

# Certified Kanban Systems Design (KMP1)



This 2-day hands-on course follows the official Lean Kanban University (LKU) training materials produced by David J Anderson. You will be involved in regular hands-on exercises and discussions that will provide a robust understanding of the Kanban principles and practices, and practical experience of how Kanban helps individuals, teams and organisations to balance the workload, visualise work and improve the delivery of high-quality products.

## Course Contents

- Experience Kanban: Full simulation using the *getKanban* game
- Definition of Kanban
  - Foundational Principles
  - Core Practices
  - The Kanban Lens
- Understanding Kanban
  - Visualisation
  - Pull-Based Systems
  - Commitment in Kanban
  - Replenishment and Planning
  - Lead and End-to-End Cycle Times
  - Little's Law
  - Cumulative Flow Diagrams
  - Flow Efficiency
  - Metrics in Kanban Systems
- Implementing Kanban
  - STATIK - Systems Thinking Approach to Implementing Kanban
  - Understanding Sources of Variability
  - Identifying Opportunities to Improve
  - Analysing Demand and Capability
  - Modelling Workflow
  - Designing a Kanban System
  - Work Item Types & Classes of Service
  - Ticket Design
  - Visual Boards Design

### Options

Public course  
Private on-site course

### Length

2 days

### SEU / PDUs

15

### Trainer

Jose Casal

### Pre-requisites

None

### Audience

Senior Management;  
Programme & Project Managers;  
Product Managers,  
Product Owners and Business Analysts;  
Scrum Masters, Team Leads and Change Agents;  
Scrum Team Members;  
Product & Software Developers & Testers;  
Agile Coaches & Practitioners  
Other roles such as HR and Finance professionals

### Notes

Part 1 of the Kanban Management Professional (KMP) certification. Attendees must complete the KMP2 training course to receive the KMP certificate from Lean Kanban University (LKU).

### Price

£995 + VAT per person

# Certified Kanban Management Professional (KMP2)



This 2-day hands-on course follows the official Lean Kanban University (LKU) training materials produced by David J Anderson.

In the course, you will be involved in regular hands-on exercises and discussions that will focus on the rollout and daily operation of a Kanban system. You will consider what type of Kanban initiative is most appropriate for your organisation and how to manage and evolve it over time without trauma.

You will learn how to improve agility with asymmetrical commitment and cadences.

## Course Contents

- Building an Information Flow: the 7 Cadences
- Dealing with resistance to WIP limits
- Understanding asymmetrical commitment
- Rollout phases for a Kanban initiative
- Developing a service orientation
- Scrumban case study
- Managing evolutionary change

### Options

Public course  
Private on-site course

### Length

2 days (KMP2 Only)  
4 days (KMP1 & KMP2)

### SEU / PDUs

15 or 30

### Trainer

Jose Casal

### Pre-requisites

Must have attended a KMP1 course (or complete a full 4-day KMP course)

### Audience

Senior Management;  
Programme & Project Managers;  
Product Managers,  
Product Owners and Business Analysts;  
Scrum Masters, Team Leads and Change Agents;  
Agile Coaches & Practitioners

### Notes

Part 2 of the Kanban Management Professional (KMP) certification. Attendees must complete the KMP1 training course prior to attend a KMP2 course to receive the KMP certificate from Lean Kanban University (LKU).

### Price

£1,145 + VAT per person (KMP2 Only)  
£1,495 + VAT per person (KMP1 & KMP2)

# Certified Team Kanban Practitioner (TKP)



This 1-day (or 3-evenings) introductory-level hands-on course follows the official Lean Kanban University (LKU) training materials produced by David J Anderson.

In the course, you will be involved in regular hands-on exercises and discussions that will provide the basics of the Kanban Method and will introduce you to the “alternative path to agility” offered by Lean Kanban.

