

PROJECT MANAGEMENT | COURSE BROCHURE

Scrum Master Skills: Facilitating Agile Teams

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

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Course content

Why attend

The Scrum Master helps teams apply agile principles, remove impediments and continuously improve. This practical course covers the Scrum framework, facilitation of events, coaching the team and product owner, managing impediments, metrics and supporting agile adoption across the organisation. Participants practise facilitation and coaching through simulations.

Many teams adopt Scrum ceremonies without gaining real agility. This course helps Scrum Masters and agile leads facilitate effectively and build high-performing, self-managing teams.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course combines a Scrum simulation, facilitation practice, coaching role plays, case studies and peer feedback. It is not an accredited certification course.

Course objectives

By the end of this course, participants will be able to:
• Explain the Scrum framework, values and accountabilities
• Facilitate sprint planning, daily scrums, reviews and retrospectives
• Coach teams towards self-management
• Support the product owner in backlog management
• Identify and remove impediments
• Use agile metrics to support improvement

Target audience

This course is suitable for:
• Scrum Masters and agile team leads
• Project managers moving to agile
• Team leaders
• Agile coaches
• Product owners



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Target competencies

Participants will develop competencies in:

- Scrum facilitation
- Team coaching
- Impediment management
- Agile metrics
- Servant leadership
- Continuous improvement

Course outline

Day 1: Scrum Foundations

09:00–09:54	Agile values and principles
09:54–10:48	Scrum framework overview
10:48–11:00	Roles and accountabilities
11:00–11:30	**Coffee break**
11:30–12:12	Roles and accountabilities (continued)
12:12–13:06	Scrum artefacts
13:06–14:00	Simulation: First sprint

Day 2: Facilitating Scrum Events

09:00–09:54	Sprint planning
09:54–10:48	Daily scrum
10:48–11:00	Sprint review
11:00–11:30	**Coffee break**
11:30–12:12	Sprint review (continued)
12:12–13:06	Retrospectives
13:06–14:00	Practice: Facilitating events



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Day 3: Coaching the Team

09:00–09:54	Stages of team development
09:54–10:48	Coaching stances
10:48–11:00	Self-management
11:00–11:30	**Coffee break**
11:30–12:12	Self-management (continued)
12:12–13:06	Handling conflict
13:06–14:00	Role play: Coaching a team member

Day 4: Supporting the Product Owner

09:00–09:54	Product backlog management
09:54–10:48	User stories and refinement
10:48–11:00	Definition of done
11:00–11:30	**Coffee break**
11:30–12:12	Definition of done (continued)
12:12–13:06	Stakeholder engagement
13:06–14:00	Workshop: Backlog refinement

Day 5: Metrics and Organisational Change

09:00–09:54	Velocity, burn-down and flow metrics
09:54–10:48	Removing organisational impediments
10:48–11:00	Scaling considerations
11:00–11:30	**Coffee break**
11:30–12:12	Scaling considerations (continued)
12:12–13:06	Scrum Master growth
13:06–14:00	Capstone: Team improvement plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



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sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,890.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Kuala Lumpur Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,450.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Paris Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,860.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,540.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Singapore Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,820.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Barcelona Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,840.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
London Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,450.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Frankfurt Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,650.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,890.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Paris Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,860.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,650.-**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.-**
Amsterdam Confirmed dates	3 May 2027	7 May 2027	**€2,540.-**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.-**
Singapore Confirmed dates	17 May 2027	21 May 2027	**€2,820.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Rome Confirmed dates	31 May 2027	4 Jun 2027	**€2,450.-**
Online Confirmed dates	31 May 2027	4 Jun 2027	**€1,250.-**
London Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**€3,150.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Frankfurt Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,650.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,860.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,450.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Istanbul Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,650.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Amsterdam Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,540.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Singapore Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,820.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.–**
Vienna Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,940.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.–**
Dubai Confirmed dates	18 Oct 2027	22 Oct 2027	**€3,150.–**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.–**
Frankfurt Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,650.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,450.–**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,860.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
Istanbul Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,650.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

info@smart-horizon.eu
Amsterdam
The Netherlands

View the latest course details online