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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 Al 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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