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[ICP-ACC]

# ICAGILE CERTIFIED PROFESSIONAL AGILE COACH

A professional certification course designed to elevate your coaching skills and empower you to guide teams through the complexities of agile transformation.





# SYNOPSIS

Are you ready to elevate your coaching skills and become a catalyst for agile transformation?

How can you effectively balance the roles of mentor, coach, and facilitator within an agile team?

What strategies can you employ to help teams overcome resistance and achieve high performance?

How do you set the right boundaries and build strong coaching alliances?

Join our Certified Agile Coach (ICP-ACC) workshop to explore these questions and gain the expertise needed to guide teams through the complexities of agile practices.





# RELEVANCE

In today's dynamic and fast-paced business environment, the role of an agile coach has become increasingly vital. Agile coaches are not just facilitators; they are change agents who help teams navigate the challenges of agile adoption and growth.

This course is designed to provide you with the necessary skills and mindset to effectively coach teams, foster collaboration, and drive continuous improvement. Through this workshop, you will gain a deep understanding of the principles of agile coaching and learn how to apply them to create lasting positive impact within your organization.



## KEY TAKEAWAYS

- **Master Agile Coaching:** Develop a strong coaching stance that blends mentoring, teaching, facilitating, and professional coaching.
- **Enhance Team Performance:** Learn techniques to help teams identify and overcome dysfunctions, manage conflict, and reach high performance.
- **Drive Organisational Change:** Understand how to handle organisational impediments and engage leadership to support agile transformations.
- **Build Strong Coaching Alliances:** Learn how to establish effective coaching contracts and alliances that set the stage for successful coaching engagements.
- **Become a Certified ICP-ACC:** Upon successful completion, participants will receive the Certified Agile Coach (ICP-ACC) certification, recognized globally by the agile community.



# WHO SHOULD ATTEND

This program is essential for professionals from all walks of life, not just those who want to learn about agility but those who need to know it to stay competitive. It is ideal for:

- **Agile Coaches and Practitioners:** Individuals seeking to deepen their coaching skills and understanding of agile principles.
- **Scrum Masters and Agile Team Leads:** Those looking to expand their role and influence within their teams and organizations.
- **Change Agents and Transformation Leaders:** Professionals responsible for driving agile transformations and organizational change.
- **HR and L&D Professionals:** Those involved in leadership development and agile coaching within their organizations.
- **ICF certified ACC and PCC coaches:** This course provides valuable insights and skills that align with the competencies required for ICF certification, enhancing your ability to coach agile teams effectively.



# PROGRAMME OUTLINE

## **DAY 1: DEVELOPMENT IN THE AGILE COACHING DISCIPLINE**

### THE AGILE COACHING MINDSET

- Explore the key mindset shifts and the importance of embodying agile values and principles as a coach

### COACH AS PROFESSIONAL COACH

- Develop foundational professional coaching skills, including emotional intelligence, presence, listening, and powerful questioning.

## **DAY 2: COACH AS MENTOR AND TEACHER**

### COACH AS MENTOR

- Learn the key mentoring skills necessary to guide individuals through agile role transitions and handle resistance.

### COACH AS TEACHER

- Understand how to use multiple content delivery mechanisms, chunk content into digestible pieces, and create an environment that promotes learning and mindset shifts.

## **DAY 3: COACH AS TEAM COACH AND SETTING BOUNDARIES**

### COACH AS TEAM COACH

- Dive into team coaching practices, including systems thinking, handling conflict, and guiding teams towards high performance.

### SETTING BOUNDARIES FOR AGILE COACHING

- Learn how to establish effective coaching contracts and design coaching alliances that empower the coaching relationship.

# METHODOLOGY

This workshop will utilise a scenario-based approach to hone the skills of the participants. Learners will engage in realistic agile coaching scenarios, allowing them to practice and refine their coaching techniques in a safe and supportive environment. These scenarios will cover a range of situations, from one-on-one coaching conversations to complex team dynamics and organisational impediments.

Participants will also have the opportunity to observe and provide feedback on each other's coaching practices, ensuring a well-rounded learning experience. By the end of the workshop, participants will have the confidence and competence to apply their coaching skills in real-world agile settings, driving meaningful change in their teams and organisations.

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# OUTCOME

By the end of this three-day workshop, you will have developed a strong foundation in agile coaching, equipped with the tools, techniques, and mindset required to coach teams towards high performance. You will have practiced and refined your coaching skills through scenario-based activities, enabling you to confidently guide teams through challenges, foster collaboration, and drive continuous improvement.

Additionally, you'll have a clear understanding of how to build effective coaching alliances and set the right boundaries to ensure successful coaching engagements. With the Certified Agile Coach (ICP-ACC) certification, you will be ready to make a significant impact as an agile coach, leading teams and organizations to thrive in a rapidly changing world.





# TRAINER

## DANIEL THEYAGU

Senior Managing Partner,  
Lateral Solutions Consulting.

Daniel Theyagu is a seasoned professional with a strong track record in business analysis and facilitation. Having trained over 1,000 organizations across 70 countries, his global impact is significant. With expertise in Agile methodologies, Daniel empowers individuals to sharpen their critical thinking, problem-solving and communication skills, helping them confidently tackle complex business challenges. His deep understanding of the intricacies of business processes, coupled with his agile mindset, enables him to guide participants in navigating complex business challenges with confidence and agility.

