

AGILE

INTERMEDIATE

2 DAYS

Certified Agile Facilitator (CAF)

The Certified Agile Facilitator (CAF) is a skill-based certification for professionals who want to develop expert facilitation skills in an Agile context. It is relevant to anyone who leads meetings, workshops, or collaborative sessions, including Scrum Masters, Product Owners, coaches, project managers, and team leads. The course develops both the mindset and the practical techniques of neutral, effective facilitation.

Why CAF?

Recognised credential

Certified Agile Facilitator (CAF) credential from Scrum Alliance, valid for two years.

Career progression

Confidence to manage conflict and difficult dynamics in real work settings.

Practical skills

Ability to design and facilitate group sessions that produce clear, agreed outcomes.

Organisational value

Improved quality of Agile ceremonies and team collaboration sessions.

Practical skills

Practical toolkit of facilitation techniques for diverse group contexts.

Global relevance

Applicable across Scrum Master, coaching, leadership, and project management roles.

What you'll be able to do

- ✓ Understand and adopt the mindset and responsibilities of a professional facilitator
- ✓ Design and facilitate collaborative group sessions that produce meaningful outcomes
- ✓ Apply a range of facilitation techniques suited to different contexts and group sizes
- ✓ Navigate conflict, resistance, and difficult group dynamics with confidence
- ✓ Adapt facilitation approaches in response to changing group needs
- ✓ Facilitate Scrum events and Agile workshops to maximise participation and clarity
- ✓ Distinguish facilitation from coaching, teaching, and advising
- ✓ Apply ethical standards in facilitation practice

Who this is for

- Scrum Masters
- Agile Coaches
- Project Managers
- Team Leads
- Workshop Facilitators
- Product Owners

Curriculum

01 The Professional Facilitator

- What facilitation is and what it is not
- The facilitator as a neutral guide: roles, responsibilities, and boundaries
- Facilitation vs. coaching vs. teaching vs. consulting
- Core competencies of a skilled facilitator
- The IAF (International Association of Facilitators) core competencies overview

02 The Facilitator Mindset

- Curiosity, humility, and neutrality as foundational facilitator values
- Managing your own biases and triggers in facilitation
- Believing in the group's wisdom and capacity to find its own answers
- The difference between being a facilitator of process and a contributor to content
- Building facilitator presence and authority

03 Designing Facilitated Sessions

- Understanding the purpose, participants, and desired outcomes of a session
- Designing session flow: opening, divergence, convergence, closing
- Selecting appropriate activities for each phase
- Creating a facilitation plan and agenda
- Room setup, virtual platform configuration, and environmental factors
- Preparing for the unexpected

04 Facilitation Techniques and Tools

- Divergent thinking tools: brainstorming, brainwriting, 1-2-4-All
- Convergent thinking tools: dot voting, affinity mapping, multi-voting
- World Cafe, Open Space Technology, and fishbowl conversations
- Liberating Structures overview and application
- Visual facilitation and graphic recording
- Online facilitation tools: Miro, MURAL, Mentimeter

05 Conflict Resolution and Difficult Dynamics

- Sources of conflict in group settings
- Productive disagreement vs. destructive conflict
- Techniques for managing dominant participants and quiet voices
- Addressing off-topic discussions and tangents
- Working with resistant, disengaged, or hostile participants
- De-escalation techniques for emotionally charged sessions

06 Adaptive Approaches

- Reading the room: adjusting pace, energy, and methods in real time
- Emergent facilitation: following the group's energy
- Facilitation in cross-cultural and multilingual contexts
- Facilitating large groups vs. small groups
- Hybrid facilitation: bridging in-person and remote participants
- Reflecting on and improving your facilitation practice

07 Facilitation in an Agile Context

- Facilitating Sprint Planning, Daily Scrum, Sprint Review, and Retrospective
- Facilitating backlog refinement sessions
- Running team charter and working agreements workshops
- Facilitating PI Planning or similar large-scale Agile events
- Building a facilitation toolkit for Agile teams