

DASA CERTIFICATION

ADVANCED

2 DAYS

DASA DevOps Coach

Build a strong foundation in DevOps coaching by understanding DASA DevOps principles, team dynamics, and transformation practices. Learn how to apply coaching, mentoring, facilitation, and consulting techniques to build high performing teams and drive continuous improvement across DevOps transformation journeys.

Why DASA DevOps Coach?

Recognised credential

Build credibility with the DASA DevOps Coach certification.

Modern practices

Implement coaching approaches suited to enterprise architecture and delivery.

Transformation impact

Develop, influence, and motivate teams through a DevOps transformation.

Team performance

Strengthen collaboration, ownership, and continuous improvement through coaching.

What you'll be able to do

- ✓ Recollect the knowledge of DevOps and connect the role of a DevOps Coach to the DASA DevOps Principles
- ✓ Comprehend the mindset and role of a DevOps Coach
- ✓ Understand the characteristics, structures, and life-cycles of DevOps teams and how to Coach them to high-performance
- ✓ Learn using the GROW model as an effective tool during the entire coaching process
- ✓ Discover and learn the art of "Feedback" and creating a feedback culture using various "Feedback" models
- ✓ Learn about DevOps transformation mastery
- ✓ Distinguish the responsibilities of "DevOps Coach" and "DevOps Leader"
- ✓ Understand that DASA DevOps Coaching is for continuous "Performance" and "Change" – and understand underlying the metrics.
- ✓ Learn skills, techniques and mindset shifts and deep dive into inner and outer competencies focusing both what you do, and how you are being
- ✓ Understand and utilize coaching skills and knowledge to create high performing teams that are resilient, innovative, resourceful and ready for their continuous improvements
- ✓ Understand the 4 different key modes: Coaching, Mentoring, Facilitation & Consulting. Learn when, why and how to apply the right mode
- ✓ Apply learnings to build a business case and plan for the DevOps Transformation journey
- ✓ Interpret the DevOps organizational goals and establish the critical role high performing teams have in this

Who this is for

- Agile and Business Coaches Business Analysts
- Business and IT Managers DevOps Team Members Enterprise Architects Executives Information Managers Project Managers

Curriculum

01 DevOps Journey Overview

- Recap the DevOps journey and why coaching accelerates adoption
- Identify typical transformation stages teams move through
- Take a look at the evolution from traditional practices, to the shift to Agile and DevOps.
- This activity and case study based module will differentiate between a DevOps Coach and Leader, while emphasizing the DASA DevOps principles.

02 Coaching for Performance and Change

- Use coaching to improve team performance during change
- Balance challenge and support while habits are forming
- **Hands-on:** Practise a coaching conversation for a stuck delivery team
- In this module, participate in activities and games for experiential learning about the key dimensions and OKRs of DevOps Coaching, along with delivery metrics, maturity levels, and performance analysis quadrant.

03 Being a DevOps Coach

- Clarify the stance and responsibilities of a DevOps Coach
- Influence without authority across delivery and operations stakeholders
- Learn about the Competency and Coaching Frameworks, as well as the core skills for a DevOps Coach - Contracting, Presence, Listening & Questioning.
- Acquire the skills of stakeholder management, communication and influencing.
- This module also covers the various modes of operation of a DevOps Coach - Coaching, Mentoring, Facilitation, Consulting.

04 Team Coaching

- Facilitate team-level coaching interventions that improve collaboration
- Help teams surface impediments and own improvement actions
- Understand the role of a DevOps Coach in team development and put team coaching to action with concepts like Gemba walk.
- Apply the concepts through guided discussion and practical exercises

05 Capstone: Coach Transformation Journey

- Design a coaching plan for a DevOps transformation scenario
- Define interventions for culture, flow, and feedback
- Measure coaching outcomes with practical leading indicators
- **Hands-on:** Present a coach transformation journey with milestones and risks