During this class, you will:

- Design and implement a Team Kanban board.
- Learn the basics of visualising different types of work.
- Understand how to proceed to the next level with Kanban

## Course Contents

- The Sustainability Agenda to Address Overburdening
- Principles & Practices of the Kanban Method
- Basic Kanban Concepts
- Visual Boards
- Cycle-time Metrics
- Work in Progress Limits (WIP)
- Delivery Rate & Little's Law
- Overview of 7 Kanban Cadences
- Daily Standup Meeting
- Replenishment Meeting
- Lean Kanban interactive simulation (Featureban)
- Different Board Designs (including Personal Kanban)
- Types of Risk

### Options

Public course  
Private on-site course

### Length

1 day

### SEU / PDUs

7

### Trainer

Jose Casal

### Pre-requisites

None

### Audience

Product Owners and Business Analysts;  
Scrum Masters;  
Team Leads and Change Agents;  
Agile Team Members;  
Agile Coaches & Practitioners

### Price

£495 + VAT per person

# Introduction to Business Agility



This class adopts an immersive learning environment combining trainer-led conversations and case studies with hands-on exercises and games.

Most Lean and Agile training and coaching programmes often go directly into answering “how” and “what” about Agile. This common approach forget to address the most fundamental question: “Why”.

This course helps those wanting to apply Lean & Agile practices in their organisations. Because it covers Business Agility thinking and principles, it works across all levels of the organisation, from introductory to advanced. It addresses the challenges faced by delivery teams as well as middle management and executives and helps us understand why Lean & Agile work.

## Course Contents

These are topics covered in this training course:

- **Why Agile?**  
Discover the issues we face in Knowledge Work today and why it is so hard to achieve effective change
- **Deliver Value Early and Often**  
The rationale and benefits behind seeking more frequent deliveries
- **Optimise Flow to Deliver Faster**  
Explore how project failure is commonly caused by established project and product management concepts. Identify suitable alternatives leading to successful product delivery. Focus on the smooth progress of work through our business work flows.
- **Drive Quality with Fast Feedback**  
Achieve product and process quality through the use of appropriate feedback loops that harness the opportunities for learning and discovery.

### Options

Uncertified training  
Private on-site course

### Length

1 day

### SEU / PDUs

7

### Trainer

Jose Casal

### Pre-requisites

None

### Audience

Managers;  
Product and Project  
Managers;  
Business Roles;  
Scrum Masters;  
Product Owners;  
Business Analysts;  
Agile Team Members;  
Agile Coaches

### Certification

This course can be  
part of the BCS  
Practitioner  
Certificate in Agile

### Price

Subject to number of  
attendees

# Business Agility Practitioner



To achieve Business Agility, people need time to understand the concepts behind it and the opportunity to put this in practice in a work-based environment.

This advanced course provides a structured learning cadence that combines classroom activities with self-study and practical assignments. This approach provides a significantly deeper learning experience that lasts and provides fit-for-purpose practice, skills and knowledge.

Over the 12 weeks, the participants will attend weekly training sessions and complete additional reading and assignments where they will be exploring Lean and Agile concepts in an incremental and iterative way and work closely with their Business Agility coaches.

The programme is divided in two 6-week phases. The first phase focuses on the core concepts of Business Agility. The second phase focuses on the study of relevant advanced techniques and practices.

## Course Contents

The course will provide a deeper practical understanding of concepts such as:

- Understanding Complexity
- Complex Adaptive Systems
- Optionality
- Trade-Offs in Adopting Business Agility
- Quantitative Measure of Value
- Delivering Early and Often
- Visual Management
- Managing and Optimising Flow
- Lean and Kanban Metrics
- Understanding Queues, Buffers and Waste
- Techniques for Probabilistic Forecasting
- Driving Quality with Fast Feedback Loops
- Using Experimentation and Collaboration to Improve
- People, Teams and Motivation
- The Lean Kanban Method

### Options

Uncertified training  
Private on-site course

### Length

24 days over 12 weeks  
1 day/week classroom  
1 day/week self-study

### SEU / PDUs

168

### Trainer

Jose Casal

### Pre-requisites

Intro to Business  
Agility course

### Audience

Managers;  
Product and Project  
Managers;  
Business Roles;  
Scrum Masters;  
Product Owners;  
Business Analysts;  
Agile Team Members;  
Agile Coaches

### Certification

This course prepares  
the candidate to  
obtain the BCS  
Practitioner  
Certificate in Agile

### Price

Subject to number of  
attendees

# BCS Foundation Certificate in Agile



Modern businesses operate in a constant state of changing requirements and uncertain environments. Traditional plan-based approaches that work in other sectors at best underperform and at worst fail under these conditions. However, this is where agile thrives. Being designed from the ground up to be collaborative and change compliant, it not only accommodates these needs but encourages them, ensuring that both your customers and your team are happy with the outcome. Agile is conceptually simple but hard to implement well. A common occurrence is focusing on implementing a chosen or ordained method without really understanding the reasons behind that choice and how the framework interacts with your business context.

