Anti-Patterns: Recognising and correcting Scrum dysfunctions
- 12:20-13:27 | Assessment Preparation: Key Scrum Guide concepts and practice questions
- 13:27-14:00 | Personal Action Plan: Growing as a Scrum Master



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Seminar dates

Available seminar dates

Live dates and pricing for Professional Scrum Master: Roles, Events and Team Coaching generated from the course details page.

Date	Location	Format	Fee
4 - 8 January 2027	Berlin	Classroom	**€3,400**
11 - 15 January 2027	Dubai	Classroom	**€2,745**
18 - 22 January 2027	Cape Town	Classroom	**€1,895**
25 - 29 January 2027	Paris	Classroom	**€2,210**
1 - 5 February 2027	Dubai	Classroom	**€2,745**
8 - 12 February 2027	Amsterdam	Classroom	**€2,415**
15 - 19 February 2027	Stockholm	Classroom	**€3,400**
22 - 26 February 2027	London	Classroom	**€2,815**
1 - 5 March 2027	Cape Town	Classroom	**€1,895**
8 - 12 March 2027	Istanbul	Classroom	**€2,250**



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Date	Location	Format	Fee
15 - 19 March 2027	Dubai	Classroom	**€2,745**
22 - 26 March 2027	Barcelona	Classroom	**€2,175**
5 - 9 April 2027	Cape Town	Classroom	**€1,895**
12 - 16 April 2027	Frankfurt	Classroom	**€2,215**
19 - 23 April 2027	Dubai	Classroom	**€2,745**
26 - 30 April 2027	Kuala lumpur	Classroom	**€2,425**
3 - 7 May 2027	London	Classroom	**€2,815**
10 - 14 May 2027	Malmo	Classroom	**€3,400**
17 - 21 May 2027	Copenhagen	Classroom	**€3,400**
24 - 28 May 2027	Cape Town	Classroom	**€1,895**



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Date	Location	Format	Fee
7 - 11 June 2027	Paris	Classroom	**€2,210**
14 - 18 June 2027	Dubai	Classroom	**€2,745**
21 - 25 June 2027	Amsterdam	Classroom	**€2,415**
5 - 9 July 2027	Dubai	Classroom	**€2,745**
12 - 16 July 2027	Oslo	Classroom	**€4,200**
19 - 23 July 2027	Cape Town	Classroom	**€1,895**
26 - 30 July 2027	Dublin	Classroom	**€3,360**
2 - 6 August 2027	Dubai	Classroom	**€2,745**
9 - 13 August 2027	Barcelona	Classroom	**€2,175**
16 - 20 August 2027	Cape Town	Classroom	**€1,895**



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Date	Location	Format	Fee
23 - 27 August 2027	Frankfurt	Classroom	**€2,215**
6 - 10 September 2027	Dubai	Classroom	**€2,745**
13 - 17 September 2027	Kuala lumpur	Classroom	**€2,425**
20 - 24 September 2027	London	Classroom	**€2,815**
4 - 8 October 2027	Istanbul	Classroom	**€2,250**
11 - 15 October 2027	Dubai	Classroom	**€2,745**
18 - 22 October 2027	Cape Town	Classroom	**€1,895**
25 - 29 October 2027	Manchester	Classroom	**€3,360**
1 - 5 November 2027	Dubai	Classroom	**€2,745**
8 - 12 November 2027	Amsterdam	Classroom	**€2,415**



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15 - 19 November 2027	Dubai	Classroom	**€2,745**
22 - 26 November 2027	Liverpool	Classroom	**€3,360**
6 - 10 December 2027	Cape Town	Classroom	**€1,895**
13 - 17 December 2027	Istanbul	Classroom	**€2,250**
20 - 24 December 2027	Dubai	Classroom	**€2,745**
27 - 31 December 2027	Barcelona	Classroom	**€2,175**
4 - 8 January 2027	Online / Live	Online / Live	**€1,515**
11 - 15 January 2027	Online / Live	Online / Live	**€1,515**
18 - 22 January 2027	Online / Live	Online / Live	**€1,515**
25 - 29 January 2027	Online / Live	Online / Live	**€1,515**



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Date	Location	Format	Fee
1 - 5 February 2027	Online / Live	Online / Live	**€1,515**
8 - 12 February 2027	Online / Live	Online / Live	**€1,515**
15 - 19 February 2027	Online / Live	Online / Live	**€1,515**
22 - 26 February 2027	Online / Live	Online / Live	**€1,515**
1 - 5 March 2027	Online / Live	Online / Live	**€1,515**
8 - 12 March 2027	Online / Live	Online / Live	**€1,515**
15 - 19 March 2027	Online / Live	Online / Live	**€1,515**
22 - 26 March 2027	Online / Live	Online / Live	**€1,515**
5 - 9 April 2027	Online / Live	Online / Live	**€1,515**
12 - 16 April 2027	Online / Live	Online / Live	**€1,515**



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19 - 23 April 2027	Online / Live	Online / Live	**€1,515**
26 - 30 April 2027	Online / Live	Online / Live	**€1,515**
3 - 7 May 2027	Online / Live	Online / Live	**€1,515**
10 - 14 May 2027	Online / Live	Online / Live	**€1,515**
17 - 21 May 2027	Online / Live	Online / Live	**€1,515**
24 - 28 May 2027	Online / Live	Online / Live	**€1,515**
7 - 11 June 2027	Online / Live	Online / Live	**€1,515**
14 - 18 June 2027	Online / Live	Online / Live	**€1,515**
21 - 25 June 2027	Online / Live	Online / Live	**€1,515**
5 - 9 July 2027	Online / Live	Online / Live	**€1,515**



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12 - 16 July 2027	Online / Live	Online / Live	**€1,515**
19 - 23 July 2027	Online / Live	Online / Live	**€1,515**
26 - 30 July 2027	Online / Live	Online / Live	**€1,515**
2 - 6 August 2027	Online / Live	Online / Live	**€1,515**
9 - 13 August 2027	Online / Live	Online / Live	**€1,515**
16 - 20 August 2027	Online / Live	Online / Live	**€1,515**
23 - 27 August 2027	Online / Live	Online / Live	**€1,515**
6 - 10 September 2027	Online / Live	Online / Live	**€1,515**
13 - 17 September 2027	Online / Live	Online / Live	**€1,515**
20 - 24 September 2027	Online / Live	Online / Live	**€1,515**



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11 - 15 October 2027	Online / Live	Online / Live	**€1,515**
18 - 22 October 2027	Online / Live	Online / Live	**€1,515**
25 - 29 October 2027	Online / Live	Online / Live	**€1,515**
1 - 5 November 2027	Online / Live	Online / Live	**€1,515**
8 - 12 November 2027	Online / Live	Online / Live	**€1,515**
15 - 19 November 2027	Online / Live	Online / Live	**€1,515**
22 - 26 November 2027	Online / Live	Online / Live	**€1,515**
6 - 10 December 2027	Online / Live	Online / Live	**€1,515**
13 - 17 December 2027	Online / Live	Online / Live	**€1,515**



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Date	Location	Format	Fee
20 - 24 December 2027	Online / Live	Online / Live	**€1,515**
27 - 31 December 2027	Online / Live	Online / Live	**€1,515**

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