

Consulting Skills for the Business Analyst

Course Summary

Description

Students will learn how to communicate effectively with all behavior types, how to handle conflict and deal with difficult people, effective methods for asking the right kinds of questions to elicit information, critical thinking and problem solving skills, and how to properly manage expectations using a 3-step approach.

Many practical exercises will help students practice the concepts presented. This course teaches the key traits and skills of a highly effective Business Analyst in their quest for producing on-target business solutions.

Objectives

At the end of this course, students will be able to:

- Understand the role and traits of highly successful Business Analysts
- Learn the 3 elements of human behavior that are the keys to communication
- Practice specific action plans to effectively communicate with people in all levels of the organization in face-to-face, as well as digital communications
- Learn how to use critical thinking skills in order to analyze problems
- Demonstrate techniques for eliciting the right information from your clients by asking questions that cause clients to express their expectations, as well as hidden business needs

Topics

- What is a Business Analyst?
- Listen and Learn
- Unraveling the Communication Mystery
- Asking the Right Questions
- Managing Expectation
- Critical Thinking and Problem Solving

Audience

This course is designed for Business Analysts, Systems Analysts, Project Managers, clients and anyone else who participates in the analysis process to provide recommended business solutions. The ideal audience would have a mix of clients, Developers, Business Analysts and management personnel.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

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Course Summary

I. What is a Business Analyst?

- A. Chapter Overview and Objectives
- B. Introduction – The Missing Link
- C. Why is it so hard?
- D. Skills and Traits of a Successful Business Analyst
- E. What kind of Business Analyst are you?
- F. Expectations
- G. Gathering Requirements Can be Frustrating
- H. Analyst Responsibilities
- I. Customer Responsibilities

II. Listen and Learn

- A. Chapter Overview and Objectives
- B. Listening – A Key Skill
- C. Listening Blocks
- D. Tips to Improve Your Listening Skills
- E. Prescriptions for Effective Listening
- F. Feedback and Listening

III. Unraveling the Communication Mystery

- A. Chapter Overview and Objectives
- B. Three Elements of Human Behavioral Styles
 - 1. Level of Assertiveness
 - 2. Level of Attention
 - 3. Intent
- C. Recognizing Behavioral Styles
 - 1. Insights into "Driving" Personalities
 - 2. Insights into "Expressive" Personalities
 - 3. Insights into "Amiable" Personalities
 - 4. Insights into "Analytical" Personalities
 - 5. Behavior Analysis Lab
 - 6. Striking a Balance
 - 7. Blending and Redirecting
- D. Identify Difficult Behavioral Styles
- E. Conflict Resolution Techniques
- F. Dealing with Difficult People
- G. Dealing with Difficult People - Summary
- H. Generational Differences
- I. Communicating in the Digital Age
 - 1. Tips for Effective Phone Conversations
 - 2. Tips for Effective E-mail
 - 3. Understanding Abbreviations
- J. Summary

IV. Asking the Right Questions

- A. Chapter Overview and Objectives
- B. Realizing the Power of Different Types of Questions
- C. Never Assume!
- D. Getting Quality Feedback

V. Managing Expectations

- A. Chapter Overview and Objectives
- B. What Do Clients Really Want?
- C. Why are Clients the Way they are?
- D. Expectations -101
- E. Three Steps to Managing Expectations
- F. Monitoring Techniques
- G. Influencing Techniques

VI. Critical Thinking and Problem Solving

- A. Chapter Overview and Objectives
- B. Fundamentals of Critical Thinking and Problem Solving
- C. Identifying the Targets
- D. Distinguishing Between Inferences and Assumptions
- E. Putting it into Practice
- F. Summary