Over the 2 days you will be involved in a series of hands-on exercises and discussions designed to help you grasp the agile mind-set. Jose will draw from his extensive experience to answer your questions and help guide your agile journey.

## Course Contents

The course follows the official BCS Agile Foundation syllabus. During the two days you will have ample opportunity to discuss and experience the following topics:

- Understanding the Agile Manifesto
- The rationale and benefits of Agile
- Individuals and their interactions over processes and tools
- Working software over comprehensive documentation
- Customer collaboration over contract negotiations
- Responding to change over following a plan
- Common Agile roles, techniques and practices
- Relevant methods for Agile teams (XP, Scrum, Kanban, DSDM)

### Options

Public course  
Private on-site course

### Length

2 days

### SEU / PDUs

15

### Trainers

Jose Casal  
Vic Page

### Pre-requisites

None

### Audience

Managers;  
Product and Project  
Managers;  
Scrum Masters;  
Product Owners;  
Business Analysts;  
Agile Team Members;  
Agile Coaches

### Notes

There is a certification exam at the end of the course.

### Price

£650 + VAT per person

# Agile Business Analysis Foundation & Practitioner



The Practitioner-level course has been designed to give the delegate the skills needed to successfully gather, analyse, validate and champion the requirements throughout an Agile project. It also gives context to the Agile Business Analyst role beyond the individual project, in relation to organisational mission and strategy, providing additional depth and guidance for business analysis in an agile context.

The Foundation exam is sat at the end of day 3 and the Practitioner exam is sat at the end of day 4.

## Course contents

The course follows the official APMG Agile Business Analysis syllabus. During the 4 days you will have ample opportunities to discuss and experience the following topics:

- The role of the Business Analyst in an Agile World
- Agile Fundamentals and the Agile BA
- The Agile Business Case
- Stakeholders in the Agile Project
- Requirements and User Stories
- Prioritisation
- Workshops
- Modelling
- Timeboxing and Iterative Development
- Requirements Planning and Estimating Throughout the Lifecycle
- The Requirements Lifecycle in an Agile Project

### Options

Public course  
Private on-site course

### Length

4 days

### SEU / PDUs

24

### Trainers

Vic Page

### Pre-requisites

None

### Audience

Business Analysts;  
Change Analysts;  
Product Owners;  
Product Managers;  
Systems Analysts;  
Agile Developers

### Price

£1,200 + VAT per  
person

# Agile Project Management Foundation & Practitioner



The Practitioner-level course has been designed to give the delegate a knowledge and understanding of Agile Project Management to apply and tailor it to a given scenario situation. It provides delegates with an understanding of how the Agile Project Management process can enable planning, management and control of successful Agile projects.

The Foundation exam is sat at the end of day 3 and the Practitioner exam is sat at the end of day 4.

## Course contents

The course follows the official APMG Agile Project Management syllabus. During the 4 days you will have ample opportunities to discuss and experience the following topics:

- What is Agile? Choosing an appropriate Agile approach
- Philosophy, Principles and Project Variables
- Preparing for Success
- The DSDM Process
- The People – DSDM Roles and Responsibilities
- The DSDM Products
- Key Practices - Prioritisation and Timeboxing
- Planning and Control throughout the Lifecycle
- Other practices:  
Facilitated Workshops, Modelling, and Iterative Development
- Roles and Responsibilities – the PM view
- Agile Project Management – through the lifecycle
- The Effective Use of the Products
- Deliver on time – Combining MoSCoW Prioritisation and Timeboxing
- People, Teams and Interactions
- Requirements and User Stories
- Estimating – How and When
- Project Planning through the Lifecycle
- Quality – Never Compromise Quality
- Risk management
- Tailoring the approach

### Options

Public course  
Private on-site course

### Length

4 days

### SEU / PDUs

24

### Trainers

Vic Page  
Jose Casal

### Pre-requisites

None

### Audience

Project Managers;  
Team Leaders;  
Scrum Masters;  
Agile Developers

### Price

£1,200 + VAT per  
person

# Collaboration Frameworks for Product Discovery



Building the right products and services is hard.

