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Learning Style: Virtual Classroom

Technology:

Difficulty: Beginner

Course Duration: 1 Day

Next Course Date: **November 5, 2025**

Eliciting Requirements



About This Course:

The crux of effective requirement elicitation in any project is understanding and delivering what stakeholders truly need—even when those needs differ from what they initially state. Strong elicitation skills help business analysts and project

professionals distinguish between real and stated needs. In organizations where elicitation is approached with skill and structure, stakeholders benefit from shared expectations and clearer communication, while teams experience more collaborative, efficient, and productive project environments.

This requirement elicitation course builds core competencies in elicitation techniques, helping participants gather, analyze, and document requirements accurately and efficiently. Whether you're new to business analysis or a seasoned business analyst, this course equips you to elicit requirements with confidence and precision across any domain or project management context.

Note: This course has been approved by PMI for 7 PDUs and by IIBA for 7 CDUs.

Course Objectives:

- Understand the fundamentals of elicitation and the requirement elicitation process in business and software development environments.
- Identify the business and project context for eliciting requirements, including stakeholder roles and domain considerations.
- Learn how to develop effective questions that elicit the right information at the right time using proven elicitation techniques such as interviews, observation, and prototyping.
- Identify the essential steps to conduct successful elicitation sessions and foster stakeholder engagement throughout the process.
- Analyze and assess what information to document and how to confirm elicitation results for alignment and clarity.
- Improve your ability to gather and analyze both functional and non-functional requirements to support optimal solutions.
- Understand how requirement elicitation fits into the broader business analysis lifecycle and improves overall project outcomes.
- Enhance your professional profile with a certificate of completion and practical skills in requirements gathering and analysis.

Audience:

This course is ideal for professionals involved in eliciting requirements, needs, business rules, assumptions, and other critical project information. Whether working in predictive or adaptive frameworks, participants will leave with enhanced elicitation skills that drive success in real-world projects. It is especially valuable for:

- Business analysts and project managers

- Systems or software engineers
- Product owners and team leads
- Anyone working in project management or solution design roles

Prerequisites:

- None

Course Outline:

Elicitation Overview

- Elicitation Versus "Gathering"
- Who Elicits and What is Elicited
- Elicitation Roadblocks
- Elicitation Framework

Requirements Overview

- Requirements Versus Expectations
- Types of Requirements
- Requirements and Design
- Business Rules

Prepare for Elicitation

- Elicitation Prep Considerations
- Top Six Elicitation Techniques
- Preparation Tips and Techniques

Develop Elicitation Questions

- Types of Questions
- Recognizing Flawed Questions
- Developing Strategies for Using Different Question Types
- Questions to Elicit Different Types of Requirements

Conduct the Elicitation Session

- Opening the Session

- Effectively Running the Session
- Asking the Right Types of Questions
- Capturing Session Results
- Closing the Session

Confirm Elicitation Results

- Getting Confirmation
- Final Tips