

Course 115:
Advance Requirements Elicitation Techniques
(2 Days)

Course Description...

Gathering information is not an easy task; gathering complete and accurate information is even more difficult, especially when the respondent may be unwilling or unable to provide the information. This course examines methods of acquiring the information necessary to fully define the business problem and define the correct business solution.

Learning Objectives...

- Establish a structure and process for gathering information through interviews and group sessions
- Conduct a successful information gathering session
- Identify and deal with interview and meeting problems
- Catch and clarify assumptions and misinformation
- Facilitate and mediate among the participants

Prerequisites...

- *Course 103 - Roles, Responsibilities, and Processes of the Business Analyst*

Please see next page for a detailed course outline...



Course Outline...

Introduction and Overview

Course Objectives

Unit 1: The Information Gathering Session

Information Gathering Plan

- What is it you want to know
- Where is the information
- Which type of information gathering method to use
- Workshop: Information Gathering Plan*

Components of an information gathering session

- Preparation
- Introduction
- Information gathering
- Close
- Follow-up

Structured Requirements Gathering

- The structured approach
- Iterative information gathering

Unit 2: Interviewing

Interview approaches

- Interview levels
 - Upper level management
 - Mid-Management
 - User
- Interview demographics

Listening

- Why it's so hard
- Miller's Law
- Empathy
- Rapport
- Active listening techniques

The Interview

- Preparation
 - Workshop: Preparing for the session*
- Introduction
- Inquire skillfully
 - Workshop: Interview Do's and Don'ts*
- SPIN questions
- Watching what you say
- Body language and eye contact
- Hidden agendas
- Closure and follow-up
- Final three questions

Interview Gathering Tips and Techniques

- Checkpoints



Considerations
Recording the information
Workshop: Interviewing

Unit 3: Group Sessions

Meetings

Why have them?
Types of meetings
Value of meetings
Objectives
Change of perspective
Preparation
Participants
Issue of agendas
Workshop: Preparing for the session
Setting expectations – the introduction
Information gathering
Dealing with participants – good and bad
Converting confrontation to communication
Workshop: Identifying and resolving meeting problems
Close
Follow-up

Facilitation techniques

Meeting mechanics
Maintaining communication
Facilitation issues
 Information gathering session
 Confirmation session
 Problem solving session
Workshop: Facilitating the Session

Mediation techniques

When to mediate
How to create effective win-win resolutions
Workshop: Mediating

Virtual Information Gathering Sessions

Workshop: Virtual Meetings
Handling long distance meetings
Getting everyone involved
Recording and following up

Unit 4: The Bottom Line

- Information gathering checklist
- Ten essentials of effective communication
- Where to go for more information

Contact your ROI representative to discuss course tailoring!!!