Conteneo's Collaboration Frameworks help you engage with your customers in a meaningful way to deliver great customer experiences. In person or online, you will learn powerful, new ways to interact with your customers.

After attending this course, you will be able to:

- Design powerful, interactive workshops to help you discover customer insights
- Identify new products and services
- Lessen customer dissatisfaction
- Apply powerful prioritisation techniques to figure out what to focus on next

## Course Contents

This course is highly-immersive. As a participant you will experience how to run a range of Collaboration Frameworks such as:

- Create new and innovative business models using the *Business Model Canvas*.
- Identify customer requirements for an ideal product through the *Product Box* framework and the *Value Proposition Design* technique.
- Learn what customers think of your product with the *Speed Boat* framework.
- Identify what is most important for your customers with the *20/20 Vision* framework.
- Prioritise your backlog using the online *Decision Engine* framework.
- Plan a successful product or project using the *Remember the Future* framework.
- Develop better release plans and MVPs with the *Prune the Product Tree* framework.
- Understand product usage with the *Me and My Shadow* and *Start Your Day* frameworks.

Product Development should be fun, collaborative and engaging. When you integrate the frameworks in this class into your Product Development practice, it will be.

### Options

Public course  
Private on-site course

### Length

2 days

### SEU / PDUs

14

### Trainer

Jose Casal  
Jean-Paul Bayley

### Pre-requisites

None

### Audience

Product Managers;  
Product Owners;  
Business Analysts;  
UX Designers;  
User Researcher;  
Product Designers;  
Product Developers;  
Business Owners & Entrepreneurs;  
Business Support Agencies

### Notes

Attendees get 120 Training Credits towards their Innovation Games Certified Collaboration Architect (CCA) orange belt

### Price

£900 + VAT per person

# Collaboration Frameworks for Agile Teams



Applying Lean and Agile principles is hard.

Conteneo's Collaboration Frameworks help you engage with your colleagues in a meaningful way to make high performing teams. In person or online, you will learn powerful, new ways to interact with your colleagues and teams.

This course will help you gain a better understanding of how to apply these frameworks within the context of an Agile team. While there is a lot to love about Agility, many practices can get tiresome. Retrospectives stop working when teams become bored with repetitive activities. Prioritizing a product backlog in a single meeting before, or during, release planning using a spreadsheet isn't very engaging. Creating high-performing teams can be accelerated using engaging, collaborative frameworks.

After attending this course, you will be able to:

- Design highly interactive retrospectives to help teams continuously improve
- Apply powerful prioritisation techniques to figure out what to focus on next
- Describe how to enable team dynamics using collaboration frameworks
- Use Collaboration Frameworks to increase team empathy and awareness

## Course Contents

This course is highly-immersive. As a participant, you will experience how to run a range of Collaboration Frameworks such as:

- Improve retrospectives with *Start Your Day*, *Speed Boat* and *Remember the Future*
- Prioritise your backlog with *20:20 Vision* and *Buy a Feature*
- Discuss team values using *Show & Tell*, *Cover Story*, and *Product Box*
- Increase team awareness using *Empathy Maps*, *Niko Niko Boards* and *Moving Motivators*

### Options

Public course  
Private on-site course

### Length

1 day

### SEU / PDUs

7

### Trainer

Jose Casal  
Jean-Paul Bayley

### Pre-requisites

None

### Audience

Agile Team Members;  
Product Owners;  
Scrum Masters;  
Agile Coaches;  
Facilitators;

### Notes

Attendees get 60 Training Credits towards their Innovation Games Certified Collaboration Architect (CCA) yellow belt

### Price

£499 + VAT per person

# Hands-on Scrum with Games



This class adopt a fully-immersive format built around the idea of “*Learning Scrum using Scrum*”. This approach offers a combination of trainer-led conversations, hands-on workshop activities and games and trainer-led conclusions to confirm the learning outcomes of each topic have been achieved.

This course fully meets the official Scrum Alliance syllabus for its Scrum Master (CSM) certification.

