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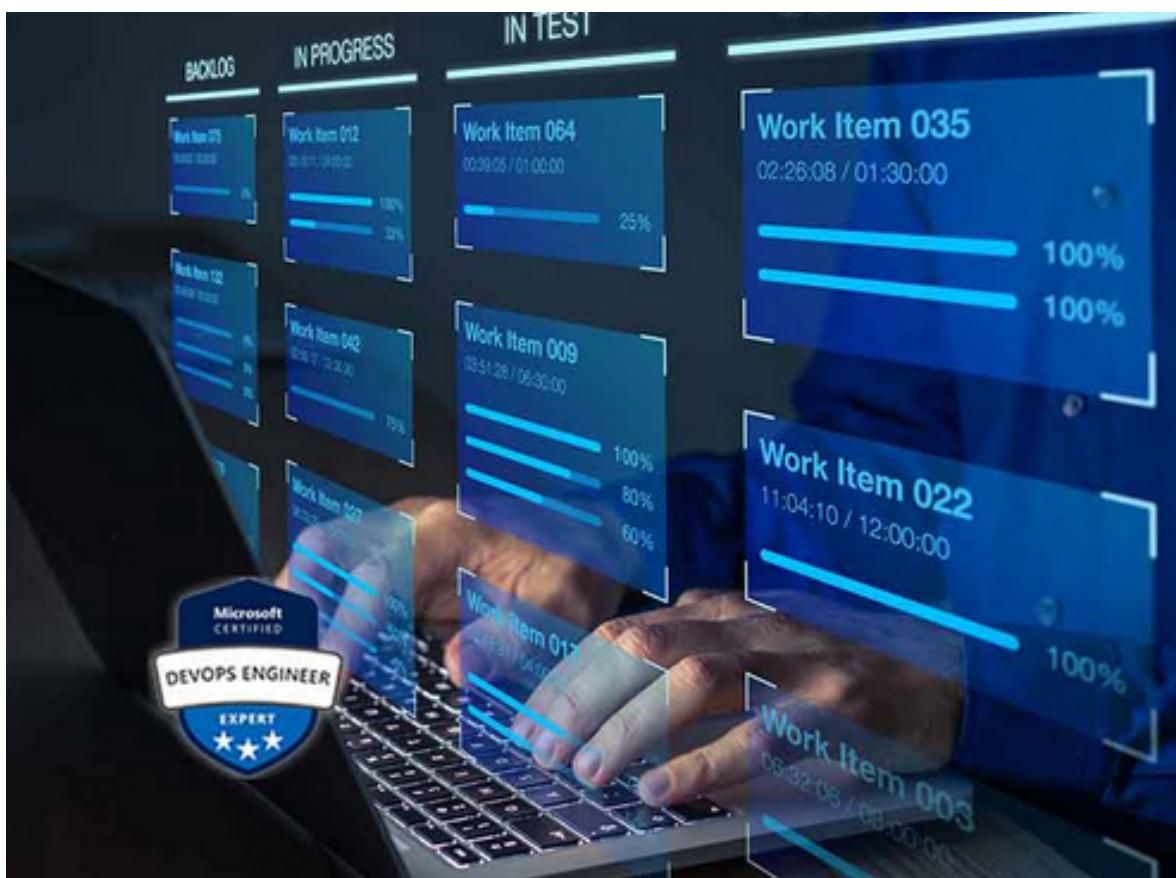
Learning Style: Virtual Classroom

Technology:

Difficulty: Intermediate

Course Duration: 2 Days

Certified DevOps Coach Course + Exam Bundle

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

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- Let anyone verify your completion and achievement by clicking on the badge

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