

[View Full Course Details including Latest Schedule Online](#)

SCRUM ALLIANCE

CSM (Certified ScrumMaster Certification Training)

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Phoenix TS 2-day Certified Scrum Master training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online is suitable for those practicing or looking to practice the art of the Scrum Master, but is highly valuable for anyone involved in Scrum (Managers, Team Members, Product Managers, etc.).

Beginning with the history of agile development and moving through the disciplines promoted by Scrum, this Scrum Master (CSM) training course will give you a comprehensive understanding of the Scrum methodology while specifically reviewing the behaviors expected of a Scrum Master.

Even projects that have solid, well-defined project plans encounter some degree of change and waste. Shifting market conditions, budget cuts, staff restructuring, or any number of influences will disrupt the best plan while contributing to customer dissatisfaction and staff discouragement. Moreover, projects that begin with changing or unclear requirements make it difficult to even establish project expectations. Scrum is the agile development process that allows teams to deliver usable software periodically throughout the life of the project, evolving with new requirements as the project proceeds.

What You'll Learn

- The details on Scrum roles: Team Member, Product Owner, Scrum Master
- How to gain an understanding of the foundational/critical concepts of Scrum with our Certified Scrum Trainer® instructional program
- How to apply empirical thinking to your project work
- How a team's productivity can be adjusted to account for its composition
- How to appreciate the importance of organizational agreement on software readiness



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- Why the Scrum Master role can be the most satisfying as well as the most difficult job on a project
- How conflict resolution plays a critical role in Scrum
- How to work on a real-world Scrum project live in the classroom
- How to practice and utilize the Scrum Framework
- How to know when software is “Done” under Scrum

Schedule

All Class Times are Eastern Time Zone

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Program Level

Advanced

Training Delivery Methods

Group Live

Duration

5 Days / 32 hours Training

CPE credits

26 NASBA CPE Credits

Field of Study

Information Technology

Advanced Prep

N/A



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Course Registration

Candidates can choose to register for the course by via any of the below methods:

- Email: Sales@phoenixts.com
- Phone: 301-582-8200
- Website: www.phoenixts.com

Upon registration completion candidates are sent an automated course registration email that includes attachments with specific information on the class and location as well as pre-course study and test preparation material approved by the course vendor. The text of the email contains a registration confirmation as well as the location, date, time and contact person of the class.

Online enrolment closes three days before course start date.

On the first day of class, candidates are provided with instructions to register with the exam provider before the exam date.

Complaint Resolution Policy

To view our complete Complaint Resolution Policy policy please click here: [Complaint Resolution Policy](#)

Refunds and Cancellations

To view our complete Refund and Cancellation policy please click here: [Refund and Cancellation Policy](#)

Duration

2 Days

Price

\$895

Benefits

- **Expand** your career opportunities across all industry sectors adopting agile practices
- **Demonstrate** your attainment of core Scrum knowledge
- **Learn** the foundation of Scrum and the scope of the role

- **Engage** with agile practitioners committed to continuous improvement

Who Should Attend

This Scrum Master (CSM) certification program was developed for any professional who is currently involved in or will become involved in the running of Scrum projects.

Current Scrum Team Members not certified, including:

- Business customer, user or partner
- Product Owners
- Team Members
- Acting ScrumMasters who currently are not scrum certified

Positions within organizations that are interested in moving to Scrum, including:

- Project Manager
- Project lead
- Project sponsors
- IT Manager/Directors
- Business Analyst
- Developers/Programmers

Prerequisites

There are no prerequisites for this course

Attendance and Virtual Camera Requirement

It is incumbent upon the trainer to verify that each participant meets the objectives for certification. To ensure participation, trainers will require attendees in this class to turn on their cameras. Attendees not meeting this criteria or who miss a portion of the class may not meet certification requirements, and therefore, will be ineligible to take the exam.

Duration

2 Days

Exam Information

- The CSM exam certificate is included in the course fee
- Certifying Test is issued directly from Scrum Alliance via email and taken online

- After successfully completing the course, you will need to accept the License Agreement to take the 50 question CSM test that's available in 13 languages
- To pass the test, correctly answer **37 out of the 50 questions within the 60-minute time limit**
- Attendees must pass a 50 question assessment with a minimum of 68% upon course completion before a certification is issued
- Attendees that do not participate or step away for any period of time will not be eligible to take the test. Instructors will require attendees in this class to turn on their camera to ensure engagement and learning

Instructors

Angela Johnson, Anu Smalley, Bob Sarni, Bob Schatz, Christian Antoine, Jim Schiel, Jeff McKenna, Antoine Victor

Scrum Alliance Training Partner



Customer Testimonials

"One of the best classes I've attended in years." – E. MacIntosh "I found in this training what I expected and what I was looking for. [The instructor] was a great motivator and excellent teacher." – A. Mascelloni

"Instructor was very dynamic, knowledgeable, friendly and provided real world good and bad examples. Most of the time only good examples are provided, however, learning is more well rounded hearing both." – L. Holton

"The materials were spot on to the topics. I actually ended up with a better understanding and that I was already applying some of the principles and never even realized it." – F. Mullis

"[The instructor] did a great job teaching the course. Using all of the activities that involved us students to learn and experience the different techniques really helped envision the goal of each roll in the scrum cycle. Was really satisfied with this course." – R. Nikolich

Course Outline

Part 1: Lean, Agile, and Scrum

- Scrum Roles



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- Scrum Events and Artifact Transparency
- Sprint and Increment
- Sprint Planning
- Daily Scrum
- Sprint Review
- Sprint Retrospective
- Product Backlog
- Sprint Backlog
- Definition of "Done"

Part 2: Scrum Master Core Competencies

- Facilitation
- Coaching

Part 3: Service to the Development Team

- Scrum Master as Servant-Leader

Part 4: Service to the Product Owner Part 5: Service to the Organization

- Impediment Removal
- Coaching the Organization

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Phoenix TS is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints re-garding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: www.nasbaregistry.org

Starting at **\$895**

ATTENTION

For GSA pricing or Contractor quotes call
301-258-8200 - Option 2.

GSA ★



Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.