## Course Contents

These are some of the activities and games that are available in this training course:

- Scrum Lego Game or a variant of it (Experience Scrum)
- Scrum Word Soup (Responsibilities of the Scrum roles)
- Scrum Gaps (Scrum meetings and artefacts)
- Scrum Truths or Myths (Scrum meetings)
- Ball Game (Self-Organisation & process improvements)
- Snowflakes (Product discovery, story refinement & definition of "done")
- 20/20 Vision (Relative sizing / importance)
- Country Walks (Relative estimation)
- Speedboat (Retrospectives)
- Coin Game (Batching vs Timeboxing vs Flow)
- Hand/Numbers/Songs (Multi-tasking)

### Options

Uncertified training  
Private on-site course

### Length

1 or 2 days

### SEU / PDUs

7 or 14

### Trainer

Jose Casal  
Vic Page

### Pre-requisites

None

### Audience

Managers;  
Product and Project Managers;  
Scrum Masters;  
Product Owners;  
Business Analysts;  
Agile Team Members;  
Agile Coaches

### Notes

Attendees can complete the Scrum.org PSM1 certification

### Price

Subject to number of attendees

# Training from the BACK of the Room



## Brain-friendly training

When learners teach, they learn. The biggest problem with training today is the strongly-held belief that trainers should lecture endlessly from slide decks.

Training from the BACK of the Room provides trainers, coaches & workshop facilitators with a toolkit to help them get out of the way and let learners learn.

After attending a Training from the BACK of the Room class you will be able to:

- Apply six learning principles based on current brain research every time you train, regardless of the complexity of the topic, size of group, or level of learners.
- Demonstrate a variety of brain science elements important to human learning, using your own training topics.
- Increase learners' attention, retention and engagement with learning activities that engage the whole brain.
- Use the "4Cs Map" as a training design and delivery model for any brain-based instruction.
- Choose from dozens of brain-based learning activities for all topics and all instructional formats: classroom, e-learning, one-on-one, small or large group training.
- Access a collection of new brain science resources to enhance your training skills, whether you teach in real or virtual classrooms.
- Create training classes and programs that combine your own topic and materials with the brain-based concepts and strategies from the program.
- Explain to colleagues your understanding of the physiology of the human brain as it applies to learning, training and memory.
- Become a member of an ongoing "mastermind" group of trainers who have as their community commonality brain science, the 4Cs map and a passion for learning excellence.

### Options

Uncertified training  
Private on-site course

### Length

2 days

### SEU / PDUs

14

### Trainer

Jose Casal  
Jean-Paul Bayley

### Pre-requisites

None

### Audience

Trainers;  
Facilitators;  
Scrum Masters;  
Agile Coaches

### Notes

Participants get an official TBR certificate of completion.

### Price

Subject to number of attendees

# Train-the-Coach



This Train-the-coach programme provides 24 weeks of regular training for Lean & Agile coaches to acquire advanced knowledge and expertise.

The participants will be exposed to a wide range of coaching concepts, models, techniques and practices needed to be an effective coach across all levels, from coaching Agile delivery teams to coaching senior management.

After completing the programme, the coaches will be able to lead the organisation in areas such as:

- Understand the different levels of coaching intervention
- Ascertain the differences between coaching, mentoring, consulting and training
- Apply Clean Language techniques
- Coach people through all kinds of change
- Nurture healthy teams that are resilient, creative, resourceful and coherent
- Manage conflict
- Identify existing dysfunctions and anti-patterns
- Design and execute continuous improvement probes and experiments
- Apply a wide range of facilitation techniques
- Design and conduct collaborative workshops
- Facilitate collaborative decision making
- Establish effective feedback loops to improve processes and ways of working
- Catalyse the creation of effective communities of practice and other related learning practices
- Run effective regular programme for personal feedback and growth
- Monitor the motivation and engagement levels across the organisation

## Options

Uncertified training  
Private on-site course

## Length

24 weeks  
1 day/week

## SEU / PDUs

168

## Trainer

Jose Casal  
Vic Page  
Jean-Paul Bayley

## Pre-requisites

None

## Audience

Lean & Agile Coaches;  
Scrum Masters;  
Managers

## Price

Subject to number of participants