Certified DevOps Coach Course + Exam Bundle

Modality: Virtual Classroom

Duration: 2 Days

About this Course:

The DevOps certification course "Certified DevOps Coach or CDOC" is put together to professionals top help organizations in adopting DevOps the right way. With the evolution of tools and technology pertinent to DevOps technology, DevOps mainly involves a cultural towards a new way of thinking, new mode of working environment and new organization. Companies which failed to understand the significance of DevOps suffer from the transformational failures which leads them away from benefits of DevOps.

The Certified DevOps Coach (CDOC) course will teach you about organization transformation and will give an insight about DevOps coaching skills.

Course Objectives:

The CDOC course main object is to teach you about:

- Fundamentals of DevOps
- Familiarity with DevOps coach and the role of it
- Learn about communication, listening, questioning as basic coaching skills
- Learn how you can influence the conversation and behavior and manage it the right way
- Learn ways to improve the team continuously
- Knowledge about organization transformation with the help of DevOps coaching

Audience:

This course is created for:

- Coaches of DevOps, Agile and Lean
- IT managers
- Business managers
- Business Analyst
- Members associated with the DevOps team

Prerequisites:

Experienced individuals with working knowledge of coaching as well as expertise in guiding organization to adopt principles of DevOps

DevOps experts of have prior expertise in helping embracing DevOps culture within organization

Prior knowledge and skills in 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