

Certified DevOps Coach Course + Exam Bundle

Modality: Virtual Classroom

Duration: 2 Days

This course is for professionals preparing for the Certified Devops Coach Exam certification exam. The course also includes the official exam voucher if bought outside the Master Subscription

Highlights:

- One-of-a-kind training focusing on DevOps Coaching.
- A highly interactive training program that utilizes Quickstart's leading edge AI driven learning platform to complement the course discussions, group activities, real-life scenarios and challenges to enhance participants' learning experience.
- Guidance for current and aspiring DevOps coaches to understand and master the skills of any professional in a DevOps environment to help team members and other stakeholders in the organization apply DevOps concepts and principles within their organization.

About this Course:

The **Certified DevOps Coach (CDOC)** certification prepares experienced individuals to help organizations towards adoption of DevOps. Besides the relevant tooling and technology component, DevOps predominantly entails a cultural shift towards a new mindset, behaviors, a new organization, and a new way of working. Organizations which do not truly comprehend the essence of DevOps end up with transformational failures, often leading away from the value of DevOps.

Course Objectives:

- Understand the basics of DevOps
- Comprehend the role and responsibilities of a DevOps coach
- Explain the purpose of DevOps coaching as a role model
- Describe the basic coaching skills (communication, listening, questioning, direct communication)
- Discuss actions and accountability of the DevOps coach
- Understand how to influence behavior and manage interactions
- Understand the methods of coaching teams
- Learn about continuous improvement in teams
- Understand organizational goals
- Learn about coaching for organizational transformation

Audience:

This course is designed for:

- Lean, Agile, and DevOps Coaches
- Executives
- Business and IT Managers
- Information Managers
- Business Analysts
- Project Managers
- Enterprise Architects
- DevOps Team Members
- Scrum Masters and Product Owners

Prerequisites:

- Professionals who have working knowledge of coaching or hands on experience in helping organizations adopt DevOps principles
- Experienced DevOps professionals who have worked on teams that helped organizations transition to DevOps
- Professionals who have some formal or informal education about coaching.

Course Outline:

- **Core Principles of DevOps**
 - Some DevOps Definitions
 - DevOps is Highly Intertwined with Agile and Lean IT
 - DevOps Principles
 - DevOps Principles and Aspects of IT
- **Knowing DevOps Coaching**
 - What are the key elements of DevOps coaching?
 - Difference between DevOps Coach, DevOps Leader, and DevOps Consultant
 - Characteristics of an effective DevOps Coach
 - Competence and key skills of a DevOps Coach
- **Team Coaching and Facilitating Teams**
 - Defining Gemba and Gemba Walk
 - Why Gemba walk is necessary for DevOps Coach?
 - Gemba Walk ? For the DevOps Coach
 - Gemba Walk Checklist
 - Understanding Team Dynamics (Lencioni)
 - Building Teams
 - Getting to High Performance
- **Communication**
 - Performance Dialog (Direct Communication)
 - Giving and Receiving Feedback
 - Active Listening Skills & Powerful Questions
- **DevOps Coaching**
 - Understanding the Organizational Goals (GROW model)
 - Why are goals important?
 - Understanding Customers for Business Context
 - Common Goals for DevOps Business Case

- **DevOps Coaching Model**
 - The Coach-Coachee partnership: the 4-Phase Coaching Model (Show Me ? Do it together ? Prepare ? Do it yourself)
 - Common Coaching Activities: Support, Teach, Promote
 - Practicing DevOps Behavior and Values
 - DevOps Organizational structure
 - Developing and maintaining a DevOps Culture
 - Coaching for Kata
- **Influencing Behaviors**
 - Understanding and Steering Behavior
 - Consequences of Behavior
 - Building Blocks of Change and Behavior
 - Relationship Between Behavior and Habit
 - Investigating Behavior
- **Managing Interactions**
 - Dealing with Resistance
 - Dealing with Blockage
 - Dealing with Conflicts
 - Motivating for Change
 - Managing multi team multi organization interactions
- **Speeding Up Delivery**
 - Defining Cross-functional Autonomous Teams
 - Focus on Customer Value
 - Delivering Product Value in Flow
 - Balancing Different Forms of Efficiency
 - Capacity Planning
 - Understanding Units of Work
- **Creating DevOps Transparency**
 - Create with the End in Mind
 - End-to-End Responsibility
 - Creating Environments where Problems cannot go Unseen
 - Enabling DevOps Transparency
 - Working with Visual Management
- **Continuous Improvement**
 - Problem-solving Mindset
 - Daily improvements
 - Team Improvement
 - Improving automation
- **Supporting Organizational Goals**
 - Levels of DevOps IT Coaching
 - Role of the DevOps Coach in Setting Vision and Goals
 - Role of the DevOps Coach in Achieving the Goals
- **Coaching for organizational DevOps Transformation**
 - Stakeholder management
 - How to transform an IT organization?
 - Questions that Arise When Transforming the Organization
- **Coaching Commitment**
 - Importance of Commitment to the DevOps Transformation

