



# Soft Skills

## Enabling Better, Faster, Agile Business Analysis

Live: **2 Days**

Self-Paced eLearning: **14 Engagement Hours**

Soft skills, sometimes referred to as “professional skills”, are the essential enablers of business analysis - independent of technical or industry specific skills and knowledge.

Soft skills are extremely valuable to any organization and are often in short supply.

Stakeholders at every level of the organization rely on thorough, objective, accurate business analysis and the resulting business requirements and supporting business cases for decisions regarding changes in business processes and business systems.

A standardized consistently applied best-practice approach for the elicitation of requirements, the application of critical thinking to analysis and development and communication of effective business cases is essential to decision making. Unfortunately, sub-optimal decisions and missed (or misaligned) opportunities are far too frequent.

Soft Skills for Business and I.T. Professionals results in better, faster business and IT decisions – with increased agility that balances the allocation of time, budget, talent and risk among alternatives and with competing opportunities and priorities.

Inteq’s Soft Skills training provides business and IT professionals with the elicitation, critical thinking, decision making, business case and communication skills, techniques and methods to engage stakeholders at all levels across the enterprise.

The concepts and content of this course is based on years of best practices gleaned from thousands of business analysis

interactions across the spectrum of industries and subject matter domains across the commercial and public sectors. It’s your roadmap for developing enterprise-level professional skills.

Inteq’s business analysis training courses have emerged as the gold standard for professional business analysis training - and are simply the most effective business analysis training courses available in the industry.

### You will learn:

- To clearly define business problems
- Proven techniques for discovering and mining deep business knowledge
- Facilitation and elicitation techniques that enable you to fully engage subject matter experts
- Critical thinking skills to clearly define and rapidly resolve business questions
- To develop and clearly communicate effective business cases
- To navigate the political and cultural roadblocks that impede high quality analysis
- To respond rather than react to problems
- Proven techniques for generating and evaluating ideas
- ... and much more

### Power Skills Course Series

Soft Skills

SFT

Business Relationship  
Management

BRM

Developing Effective  
Business Cases

EBC

Organizational  
Change Management

OCM

## Course outline

### Introduction and Foundation

- Business analysis from an enterprise 360° perspective
- Defining customer and business value
- Business change drivers
- Agile business analysis
- What is a business case?

### Framework for Business Analysis

- Business functions, processes and work activities
- Business requirements vs. business systems requirements
- Stakeholder and SME analysis
- Business value drivers and constraints
- The 5 essential business analysis questions

### Analyzing Business Problems & Opportunities

- Analysis from an agile perspective
- Goals vs. strategies vs. tactics
- Measurement, metrics and indicators
- Gap and Root Cause Analysis | Scenario Analysis | Risk Analysis | Cost Analysis

### Developing Business Cases

- Business case format and components
- Anchoring business cases with user stories
- Iterative evolution of business cases
- Validating and refining business cases
- Grooming the case backlog
- Presenting business cases

### Eliciting Business Knowledge

- Deep versus superficial analysis
- Sources of business knowledge
- Essential facilitation skills

### Essential Professional Skills

- Managing difficult personalities and situations
- Teams and team building
- Communication skills
- Active Listening skills

### Case Study | Developing a Business Case

*Participants analyze a business problem, identify alternative solutions and develop a business case in connection with a real world business process decision that impacts people, systems and workflows. This case study provides an invaluable template that participants can leverage in their organization.*

### Practical Guidance

- Establishing and maintaining credibility
- Trending topics
- Take-home templates
- Getting started

## Who should attend?

- Business analysts
- Business systems analysts
- Business subject matter experts
- Project managers
- Data Modelers & Data Analysts
- IT and business professionals
- Anyone involved in elicitation, critical thinking, problem solving, decision making, business cases, communicating business requirements and business decisions or leading change.

## Prerequisites:

**None.** Soft Skills for Business and I.T. Professionals provides a comprehensive approach to elicitation, critical thinking, decision making, business cases and communication regardless of background or experience.

Soft Skills for Business and I.T. Professionals is an excellent companion and seamlessly integrates with any of our business analysis courses including Business Systems Analysis, Agile Business Analysis, Business Process Modeling, Business Process Management, Logical data Modeling and Advanced Data Modeling and Change Management.

## You will receive:

- Digital badge of completion
- Personalized certificate of completion
- Continuing Education Units (CEUs)
- IIBA Professional Development Units (PDUs)
- Electronic comprehensive course manual
- Supplemental course materials

**Enterprise Training:** Inteq enterprise training uses a balanced mix of live training, eLearning, and mentoring workshops - custom tailored to your organization

**Team Training:** Inteq's Soft Skills 2-Day training course can be tailored to your organization's training objectives and can be combined with other Inteq courses to create a 3, 4 and 5-day hybrid training program.

**Individual Training via Anytime eLearning™:**  
Anytime, Anywhere, Any Device. Self Paced. 45-Day Access.



## What is the Next Step?

Let's start a conversation to discuss your objectives in more detail.  
Contact Chandra Galloway: 800.719.4627 | [cgalloway@inteqgroup.com](mailto:cgalloway@inteqgroup.com)

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