With a rich background in Agile methodologies, business analysis and facilitation techniques, Daniel possesses the unique ability to empower individuals to enhance their critical thinking, problem-solving and communication skills within a business context. His deep understanding of the intricacies of business processes, coupled with his agile mindset, enables him to guide participants in navigating complex business challenges with confidence and agility.

Daniel's holistic approach to training encompasses not only the technical aspects of business analysis but also the crucial soft skills required for effective facilitation and stakeholder engagement. Through his engaging and interactive training sessions, Daniel fosters a collaborative learning environment where participants can apply practical tools and techniques to drive business success.

Moreover, Daniel's profound knowledge of human behavior, emotional intelligence and leadership principles adds a unique dimension to his coaching style, enabling him to inspire individuals to unlock their full potential and excel in their roles as business analysts and facilitators.

Participants of Daniel's workshop can expect to gain valuable insights, practical skills, and a newfound sense of confidence in their ability to drive business outcomes through effective analysis and facilitation. Daniel's personalized approach, combined with his wealth of experience across diverse industries and international settings, sets him apart as a transformative leader in the field of business analysis and facilitation.



# TRAINER

**SANDRA DANIEL**

Senior Managing Partner,  
Lateral Solutions Consulting.

Sandra Daniel is the Senior Managing Partner at Lateral Solutions Consulting, where she has dedicated the last three decades to transforming leadership and workplaces to be more adaptable, relevant, and nimble. Her expertise spans coaching, mentoring, consulting, facilitative training, and course development, making her a highly interactive and engaging international trainer and speaker.

Sandra specialises in influential leadership, coaching and mentoring, emotional intelligence, and communication. She holds a Master of Science in Training and Human Resource Management, a Bachelor of Arts in English and Business, and a Graduate Diploma in Communication and Innovation. Additionally, she is an ACTA Certified Trainer and holds multiple certifications that underline her versatile skill set.

As a certified coach with the International Coach Federation (ICF) at both the ACC and PCC levels, Sandra is well-versed in agile coaching and business agility. She is an ICAgile Certified Professional Coach and holds certifications in Leading with Agility and Agility in Enterprise from ICAgile. Her credentials also include Certified Agile Leader (Teams and Organisations) from SCRUM ALLIANCE and Certified SCRUM Master.

Her extensive qualifications include being a Certified Applied Neuroscience Coach, Certified Behavioural and Career Coach, and a Certified Six Seconds EQ Coach, Practitioner, Facilitator, Assessor, and Brain Profiler. Sandra is also a Certified Advanced Behavioural Analyst and DISC Accredited Administrator, Certified in Evaluating Truthfulness and Credibility, and an Enneagram Spectrum Practitioner and Coach.

Sandra's expertise is further enriched by her certifications as a Lean Six Sigma Black Belt, a Certified Facilitator in Design Leadership and Design Thinking, and a LEGO® SERIOUS PLAY® Certified Facilitator. She is also a Certified Stress Management Consultant and a Certified Critical Thinking and Research Analyst.

Sandra Daniel's comprehensive knowledge and experience in agile coaching, leadership, and business agility enable her to deliver impactful training and coaching sessions that drive meaningful change in organisations worldwide.



# ABOUT US

Since 1996, Lifeskills Institute has established itself as the trusted and leading authority in life skills training and development. We partner with global institutions to deliver top-class, evidence-based solutions across Asia from leadership development, personality profiling, coaching to personal mastery. To date, we have transformed over 500,000 lives in the region.



## **MULTI-DIMENSIONAL & HIGHLY VERSATILE TOOL**

Measures 3 other personality dimensions that lie beneath the surface of an individual that are equally critical to recognise.



## **VALIDATED, ACCURATE AND RELIABLE**

All products and assessments are research-based with international statistical analysis reports



## **PATHWAY LEADING TO IN-DEPTH PROFESSIONAL DEVELOPMENT**

A systematic approach to build your confidence for career coaching conversations



## **POST-CERTIFICATION SUPPORT & COACHING**

Year-long access to DISC resources and coaching support

Lifeskills Institute provides comprehensive life skills and workplace solutions such as training, certification, profiling consultancy, research and resources for both the corporate and youth segments. Our Professional Division partners with corporations to empower their executives through professional development and mastery to achieve results and growth for their organisations, while our Youth Division engages with schools, institutions and educators to develop their students into effective leaders of their own lives and communities.

# CERTIFICATION & TRAINING PROGRAMMES

## PROFESSIONAL CERTIFICATION

Certified Behavioural Consultant (CBC)  
Certified Advanced Behavioural Consultant (CABC)  
Certified Career Coach (CCC)  
Certified Stress Management Consultant (CSMC)

## LEADERSHIP TRAINING

The Extraordinary Leader™  
The Extraordinary Coach™  
The Inspiring Leader™  
Elevating Feedback™  
Leadership Levers™  
The Extraordinary Performer™  
The Inspiring Leader™  
Managers as Mentors  
Manager to Leader  
The Leadership Challenge®

## TEAM-BUILDING

The Five Behaviours of a Cohesive Team®, Team Development

## PUBLIC WORKSHOPS

DIScovering The Strengths in Me (1-day public workshop)  
DICovering Your Selling Strengths (1-day public workshop)  
DIScovering Me, DIScovering You (1/2 or 1-day public workshop)  
Managing Stress Before It Manages You (1-day public workshop)  
The Five Behaviours of a Cohesive Team™, Personal Development (1-day public workshop)



For solutions on personal, team and organisational growth and development, visit: [www.lifeskillsinstitute.my](http://www.lifeskillsinstitute.my).

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