BLACKBIRD FOR TRAINING

Scrum Master Certification (CSM/PSM)

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Kuala Lumpur (Malaysia)

UK Traininig
PARTNER



Scrum Master Certification (CSM/PSM)

Ref: 20228760_221988 Duration: Kuala Lumpur (Malaysia) Fees: 4900 GBP

Why This Course

In a rapidly changing business world, organizations need agility to innovate, deliver faster, and stay competitive.

The Scrum Master Certification CSM or PSM validates your ability to facilitate agile teams, remove impediments, and drive continuous improvement through Scrum principles and practices.

This program provides a comprehensive, hands-on journey through the Scrum framework — enabling participants to master the mindset, tools, and techniques of effective Scrum Masters.

It prepares participants to confidently pass the Certified ScrumMaster CSM or Professional Scrum Master PSM exam while developing the real-world skills needed to lead agile transformation.

What You'll Learn and Practice

By joining this program, you will:

- Understand the Scrum framework, roles, artifacts, and events in depth.
- Learn how to apply Agile and Scrum principles for project success.
- Gain facilitation, coaching, and servant-leadership skills.
- Master tools for team collaboration, sprint planning, and backlog refinement.
- Prepare thoroughly for the CSM/PSM certification exam through guided exercises and simulations.

The Program Flow

Day 1: Foundations of Agile and Scrum

- The Agile mindset — values and principles from the Agile Manifesto.
- Evolution from traditional project management to Agile delivery.
- Introduction to Scrum — framework overview and its empirical foundations.
- The three pillars of Scrum: transparency, inspection, and adaptation.
- Workshop: identifying Agile opportunities and challenges in your organization.

Day 2: Scrum Roles and Responsibilities



- Deep dive into Scrum roles:
    - Scrum Master — facilitator and coach.
    - Product Owner — value maximizer.
    - Development Team — self-organizing and cross-functional.
- Servant leadership and facilitation techniques.
- Managing stakeholder collaboration and team dynamics.
- Simulation: resolving role-based conflicts within an agile environment.

Day 3: Scrum Events and Artifacts

- Scrum events and timeboxes:
    - Sprint Planning
    - Daily Scrum
    - Sprint Review
    - Sprint Retrospective
- Scrum artifacts: Product Backlog, Sprint Backlog, and Increment.
- Definition of Done DoD and acceptance criteria.
- Workshop: running a complete sprint simulation with real backlog items.

Day 4: Scaling, Coaching, and Continuous Improvement

- Advanced Scrum concepts: scaling Scrum Scrum@Scale, SAFe®, LeSS.
- Facilitating high-performing agile teams.
- Metrics and performance measurement in Scrum.
- Overcoming organizational resistance and Agile transformation challenges.
- Practice quiz: assessing Scrum understanding and exam readiness.

Day 5: Certification Exam Preparation & Agile Leadership

- Review of all Scrum concepts, principles, and roles.
- Detailed exam guidance for CSM Scrum Alliance and PSM Scrum.org:
    - Exam structure, question types, and scoring methods.
    - Time management and critical thinking techniques.
- Full mock exam with discussion and analysis.
- Action workshop: creating a personal Scrum implementation plan for your team or organization.

Individual Impact

- Gain a solid understanding of Agile and Scrum methodologies.
- Build confidence to pass the CSM or PSM certification exam.
- Strengthen leadership, facilitation, and team coaching skills.
- Learn to foster collaboration, transparency, and continuous improvement.
- Position yourself as a key enabler of organizational agility and change.



Work Impact

- Increase project success rates through effective Scrum implementation.
- Build cross-functional, empowered, and self-managing teams.
- Enhance responsiveness to change and customer feedback.
- Create a culture of collaboration, learning, and innovation.
- Support enterprise-wide Agile transformation and performance excellence.

Training Methodology

This program combines interactive learning, real-world application, and certification readiness to ensure both theoretical understanding and practical competence.

Learning methods include:

- Scrum simulations and team-based exercises.
- Case studies from Agile projects across industries.
- Practice quizzes and mock exams with feedback.
- Group discussions on real Scrum challenges and solutions.
- Scrum templates, checklists, and facilitation toolkits for post-course use.

Beyond the Course

Upon completion, participants will be fully prepared to sit for the Certified ScrumMaster CSM or Professional Scrum Master PSM exam.

They will leave ready to lead Agile teams effectively, facilitate collaboration, and drive organizational transformation — applying Scrum principles to deliver measurable business value.

