

AGILE

INTERMEDIATE

2 DAYS

Advanced Certified ScrumMaster (A-CSM)

The Advanced Certified ScrumMaster (A-CSM) is the second level of the Scrum Master track. It is designed for practising Scrum Masters with at least one year of real-world experience who want to deepen their facilitation, coaching, and leadership skills. The course builds directly on the CSM foundation and focuses on practical application in complex organisational environments.

Why A-CSM?

Recognised credential

Advanced Certified ScrumMaster (A-CSM) credential from Scrum Alliance, valid for two years.

Practical skills

Skills to address systemic impediments at the team and organisational level.

Practical skills

Ability to facilitate complex team conversations and multi-stakeholder sessions.

Organisational value

Readiness to operate in scaled Agile environments across multiple teams.

Practical skills

Practical coaching techniques to develop self-managing, high-performing teams.

Career progression

Foundation to progress to the Certified Scrum Professional - ScrumMaster (CSP-SM).

What you'll be able to do

- ✓ Facilitate productive dialogue and difficult conversations across teams and stakeholders
- ✓ Apply coaching techniques to support individual and team growth
- ✓ Respond confidently to organisational impediments and systemic challenges
- ✓ Increase team engagement, psychological safety, and self-management
- ✓ Use techniques to scale Scrum practices across multiple teams
- ✓ Demonstrate the characteristics of a servant leader in an Agile context
- ✓ Distinguish between coaching, mentoring, facilitating, and teaching as stances
- ✓ Design and facilitate retrospectives that produce meaningful change

Who this is for

- Scrum Masters
- Project Managers
- Agile Coaches
- Team Leads
- Delivery Managers
- Scrum team members

Curriculum

01 Scrum Master Stances and Mindset

- The five stances of an effective Scrum Master: coach, facilitator, teacher, mentor, impediment remover
- Moving from a task manager to a servant leader
- Self-assessment of current Scrum Master effectiveness
- Growth mindset and continuous improvement for practitioners

02 Advanced Facilitation

- Principles of professional facilitation in an Agile context
- Designing and running effective Sprint ceremonies
- Techniques for distributed and hybrid team facilitation
- Managing conflict and dysfunctional team dynamics
- Liberating Structures and other participatory methods
- Running high-impact retrospectives using varied formats

03 Coaching Skills for Scrum Masters

- Coaching vs. mentoring vs. consulting: when to use each
- Active listening, powerful questioning, and deep inquiry
- Coaching the Product Owner on backlog health and stakeholder management
- Coaching Developers on self-management and technical practices
- Coaching leaders and managers on Agile leadership behaviours
- Handling resistance to change

04 Increasing Team Engagement

- Psychological safety: what it is and how to build it
- Motivational frameworks: intrinsic motivation, autonomy, mastery, purpose
- Identifying and addressing team dysfunctions (five dysfunctions model)
- Building trust and accountability on Scrum teams
- Feedback models and creating a culture of continuous feedback

05 Responding to Organisational Impediments

- Systems thinking and its application in Agile environments
- Identifying root causes of recurring impediments
- Influencing without authority: working with management and executives
- Navigating organisational politics and change resistance
- Creating visualisations to expose systemic issues (impediment boards, systems maps)

06 Scaling Beyond a Single Team

- Introduction to multi-team coordination patterns
- Communities of Practice and Scrum of Scrums
- Dependency management across teams
- Overview of scaling frameworks: SAFe, LeSS, Nexus
- The Scrum Master's role in a scaled Agile context

07 Leadership Attributes of an Effective Scrum Master

- Agile leadership models and how they apply to the Scrum Master role
- Leading organisational transformation from the Scrum Master position
- Building your personal Scrum Master development plan
- The path from A-CSM to CSP-SM and beyond