

## **Certified DevOps Coach (CDOC)**

**Modality:** Virtual Classroom

**Duration:** 2 Days

**SATV Value:**

**CLC:**

**NATU:**

**SUBSCRIPTION:** Master

### **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

