

AGILE

ADVANCED

2 DAYS

Professional Scrum Master (PSM)

Build a strong foundation in Scrum and empiricism to help teams deliver measurable business value. Learn how the Scrum framework, roles, events, and values work together to manage complexity, enable self managing teams, and succeed in the Scrum Master role.

Why PSM?

Improved Agility

By hiring a Professional Scrum Master, your business can become more responsive to changing market conditions, customer needs, and other external factors that can impact your operations.

Increased Productivity

Scrum emphasizes a collaborative and iterative approach to software development. A Professional Scrum Master can help your team optimize their processes and work more efficiently to deliver high-quality products and services.

Reduced Risk

Scrum incorporates regular feedback and inspection to identify issues and address them before they become major problems. A Professional Scrum Master can help your team manage risks and mitigate potential issues before they impact your business.

What you'll be able to do

- ✓ Help Scrum Teams deliver value to their organization
- ✓ Understand the theory and principles behind Scrum and empiricism
- ✓ Understand how each part of the Scrum framework ties back to the principles and theory
- ✓ Understand uncertainty and complexity in product delivery
- ✓ Understand the meaning and importance of the Scrum values
- ✓ Learn what Done means and why it is crucial to transparency
- ✓ Know how to use the Product Backlog to plan with agility
- ✓ Understand the importance of self-managing teams, interpersonal skills needed, and the Scrum Master role
- ✓ Clarify the leadership role a Scrum Master plays on the team
- ✓ Learn the skills and traits and behavior shifts required to be a Scrum Master

Who this is for

- Practitioners that are interested in starting a career as a Scrum Master
- Scrum Masters, Agile/Scrum Coaches, and consultants looking to improve their use of Scrum
- Anyone involved in product delivery using Scrum

Curriculum

01 Empiricism and Scrum Theory

- Why empiricism underpins Scrum: transparency, inspection, and adaptation
- How Scrum theory guides decisions under uncertainty
- Linking each part of the framework back to empiricism
- Contrasting predictive control with empirical process control

02 Scrum Values and Team Culture

- The meaning and importance of the Scrum values in daily work
- How values enable trust, focus, and honest inspection
- Behaviours that strengthen or weaken a Scrum Team culture
- Coaching conversations that reinforce values without policing

03 Scrum Accountabilities

- Product Owner, Scrum Master, and Developers as accountabilities
- Boundaries and collaboration between accountabilities
- What Done means and why it is crucial to transparency
- How accountabilities support value delivery to the organisation

04 Scrum Events Done Right

- Purpose of each Scrum event and outcomes that matter
- Facilitating events that create inspection without waste
- Common event anti-patterns and how to correct them
- **Hands-on:** Design and facilitate a Sprint event sequence for a sample team

05 Scrum Artifacts and Definition of Done

- Product Backlog, Sprint Backlog, and Increment as commitment carriers
- Keeping artifacts transparent and actionable
- Building and evolving a meaningful Definition of Done
- Using Done to protect quality and enable releasable Increments

06 Working with Uncertainty and Complexity

- Understanding uncertainty and complexity in product delivery
- Using short cycles to reduce risk and learn faster
- When forecasts help and when they create false certainty
- Helping stakeholders engage with empirical progress

07 Scrum Master Services to the Team and Organisation

- Serving the Scrum Team as coach, facilitator, and impediment remover
- Serving the Product Owner and the wider organisation
- Improving the use of Scrum without becoming a project manager
- Practical techniques for growing self-managing teams

08 Capstone: Helping Teams Deliver Value

- Diagnose a team scenario using Scrum theory and values
- Recommend event, artifact, and accountability improvements
- Define next experiments that help the team deliver measurable value
- **Hands-on:** Present a Scrum Master action plan for a value-delivery case study